



STATE OF MAINE
PUBLIC UTILITIES COMMISSION

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CASD MEMO 2026-02

To: All Water Utilities

From: Kathleen Poetzsch, *Kathleen Poetzsch*
Secretary, Consumer Assistance and Safety Division (CASD)

Date: January 15, 2026

Re: Reminder to File 2025 Annual Credit and Collection Report / Procedure for Filing

This memo is a reminder that all water utilities must file the **2025 Annual Credit and Collection Report** by **April 15, 2026**. The period covered by the report would be from January 1 through December 31, 2025).

All utilities should file annual credit and collection reports using the Commission's Case Management System (CMS). In order to file the report, utilities must be registered users.

Included with this memo are the following:

- Instructions for becoming a registered user (if you are not currently registered).
- Instructions for filing your annual credit and collection report.

A copy of the 2025 report form to submit is available on the PUC's website, at the following link, under **Forms for Utilities - Small Water Utilities or Large Water Utilities**: <https://www.maine.gov/mpuc/online-services/forms-applications>.

If you have any questions, please contact me, at 207-287-4940 or by email at: kathy.poetzsch@maine.gov. Thank you.

KP
Attachments

How do I Register to Participate in Cases in the New Electronic Case Filing Application?

If you are participating in a case at the MPUC now, there are steps you should take when the new Electronic Case Filing Application becomes effective.

- First, register as a User. Click on the Registered Users button on the MPUC web page, then click on New User Registration. Fill in the fields, considering the following:
 - Required fields are denoted by red asterisks.
 - User IDs must be at least 8 characters long and cannot have spaces
 - Passwords must be at least 8 characters long and must include numbers, at least one Upper Case Letter, and at least one special character
 - The first Company/Organization field is the company you work for (which may not be the company you represent for PUC purposes)
- The Representing Company/Organization field is for the company you represent. This is not required except that if you will be filing in cases as representing a company or companies, then you will need to add those companies to your profile.
 - To populate your profile with the companies that you represent, click the “Add” hyperlink. All regulated utilities will be available to choose from. The window allows you to add criteria to shorten the list to select from, such as utility type, the first few letters of the company name, etc. Check the box next to the company(ies) you wish to add and click on the select button.
 - If you represent an organization that is not a utility, you may choose “Other” and “Other” as the Industry Type and Subtype, and search for your organization. If it is not present, call the Commission at 287-3831 and ask that it be added.
 - You may add more than one company or organization. You may return to the screen in the future to add more companies/organizations or to remove them.
- The Registration screen requires the use of SPAM proof software called reCAPTCHA, so you will have to enter the two odd words presented to you in order to complete the registration process. If you cannot read one or more of the words, click on the refresh icon on the top right to get a new pair of words until you can read both.
- After submitting your registration you will receive an email notification with a hyperlink and instructions. You must go to the hyperlinked page and confirm your registration. (if clicking on the hyperlink does not work in your email system, copy and paste it into your browser’s URL field to go to the confirmation screen. Once this is done you will be registered to submit documents into the new application.
- Next, put yourself on the “Notification List” for each case you are participating in. To do this, again click on the Registered User button and log in using your User ID and password. Click on Manage Subscriptions. Partway down the screen, click on Subscribe to Case Notification List.
- On the next screen, enter the case number you are participating in. Click in all three boxes to receive notification of all filings made in the case. Hit Subscribe.
- The Lead MPUC staff person in the case will be alerted that you have completed this process.

How to File an Annual Credit and Collection Report

Please Note: the PUC's updated link to reach the report filing section of our new website is: <https://www.maine.gov/mpuc/online-services/forms-applications>

Once you have logged in using your Username and Password, the screen below will appear. Click on Project/Report Files then Submit Project/Report

The screenshot displays the Maine Public Utilities Commission (PUC) website interface within an Internet Explorer browser. The browser's title bar reads "CQM - Windows Internet Explorer provided by IIS Policy Venn - State of Maine". The address bar shows a URL starting with "http://stabs.m...". The page header includes "Maine.gov", "Agencies | Online Services | Help", and a "Page Tools" dropdown. The main banner features the "OFFICE OF THE Maine Public Utilities Commission STATE OF MAINE" logo and a lighthouse image. A "Welcome Smith, John" message is visible. The left sidebar contains a menu with "Project/Report Files" highlighted. The main content area shows sections for "Popular searches", "Latest filings", "Latest cases initiated", "caseLookup", and "My Favorite Searches". The "Project/Report Files" menu is expanded, showing "Submit Project/Report", "Supplement Project/Report", and "View/Search".

