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Consumer Assistance and Safety Division - Bulletin 2026-02

To: All Electric Utilities

From: Derek D. Davidson, Director, Consumer Assistance and Safety Division (CASD)

Date: September 16, 2026

Re: Low Income Assistance Program (LIAP) – DHHS Auto Enrollment Process

The purpose of this bulletin is to provide guidance to the electric utilities regarding the exchange of information between electric utilities and DHHS to allow for auto enrollment of eligible clients in the LIAP. Section 6(B) of Chapter 314 (LIAP Rule) of the Commission's rules states:

Ch. 314 §6(B) - Role of DHHS

DHHS will, on a quarterly basis, exchange client information relating to its means-tested programs with the transmission and distribution utilities so the transmission and distribution utilities may enroll eligible customers in their respective LIAPs. DHHS will also provide transmission and distribution utilities with real-time access to its client information so they may determine eligibility for the LIAP on an individual customer basis.

Commission staff, DHHS, and representatives from Versant Power and Central Maine Power met on August 31 to discuss the data exchange process and developed the process outlined below.

The utilities will on the first day of each quarter, starting with this October 1, share their entire residential customer list with DHHS, and DHHS will identify customers eligible for the LIAP and identify each eligible customer's Federal Poverty Level (pursuant to each utility's DSA). To satisfy the "real time access" requirement of the rule, DHHS created an "ad hoc" process to exchange information between quarters for customers who contact utilities saying that they are eligible for LIAP but were not previously enrolled. Pursuant to this process, utilities can choose to send DHHS a list of customers either bi-weekly on the 1st and 15th of each month, or monthly on the 1st of each month, that have contacted the utility since the previous customer list was sent, and DHHS will review and verify eligibility pursuant to the DSA for that list of customers. This will avoid DHHS receiving daily requests from utilities. Utilities should also do their best to notify customers who contact them claiming eligibility for the LIAP whether they are found eligible.

Data exchange requests will be submitted by utilities to DHHS via SFTP. Each utility will have their own SFTP folder. Requests should utilize the template data format attached to this bulletin. Upon receipt DHHS will match the data and return results for each client as information not available or matched at one of the four designated FPL levels. Data will be returned to the utilities within two business days via their SFTP folder. Utilities who have questions or issues regarding the data exchange process should contact Ray Gervais at: Rainald.Gervais@maine.gov and cc: OFI.DataRequests@maine.gov.

Please feel free to reach out to me at: derek.davidson@maine.gov or at 207-287-1596, if you have questions regarding this bulletin or the requirements of Chapter 314 (LIAP rule).

DD/kp

Attachment