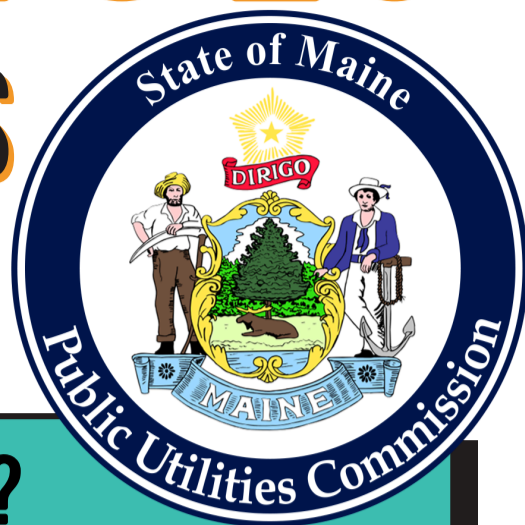


SURCHARGES

WHAT CUSTOMERS WANT TO KNOW



WHAT IS A SURCHARGE?

A surcharge is a temporary fee water utilities can charge customers to help recover some of the money spent on necessary construction projects (such as infrastructure replacement and repair).



HOW MUCH WILL IT COST?



- The maximum surcharge amount a utility can charge varies depending on the size of the utility.
- The charge is capped by PUC rules.
- The resulting increase on a customer's bill will be small.
- It is only a temporary charge.

HOW WILL THE FUNDS BE USED?

- The money collected will be used to cover the cost of repairs and construction of projects that are **critical** for safe and adequate service.
- The projects must have already been completed and have been identified by the utility as a priority in a report filed with the PUC.



WHAT CAN I DO?

If you are concerned, you have the opportunity to:

- Talk to your water utility about the project.
- Subscribe to the PUC docket (in which the water utility seeks commission approval for the surcharge) so you can get notifications about the case.
- Submit written comments to the PUC.



MORE INFORMATION

Check out Chapter 675 of the Maine PUC Rules.

Reach out to your water utility to ask questions, contact the Office of Public Advocate (OPA) for assistance or reach out to the PUC for more information.



FOR MORE INFORMATION

MAINE OFFICE OF PUBLIC ADVOCATE

<https://www.maine.gov/meopa/>



MAINE PUBLIC UTILITIES COMMISSION

<https://www.maine.gov/mpuc/home>



CHAPTER 675 OF MAINE PUC RULES CAN BE SEEN HERE:

<https://www.maine.gov/mpuc/legislative/laws-rules>

