



STATE OF MAINE
PUBLIC UTILITIES COMMISSION

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CASD MEMO No. 2024-07

To: All Electric and Gas Utilities
From: Derek D. Davidson, Director *Derek D. Davidson*
Consumer Assistance and Safety Division (CASD)
Date: November 1, 2024
Re: Chapter 815 § 10 (L)(5)

The purpose of this Memo is to remind all electric and gas utilities that Chapter 815, § 10 (L)(5) requires them to mail, by November 15 of each year, an informational packet to each residential customer that was disconnected for non-payment between April 16 (the end of the previous winter period) and October 15, who was not subsequently reconnected by November 1; that includes:

- a. the address and telephone number of the utility;
- b. the overdue amount or other reason for the disconnection;
- c. the requirements for reconnection;
- d. the existence of the utility's LIAP (if it has one) and procedures for enrollment;
- e. the procedure for residential customers to declare a medical emergency;
- f. the existence of the utility's oxygen pump assistance program (if it has one) and procedures for enrollment, pursuant to Ch. 314;
- g. a copy of the customer's rights during the winter period, pursuant to Ch. 815, section 10 (M)(9)(b);
- h. the customer's right to bring any unresolved disputes to the CASD; and
- i. the CASD's toll-free consumer telephone number, as well as its mailing and email addresses.

The informational packet must be mailed to the last known mailing address of the customer.

Please contact me at derek.d.davidson@maine.gov, or (207) 287-1596, if you have questions.

DDD/kp