




STATE OF MAINE
PUBLIC UTILITIES COMMISSION

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CASD MEMO 2022-04

To: All Electric and Natural Gas Utilities
From: Pamela Emmons 
Deputy Director, Consumer Assistance and Safety Division (CASD)
Date: February 2, 2022
Re: Guidance for the Winter Disconnection Period (WRTD) - Occupants

The purpose of this Memo is to ensure that electric and gas utilities are aware of a change to Chapter 815 Section 10 (M) (2) that covers some essential information about what a utility needs to do when a dwelling is occupied and service is being used, yet no person has applied for service. Because of some recent questions that several utilities have had about managing these types of cases, this Memo is being issued to highlight key points to ensure your utility has the information it needs to properly handle WRTD for occupants. Chapter 815, §10(M)(2) states:

In situations where utility service is being used but no person has applied for service, and the utility plans to seek permission to disconnect the service during the Winter Disconnection Period, the utility must first provide notice to the occupant that:

- 1) stating that the occupant needs to contact the utility to apply for service;
- 2) stating that failure to respond to the notice may result in the utility seeking permission to disconnect the occupant's service from the CASD; and
- 3) includes a prominent statement that disconnection of a residential occupant's service during the Winter Disconnection Period cannot take place without the advance permission of the CASD, that the occupant will be notified of any request for such permission, and that the occupant will have the opportunity to be heard by the CASD.

Notice shall be provided to the occupant through a premise visit. If the occupant is not home when the premise visit is made, the notice shall be left on the door, or if possible, slide the notice under the door, then note in your WRTD that a copy of the request was hand delivered to occupant.

Once this notice is provided to the occupant, if the occupant fails to respond to the notice, the utility may seek permission to disconnect the occupant's service by requesting permission from the CASD in accordance with Chapter 815, §10 (M) (5).

Utilities will submit a WRTD to the CASD via the Case Management System (CMS), which is located on the Maine Public Utilities Commission home page via the following link: <https://www.maine.gov/mpuc/online-services>.

On the CMS Online Services page, under “Registered Users,” select either Register (if not a current user) or Sign In. From the CMS home page select from the options menu, item CAD System ->Utility Case Filing, then select Winter Request.

When entering the occupant’s information into the Winter Request to Disconnect form, under the “Customer Information” section, input the First Name as “**Current**”, Last Name as “**Occupant**” then input the **physical service address, including city**.

Also, date entries in required fields shall reflect the date of the premise visit to hand deliver the notice. A completed sample form is attached to this Memo.

If you have any questions regarding this Memo, please feel free to contact me at: pamela.emmons@maine.gov or by phone at (207) 287-4934.

PE/kp

Exhibit A – WRTD CMS Form

Home
Welcome, Boreman, Brad

Home

- > Annual Report File
- > CAD Reports
- > CAD System
- > Case File
- > Data Requests/Responses
- > Manage Favorites
- > Manage Subscriptions
- > Pre-1997 Cases
- > Project/Report Files
- > Tariff File
- > Update Contact Information

Winter Request to Disconnect

SUBMIT
RESET

Utility/Industry Information

Case Type :	Winter Request to Disconnect		Case Subtype :	Select
Utility/Industry Type :	Select		Utility/Industry Subtype :	
Utility Company Name :			Utility Contact Name :	
Account Number :				

Customer Information

Customer's First Name :	Current		Customer's Middle Name :	
Customer's Last Name :	Occupant		Customer's Suffix :	Select
Customer's Address :	123 Main		Customer's Address (Continued) :	
Customer's City :	Lewiston		Customer's Zip Code :	04240
Customer's State :	MAINE			

Payment Information

Total Amount Due :	1		Notice Amount :	1
Notice Type :	14 Day Notice		Notice Date : (Valid Format : MM/DD/YYYY)	1/21/2022
Last Billing Date : (Valid Format : MM/DD/YYYY)	1/22/2022		Last Billing Amount :	0
Last Payment Amount :	0		Last Payment Date : (Valid Format : MM/DD/YYYY)	

Arrangement Information

Arrangement Type :	No Payment Arrangement		Arrangement Catch-up :	
Arrangement Amount :			Premise Visit Date : (Valid Format : MM/DD/YYYY)	01/21/2022
Date 5-Day Warning Letter Sent : (Valid Format : MM/DD/YYYY)	01/21/2022		Notes :	Hand delivered notice to Occupant.
Filed By :	Boreman, Brad			Characters remaining: 966