After clicking Submit Project/Report, the screen below will appear. All of the required fields must be completed in order to file report. On this screen, you will choose Annual Credit and Collection Report

Report/Project Submission - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine

http://oit-isa1uatappt.som.w2k.state.me.us/CQM.Custom.WebUI/ReportProjectSubmission/ReportProjectSubmissionExternal.aspx

Search the web (Babylon)

File Edit View Favorites Tools Help

Home MetaFrame Pre... CAD Case File CQM CQM Report/Proje...

Agencies | Online Services | Help Page Tools GO

State Search: GO

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Welcome Smith, John

Home

Annual Report File
CAD System
Case File
Comment on Case
Data Requests/Responses
Manage Favorites
Manage Subscriptions
Project/Report Files
Tariff File
Update Contact Information

Report/Project Submission

SUBMIT BACK

Report/Project Submission

* Utility/Industry Type: Electric

* Utility/Industry Subtype: Transmission and Distribution Utilities (T ar

* Utility/Company Names: CENTRAL MAINE POWER COMPANY

* Report/Project Type: Select

Report/Project Year: 2012

Comments: ANNUAL CREDIT AND COLLECTION REPORT

* Title Of Filing: 2012 Credit and Collection Report

Characters remaining: 217

ATTACH DOCUMENT

SUBMIT BACK

You must attach your saved report on this screen.

Report/Project Submission - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine

http://oit-isa1uatappt.som.w2k.state.me.us/CQM.Custom.WebUI/ReportProjectSubmission/ReportProjectSubmissionExternal.aspx

Search the web (Babylon)

File Edit View Favorites Tools Help

Home MetaFrame Pre... CAD Case File CQM CQM Report/Proje...

Agencies | Online Services | Help Page Tools GO

State Search: GO

OFFICE OF THE
Maine Public Utilities Commission
STATE OF MAINE

Welcome Smith, John

Home

Annual Report File
CAD System
Case File
Comment on Case
Data Requests/Responses
Manage Favorites
Manage Subscriptions
Project/Report Files
Tariff File
Update Contact Information

