



Maine Office of the Public Advocate

What is the OPA?

The Maine Office of the Public Advocate (OPA) **represents the interests of utility customers** at the state and federal level.

Our Consumer Advocate fields hundreds of phone calls and emails each month, providing **information and resources** to utility customers with questions and concerns about **public utilities**.

Our attorneys **advocate** for improved rates, services, and practices, aiming to provide **the best support for ratepayers**.

The OPA does not represent individuals, but **all ratepayers as a class**.

Areas of Interest



Water



Natural Gas



Electricity



Landline

Recent Accomplishments

Extending the AMP Program

The OPA was actively involved in extending the 2024 “sunset” provision for the Arrearage Management Program (AMP). As a result, this program which provides much needed **relief to low-income ratepayers** who fall behind in their utility payments, will continue until 2028.

Reforming Ratepayer Protection Rules

With support from the OPA, the Legislature strengthened the consumer protection rules for utility ratepayers (LD 1962), including a provision that **protects vulnerable consumers** from having their electricity disconnected during periods of dangerous **summer heat waves**.

Supporting the PUC in Regulating Green House Gas Emissions

In an historic first, the OPA helped negotiate a settlement of a 2024 Public Utilities Commission case by including provisions requiring a major interstate natural gas pipeline to measure, report, and **mitigate its greenhouse gas emissions**. This PUC ruling will facilitate further PUC regulation of natural gas utilities emissions.

Consumer Savings

\$1B

In its 44-year history, the OPA has saved Maine ratepayers more than \$1 billion

\$86M

The OPA saved Maine ratepayers \$86.5 million in 2024 alone

Funding

The OPA is funded by **assessments on utilities** subject to Public Utilities Commission’s jurisdiction.

Costs are allocated to **each industry*** based on hours worked by OPA staff.

*Electric, ferry, gas, telecommunications, water