



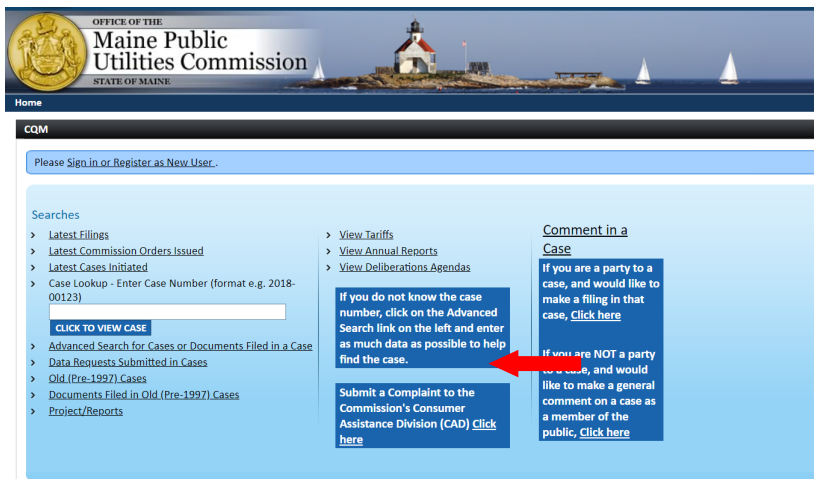
OFFICE OF THE PUBLIC ADVOCATE

HOW TO FILE A BILLING COMPLAINT WITH THE PUC DOCKETS 2018-00194 AND 2019-00015

If you have experienced a problem with your Central Maine Power bill, including receiving a bill that may appear to be significantly higher than what you expected given your electric usage, you should file a complaint with the Consumer Assistance Division of the Public Utilities Commission. If you file a complaint your information will be considered as the Commission moves forward with its investigation.

How to file a complaint:

1. Call the Public Utilities Commission's Consumer Assistance Division at (800)452-4699 or
2. File via the online complaint form with the directions below:
 - a. Go to the Maine Public Utilities Commission's website:
<https://www.maine.gov/mpuc/online/index.shtml>
 - b. Click "Public" in the gray box
 - c. In the middle of the blue box, click the link titled "Submit a Complaint to the Commission's Consumer Assistance Division (CAD) Click here"



- d. On the next page, select the button for Residential to load the complaint form.
- e. Any field with a red asterisk must be filled in for the form to be submitted.

If you need additional assistance filing your complaint, please contact the Office of the Public Advocate at 624-3687.

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112 STATE HOUSE STATION | AUGUSTA, ME 04333-0112
207.624.3687 | TTY 711 | E-MAIL OPA@MAINE.GOV | MAINE.GOV/MEOPA