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## **PUBLIC ADVOCATE ADDRESSES INACCURATE BILLING ISSUES WITH COMMUNITY SOLAR COMPANIES**

*Some consumers are being billed based on default electric rates, rather than alternate rates for which they contracted*

**February 18, 2025 | HALLOWELL, ME** – [Maine Public Advocate Heather Sanborn](#) has contacted community solar companies operating in Maine after receiving complaints from community solar customers who are enrolled in alternative delivery rates offered by CMP and Versant.

“These customers did not receive the advertised savings promised by the community solar providers,” said Sanborn. “In some instances, customers ended up paying more than they would have without a community solar subscription.”

The most common alternative rates include [CMP's electric technology rate](#) and [seasonal heat pump rate](#). In a memo to community solar providers, Sanborn notified the companies immediately to

- Review all customer records to verify the chosen delivery rates,
- Ensure that billing for solar credits is based on the accurate, customer-selected rates,
- Correct any discrepancies in past billing and issue refunds or bill credits for any overcharges.

Sanborn notified the solar companies that failure to address and rectify this issue could result in the [Office of the Public Advocate](#) taking further action, including filing a request for investigation with the [Maine Public Utilities Commission](#).

Sanborn is also urging consumers to review their bills. “Consumers should be aware of the delivery rates they signed up for and, if they are contracting with a community solar company, they need to review their bills and be sure they are receiving the savings they signed up for. If they are being billed at a higher rate, they should contact their solar company to request a refund.” Consumers can also contact the Office of the Public Advocate at 207-624-3687 for help understanding their bills.

“Our goal is to safeguard the interests of Maine residents and ensure fair billing practices,” said Sanborn.

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