



OFFICE OF THE PUBLIC ADVOCATE

COMMISSION INVESTIGATION INTO RATES, REVENUE REQUIREMENTS, METERING AND BILLING PERTAINING TO CENTRAL MAINE POWER—DOCKETS 2018-00194 AND 2019-00015

Case Overview—Rates and Revenue Requirement

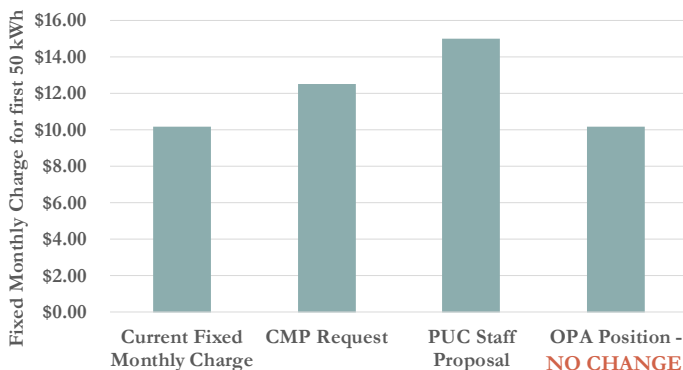
Rate Increase

CMP is requesting a \$46.5 million increase to the revenue it needs in order to provide adequate service to its customers and also provide for a fair rate of return for its shareholders (this is known as its “revenue requirement”). This increase, if approved by the Public Utilities Commission, would result in a \$5 increase to the distribution portion of your bill. We are vigorously opposing the amount of the increase.

Delivery Charges

Residential customer bills include a fixed charge that is shown under the Delivery Charges section of your CMP bill. It includes 50 kWh of usage. Fixed charges do not vary with customer usage and cannot be reduced by using less electricity. A higher fixed charge can adversely affect the lowest users of electricity. The chart illustrates the position of CMP, the Maine Public Utilities Commission Staff and our Office. We are advocating that the fixed charge remain unchanged.

Proposed Changes to Residential Fixed Monthly Charge - includes the first 50 kWh



*The PUC Staff Proposal suggests increasing the fixed monthly charge to \$15/mo. with annual increases of \$2/mo. until the charge reaches \$23.

Case Overview—Customer Service

A number of questions have been raised regarding CMP’s rollout of the SmartCare billing system, including how it planned for the transition of the new system, how it tested the new system prior to “go live” and whether it had staffed its call centers with enough people to handle the increased volume of calls.

If you have experienced issues with CMP’s customer service or with your CMP bill since the November 2017 rollout of the SmartCare system you have an opportunity to describe your experience to the PUC at one of the public witness hearings listed below. If you have experienced a problem with your bill (including a bill that was higher than what you expected given your electric usage) please be sure to file a complaint with the PUC’s Consumer Assistance Division at (800)452-4699.

Let your voice be heard. Testify at one of the public witness hearings this month.

Tuesday July 16 6pm Portland	University of Southern Maine 88 Bedford Street Portland Hannaford Hall (in the Abromson Community Education Center)
Thursday July 18 6pm Farmington	University of Maine 111 South Street Farmington North Dining Halls (in the Olsen Student Center)
Monday July 22 6pm Hallowell	Public Utilities Commission 101 Second Street Hallowell

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