

SECTION 18  
GENERAL

18.1 TRIAL INSTALLATION

In some cases of new applications of the Company's service, it may be impossible to determine the relative advantages of electric service as compared with other sources of energy. Provided it has spare generating and line capacity, the Company may deliver energy in such cases at any time for a trial installation, the period of such trial to be as short as possible, and not in any case to exceed six months. Such delivery of energy as the Company furnishes under this trial installation shall be paid for by the customer at such a price as shall at least pay the Company for the cost of rendering the service and of performing all work in connection therewith, but in no case shall the price paid for such trial installation exceed the regular rate for delivery services.

18.2 NO PREJUDICE OF RIGHTS

The failure by the Company to enforce any of the terms of the Rate Schedule shall not be deemed a waiver of its right to do so.

18.3 BILLING CHANGES

Where demands are reassessed, or customers are found to be on an improper rate, as a result of an investigation, made at the customer's request or by routine inspection, the change of billing to the new demand, or to the proper rate, will become effective in the month during which the check is made.

18.4 ASSIGNMENT

All contracts made by the Company shall be binding upon, and inure to the benefit of, the appropriate successors and assigns, of the parties thereto. The Company may also provide that any contract cannot be assigned without its written consent.

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Effective Date: March 1, 2000

Raymond W. Hepper

Docket No. 97-580

General Counsel

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18.5 CHARGE FOR ESTABLISHMENT OF SERVICE

For customers with an existing standard wireless smart meter, the Company will charge \$12.00 upon establishment or reestablishment of electric service.

For customers requiring a new meter installation and for customers participating in the Company's smart meter opt-out program, upon establishment or reestablishment of electric service during normal business hours, other than same day service, the Company will charge \$35. The charge during other than normal business hours will be \$100.00. The charge for same day service during normal business hours, excluding reconnections of accounts disconnected for nonpayment, will be \$100. For purposes of this section, normal Company business hours shall be from 8:00 a.m. until 4:00 p.m. and the charge shall be determined as of the time that the Customer notifies the Company that the cause for disconnection has been remedied.

The above charges are in addition to any other charges that may be applicable under the Rate Schedule.

The charge for establishment of service is to be made every time an account is established in the name of a new or different customer, or when an account is reestablished for the same customer after a period of discontinuation. This charge is applicable on each establishment of service, whether or not a field trip is required.

If, upon change of name of the party to whom bills are to be sent there is actually a change of customer, then the charge is to be made for establishment of service to the new customer. If, on the other hand, the change of name of party to whom the bills are to be sent is simply a correction of spelling, a change of name within the family, a change of name of the treasurer of an organization, a change to a city or town for the account of an indigent customer, or other similar change, without an actual change of customer, the establishment of service charge does not apply.

The establishment of service charge does not apply for 1) a change of address for which bills for the same customer are to be sent, and 2) a change of rate or reclassification of service for the same customer at the same location when service is taken on a continuous basis.

The establishment of service charge is not multiplied by the total number of tenants or family units used in forming the composite rate.

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Effective Date: September 1, 2014

Eric N. Stinneford

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18.6 RATE OPTIONS

- A. Where the use of service by a customer is subject to optional rates, it shall at all times be the duty and responsibility of the customer to select the rate within the options available. The Company will, upon request, assist the customer in such selection.
- B. From the time of application of any rate selected in accordance with the above until the tenth day following the billing for the second full month's use thereafter, the customer may change selection within options available. At the end of such period, selection will be considered final, except that if the use of service in the period has not qualified for selections as made, the Company will require a change of selection to the rate which may be applicable. In case of a change of selection, billing for the period will be adjusted to conform to the final selection.
- C. Changes by the customer in final selection of optional rates may not be made at shorter intervals than twelve months, except:
  - 1. After the customer has made changes in amount or characteristics of connected load or has made changes in operation which have substantial effect on use of service, none of which represent changes of a seasonal or temporary nature, and has given proper notice to the Company.
  - 2. After the use of service in each of six consecutive months shows that if such use continues some other rate or rate application would be advantageous to the customer.

