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CONSUMER ASSISTANCE AND SAFETY DIVISION BULLETIN - 2026-01

To: All Public Utilities in Maine

From: Derek D. Davidson, Director, Consumer Assistance and Safety Division
Maine Public Utilities Commission

Date: September 10, 2026

Re: 10-day Period for Filing Requests for Review

The purpose of this Consumer Assistance and Safety Division (CASD) bulletin is to assist utilities, ratepayers, and other interested persons with the Request for Review process outlined in subsection 13(I)(1)(a) of Chapter 815 and subsection 13(H) of Chapter 660 of the Commission's rules. MPUC Rules, ch. 110, § 7(C). Chapters 815 and 660 state that an applicant, customer, or the utility may request Commission review of a CASD letter by filing a Request for Review with the Administrative Director of the Commission within 10 calendar days after the date of the CASD letter. During the 10-day period in which a request for Commission review may be made, the utility may not disconnect service to a customer. Notably, subsection 13(H) of Chapter 660 provides that, additional time allowed by other rules when service is made by mail notwithstanding, "no additional time is allowed for mailing," and Chapter 815 does not expressly provide for additional time when service is made by mail.

In the CASD's recent experience, it has received a number of Requests for Review that were filed beyond the 10-day filing time where the customer or applicant reported that they had received the CASD letter by U.S. Postal Service and had received it near or just after expiration of the 10-day filing time. There have been instances in these situations where the CASD has granted a waiver of the 10-day filing time when the customer showed that they filed their Request for Review as soon as possible after receiving the CASD letter. Because of potential delays in the delivery time for CASD letters that are mailed to customers or applicants through the U.S. Postal Service, the CASD provides the following guidance in this bulletin.

Currently, the CASD sends the vast majority of its letters through email. This ensures that the customer or applicant receives the letter at the same time as the utility and avoids the potential for delay associated with the U.S. Postal Service. The CASD will continue to send CASD letters through email whenever possible. There will, however, be situations where the CASD letter must be mailed to a customer or applicant through the U.S. Postal Service. The CASD will waive the 10-day filing time for Requests for Review and accept requests that are filed up to 15 days after the date of the CASD letter in situations where the CASD letter was

mailed through the U.S. Postal Service alone, and the customer or applicant filing the request explains that the delivery of the CASD letter was indeed delayed by the U.S. Postal Service. In these situations, when the utility is aware that the CASD letter was sent to the customer or applicant via U.S. Postal Service alone, the CASD requests that utilities refrain from disconnecting customers until after the 15-day period for filing a Request for Review has passed.

Please feel free to contact me if you have any questions regarding this memo. I can be reached at (207) 287-1596, or at derek.d.davidson@maine.gov.

DD/kp