Report/Project Submission

SUBMIT BACK

Report/Project Submission

* Utility/Industry Type: Electric

* Utility/Industry Subtype: Transmission and Distribution Utilities (T ar

* Utility/Company Names: CENTRAL MAINE POWER COMPANY

* Report/Project Type: ANNUAL CREDIT AND COLLECTION REPORT

Report/Project Year: 2012

Comments: Characters remaining: 250

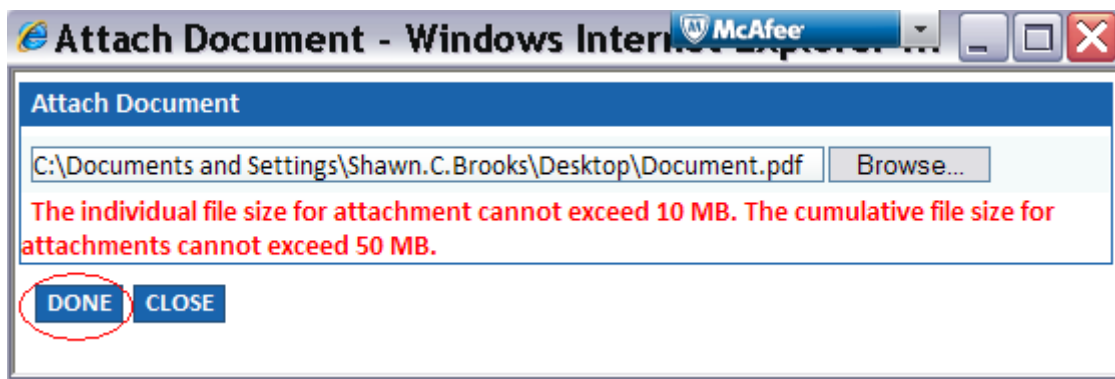
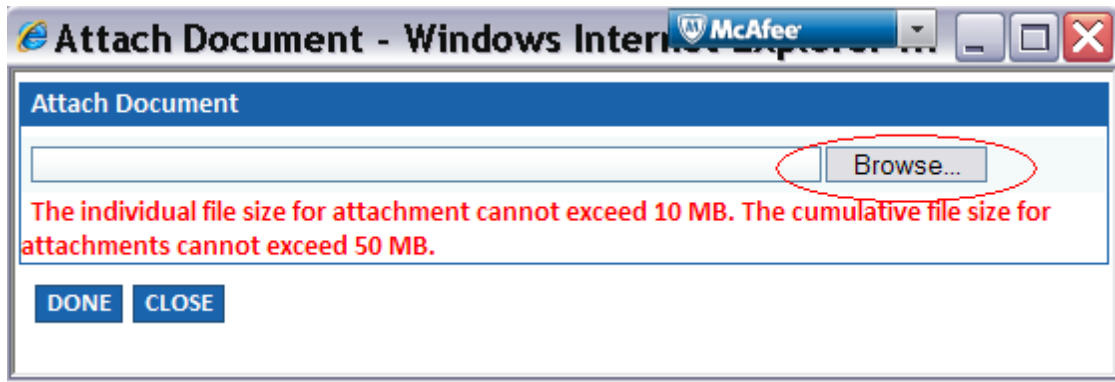
* Title Of Filing: 2012 Credit and Collection Report

Characters remaining: 217

ATTACH DOCUMENT

SUBMIT BACK

After clicking Attach Document, the following pop up window will appear. By clicking Browse, you will be allowed to search the documents on your computer for the saved Annual Credit and Collection Form. Once you have located the form and clicked open, you will click Done on the Attach Document Window.



Once your attached form is showing in the grid on the screen, click Submit.

Report/Project Submission

[SUBMIT](#) [BACK](#)

Report/Project Submission

Utility/Industry Type: Electric

Utility/Company Names: CENTRAL MAINE POWER COMPANY

Report/Project Year: 2012

Title Of Filing: 2012 Credit and Collection Report

Utility/Industry Subtype: Transmission and Distribution Utilities (T ar

Report/Project Type: ANNUAL CREDIT AND COLLECTION REPOR

Comments:

Characters remaining: 250

Characters remaining: 217

ATTACH DOCUMENT

#	File Name	Size	
1	Document.pdf	3.01 MB	x

[SUBMIT](#) [BACK](#)

Once you click Submit, you will get the following confirmation message.

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "Submission Result - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine". The address bar shows the URL: <http://oit-isa1uatappt.som.w2k.state.me.us/CQM/Custom/WebUI/ReportProjectSubmission/ReportProjectSubmissionResult.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and utility. The page header features the "Maine.gov" logo, navigation links for Agencies, Online Services, and Help, a Page Tools dropdown, and a State Search field. The main banner displays the "OFFICE OF THE Maine Public Utilities Commission" logo and a scenic image of a lighthouse. A welcome message "Welcome Smith, John" is visible in the top right. On the left side, there is a vertical navigation menu with links: Annual Report File, CAD System, Case File, Comment on Case, Data Requests/Responses, Manage Favorites, Manage Subscriptions, Project/Report Files, Tariff File, and Update Contact Information. The main content area is titled "Submission Result" and contains a "Report/Project Submission Message" section. This section includes a "BACK" button and a confirmation message: "The Report/Project has been submitted successfully. Tracking Number generated is:CADA-2013-00003." Below the message is another "BACK" button.

Submission Result

Report/Project Submission Message

BACK

The Report/Project has been submitted successfully. Tracking Number generated is:CADA-2013-00003.

BACK