18.7 CONTINUITY OF SERVICE

- A. The Company will use reasonable diligence to provide service on a continuous, regular and uninterrupted basis; but conditions may arise when the provision of service is subject to interruption, impairment, or change from normal standards of delivery for such reasons as accidents, strikes, or causes beyond its control, or to curtailment or change in characteristics of delivery when considered necessary for protection of life or property, for repairs or improvements to facilities, or for the best interests of customers in general. When interruptions are necessary for repairs or improvements to facilities, the Company shall give reasonable notice to the customers affected, if practicable; or in any emergency when such notification would be impracticable, such interruptions will be made without notice.

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Effective Date: April 15, 2013

Eric N. Stinneford

Docket No. 2013-00173

Vice President – Controller, Treasurer & Clerk

SECTION 18  
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18.7 CONTINUITY OF SERVICE (Continued)

- B. Should service be so curtailed or changed, or should it be interrupted or become impaired because of accident, strike, legal process, Federal, State or municipal interference, or any cause whatsoever beyond the Company's control, and except as caused by willful default or willful neglect on its part, the Company shall not be liable for damages direct or consequential, resulting from such interruption, impairment, curtailment or change.

18.8 MOBILE HOMES AND MOBILE HOME PARKS

A. MOBILE HOMES LOCATED IN COMMERCIAL PARKS

Service to mobile homes in commercial parks will depend upon the permanency of the business and upon the nature of operation of the park, whether seasonal or year-round. The Company may supply bulk delivery to an entire mobile home park or to separate sections of a park or the Company may supply individual mobile home delivery under certain conditions.

If there is an uncertainty as to the permanency of a proposed trailer park, an agreement with the customer is required to reimburse the Company for any costs of premature retirement of plant.

1. Individual Mobile Home Delivery

Individual mobile home delivery of electric service in a park will be provided by the Company as follows:

a. Permanent year-round parks

The Company will provide either overhead or underground distribution of standard construction for individual customer delivery in year-round operated parks which are considered by the Company to be permanent and to offer prospects of satisfactory revenue to the Company.

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Effective Date: March 1, 2000

Raymond W. Hepper

Docket No. 97-580

General Counsel

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18.8 MOBILE HOMES AND MOBILE HOME PARKS (Continued)

To be considered permanent, the mobile-home park must be a) located on land of the park owner, b) laid out with designated lots and drives, and c) equipped with water supply system and sewage disposal facilities for connection to the mobile homes.

For overhead distribution, the Company will provide standard construction with normal spacing of poles as for permanent homes on city streets at no extra charge. The owner of the park must provide suitable means for attachment of service drops and for mounting of Company meters and customers' service equipment.

For underground distribution, the Company will provide standard construction as under its regular URD policy by which the park owner must pay the excess of cost of underground over overhead construction. The park owner must provide suitable means for termination of underground service cables by the Company and for mounting of Company meters and customers' service equipment.

b. Seasonal and temporary parks

For individual mobile home delivery in seasonally operated parks and in any parks not considered by the Company to be permanent, the owner must pay to the Company its nonsalvable costs of construction and removal.

2. Bulk Delivery

Bulk delivery is single meter service to the park owner for his own distribution of energy to individual mobile homes. Billing of the service will be on a multiple basis. Resale of delivery service is not permitted.

More than one point of bulk delivery at the same park may be provided where necessary due to the size of the park, in which case each such point of delivery will be billed on a multiple basis under Term & Condition 4.3.

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Effective Date: March 1, 2000

Raymond W. Hepper

Docket No. 97-580

General Counsel

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18.9 EXCEPTIONS TO SUBSTATION OWNERSHIP REQUIREMENT

Certain exceptions apply to service that was in existence as of January 25, 1955 and has been rendered continuously since that date but only with regard to such facilities as were owned by the Company as of said date and have so continued, as follows:

1. Until such time as Company-owned service facilities are replaced or renewed the customer will not be obliged to assume responsibility for them. In case there is only partial replacement or renewal of such facilities the customer's obligation will apply only with respect to the part replaced or renewed.
2. In case of replacement of Company-owned service facilities for additional capacity prior to the end of the useful life of such facilities, the customer will be subject to charges in accordance with Section 13 of the Terms & Conditions; except that, for the number of years of undepreciated life of replaced facilities, the amount of investment on which the rental shall thus be based will be reduced in the proportion that the replaced capacity for which the customer has eventual responsibility shall bear to the total new capacity for which the customer has both immediate and eventual responsibility.

