

# Keep Your Lights On

Electricity bill assistance tips and programs



Maine Office of  
the Public Advocate

Your trusted source for utility information

## Behind on Your Bills?

### Call your utility company



- Let them know you're actively applying to assistance programs
- Make a payment arrangement

CMP Customer Service: 1-800-750-4000

Versant Customer Service: 1-855-363-7211

### Contact 2-1-1



- Call 2-1-1 or visit [211maine.org](http://211maine.org) to be connected with your community action agency and talk about:
  - The Low Income Assistance Program (LIAP)
  - The Home Energy Assistance Program (HEAP)
  - The Energy Crisis Intervention Program (ECIP)
  - Temporary Assistance for Needy Families (TANF)

### Ask about AMP



- The Arrearage Management Program forgives past-due bills as you pay your current bills on time.
- If you're eligible for HEAP or LIAP, you may be qualified for AMP.

### Reach out to other avenues of support



- You can contact your town to apply for General Assistance
- If there are children involved, you can contact the Maine Office for Family Independence

OFI: 1-855-797-4357

- Veterans can contact:

USA Cares: 1-800-773-0387

Veterans Forward: 347-443-0005



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## Declaring a Medical Emergency



To a utility company, a medical emergency means that the loss of electricity would negatively impact your health or prevent the use of life support.

- Contact your doctor for help declaring a medical emergency.
- The notice of a medical emergency prevents electricity disconnection for up to 30 days.
- Customers can declare three medical emergencies in a 12-month period.



## Weatherization

Weatherizing your home helps you save money by saving energy



- The first step in weatherizing a house is requesting a home energy audit, during which a certified energy advisor visits your home, performs various tests (including infrared scans and blower door tests), and creates a report with prioritized improvement suggestions as a result.
- The top priorities of weatherization include sealing air leaks and adding insulation to your home
- Contact Efficiency Maine to locate home audit vendors and receive further weatherization tips.



Efficiency Maine: 866-376-2463  
[www.energymaine.com](http://www.energymaine.com)