18.10 ENERGY EFFICIENT NEW HOME INSPECTION AND CERTIFICATION

Cancelled.

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Effective Date: September 1, 2014

Eric N. Stinneford

SECTION 18  
GENERAL

18.10 ENERGY EFFICIENT NEW HOME INSPECTION AND CERTIFICATION (Continued)

Cancelled.

18.11 HOME ENERGY PROFILE SERVICE

Cancelled.

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Effective Date: September 1, 2014

Eric N. Stinneford

SECTION 18  
GENERAL

18.11 HOME ENERGY PROFILE SERVICE (Continued)

Cancelled.

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Effective Date: September 1, 2014

Eric N. Stinneford

Docket No. 2013-00168, 2014-00056, & 2014-00077 Vice President – Controller, Treasurer & Clerk



SECTION 18  
GENERAL

18.12 CUSTOMER SERVICE GUARANTEE

The Company may implement a Customer Service Guarantee program under which the Company will give a Customer a credit for failing to promptly and accurately perform certain functions. These payments will be in addition to any other payments otherwise due the Customer. The Company will file the specifics of the Guarantee prior to it being effective.

18.13 CHARGE FOR FURNISHING BILLING, PAYMENT AND USAGE RECORDS

- A. The Company will provide copies of a customer's billing, payment and usage records to individuals and entities having a right to such records, as provided by the Rules of the Maine Public Utilities Commission or Maine law. Such records will be provided in a standard format specified by the Company.

Requesting parties may be required to provide account numbers when requesting information for multiple accounts.

- B. The following information pertaining to the previous thirteen (13) billing periods will be provided at no charge:

Account Number  
Name  
Rate Code  
Read Dates  
Number of days in each billing period  
kWh usage for each billing period  
kW demand for each billing period (if available)  
Usage during on-peak, off-peak and interim periods (if available)  
Bill Amounts (provided only when specifically required)  
Payment dates and amounts (provided to customers only)

This information will be provided at no charge to current or prospective customers, tenants or property owners, and to financial assistance agencies. The charge for providing this information to other third parties, including Competitive Electricity Providers, will be \$1.00 per account.

Interval data for the previous twelve (12) months, when available, will be provided at no charge to customers. The charge for providing this information to third parties, including Competitive Electricity Providers, will be \$25.00 per account. The Company will not charge for information downloaded by third parties from Company systems expressly designed for this purpose.

- C. For records concerning periods more than 13 months before the date of the request, there will be a charge of \$15.00 for each twelve month period or \$1.25 for each individual month period.
- D. The charge for providing aggregated information for groups of customers, for providing information in a nonstandard format specified by the requester, or for providing data not listed in Section B above will be \$50.00 per hour, based on the amount of time necessary to fulfill the request.

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Effective Date: September 1, 2014

Eric N. Stinneford

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18.13 CHARGE FOR FURNISHING BILLING, PAYMENT AND USAGE RECORDS (Continued)

- E. There will be no charge for records provided to the Commission or records provided to a customer in response to a dispute.
- F. Information furnished under the terms of Section 18.13 shall be provided within a reasonable period of time. The Company may, at its sole discretion, require advance payment of applicable charges for furnishing information under this section.

18.14 CUSTOMER INITIATED TRANSFER OF SERVICE TO STANDARD OFFER

Cancelled.

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Effective Date: March 1, 2000

Raymond W. Hepper

Docket No. 97-580

General Counsel

SECTION 18  
GENERAL

18.14 ENERGY PROFILER SERVICES (Continued)

Cancelled.

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Effective Date: December 6, 1998

Michael R. Cutter

Docket No.: 98-868

Vice President

SECTION 18  
GENERAL

18.14 ENERGY PROFILER SERVICES (Continued)

Cancelled.

18.15 PILOT INNOVATIVE CREDIT AND COLLECTION PROGRAM

Cancelled per expiration date. (May 1, 1998)

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Effective Date: December 6, 1998

Michael R. Cutter

Docket No.: 98-868

Vice President

SECTION 18  
GENERAL

18.15 PILOT INNOVATIVE CREDIT AND COLLECTION PROGRAM (Continued)

Cancelled per expiration date. (May 1, 1998)

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Effective Date: December 6, 1998

Michael R. Cutter

Docket No: 98-868

Vice President

SECTION 43  
ELECTRICITY PROVIDERS

43.1 GENERAL

In accordance with Maine Public Utilities Commission rules, the Company will provide certain services and charge certain fees to Competitive Electricity Providers and Standard Offer Providers, as described in this section.

43.2 BILLING SERVICES - STANDARD BILL FORMAT AND RATE STRUCTURE

The charge for providing consolidated utility billing services will be \$.26 per bill.

Consolidated utility billing services will include bill calculation, printing, mailing, collection, remittance processing and funds transfers in accordance with Maine Public Utilities Commission rules. The annual notice required by Chapter 305(4)(B)(1)(b) will also be provided as part of the consolidated utility billing service.

43.3 OFF-CYCLE TERMINATIONS

The charge for terminating electricity supply to a customer on a date other than the regular meter reading date will be \$5.00 if usage is prorated between the terminating provider and the Standard Offer Provider.

If an actual meter reading is required by the provider terminating service, the Company will charge \$5.00 for telemetered accounts including accounts with standard wireless smart meters. For all other accounts, the charge will be \$35.00.

Requests for off-cycle service terminations will be processed as soon as practicable in the normal course of the Company's business, during regular business hours.

43.4 CUSTOMER HISTORY DATA

The Company will provide customer usage history records to competitive electricity providers in accordance with Section 18.13 of the Terms and Conditions.

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Effective Date: September 1, 2014

Eric N. Stinneford

SECTION 43  
ELECTRICITY PROVIDERS (CONT'D.)

43.5 NONSTANDARD METER INSTALLATIONS

The Company will install a nonstandard meter at the request of a Competitive Electricity Provider, and will accommodate requests for nonstandard meters as quickly as practicable in the normal course of the Company's business. The Company will prioritize requests, with the objective of maintaining the shortest possible backlog, by considering the order of requests, the complexity of implementation and equity among customer groups.

The Company will charge its incremental costs of owning, maintaining and installing the nonstandard meter to the Competitive Electricity Provider. The Company, at its sole discretion, may require advance payment from the Competitive Electricity Provider.

43.6 NONSTANDARD BILL FORMAT OR RATE STRUCTURE

A Competitive Electricity Provider may request a nonstandard bill format or rate structure for bills issued to its customers by the Company. The Company will determine the price and time frame for completion within fifteen (15) business days of the request. The price will be based on the Company's reasonable costs for implementing the nonstandard bill format or rate structure.

43.7 INFORMATION DISCLOSURE FOR STANDARD OFFER CUSTOMERS

The Company will make available disclosure labels to Standard Offer customers as required by Chapter 306, Section 2(E)(4) of the Maine Public Utilities Commission rules.

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Effective Date: January 1, 2012

Eric N. Stinneford

Docket No.: 2011-407

Vice President, Controller, Treasurer and Clerk

SECTION 43  
ELECTRICITY PROVIDERS (CONT'D.)

43.8 BILL INSERT SERVICES

In its sole discretion, pursuant to 35-A M.R.S.A. § 3212-A, the Company may provide bill insert services for green power supply products and renewable energy credit (“REC”) products that are certified by the Maine Public Utilities Commission. A contract, in a form approved by the Maine Public Utilities Commission, shall be required for all bill insert services provided by the Company.

For standard inserts that will be sent to all of the Company’s customers, the Company will charge the providers of such certified green power supply products and REC products a fee of (i) \$0.125 per insert for the costs of inserting and mailing bill inserts into its transmission and distribution billing envelope, which fee shall automatically be adjusted to reflect any changes in the Company’s mailing costs, plus (ii) a fixed fee of \$750 per billing cycle to cover programming and other costs. These fees shall apply only to the mailing of a single insert to all of the Company’s customers, provided that such insert meets the Company’s technical specifications. Other services, at the sole discretion of the Company, may be made available by the Company, subject to the pricing set forth below.

A supplier of certified green power supply products and REC products may request non-standard bill insert services, for example, targeting bill inserts to specific groups of customers. The Company shall have no obligation to provide such non-standard bill insert services, but shall notify the supplier within fifteen (15) business days of the request if it will accommodate such non-standard request and the price for implementing such non-standard request. The price will be based on the Company’s reasonable costs for implementing the non-standard bill insert request.