

# ***Welcome to Maine Public Service Company***



## **Official Information**

**If you have any questions, please call us at  
1-877-655-4448 or 760-2300**





Dear Customer,

We would like to welcome you as a valued customer of Maine Public Service Company. Please be assured that we strive to provide quality service and superior customer support.

We provide service to many communities throughout northern Maine. Over the past 80 years, we have earned an admirable reputation for providing exceptional service to our customers.

Our customer service representatives handle all customer inquiries regarding service or emergency situations. You may reach them at 207-760-2300 or 1-877-655-4448 between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. For emergencies or power interruptions on weekends, holidays, or non-business hours, please call 207-760-2300 or 1-877-655-4448.

We appreciate your business and look forward to serving you as your electricity company. Please feel free to call us when you require assistance, or at any time you have questions pertaining to your service.

Sincerely,

Maine Public Service Company  
Customer Service Department

**Maine Public Service Company**

P. O. Box 1209  
Presque Isle, ME 04769-1209

**Customer Service Department**

**Business Hours**

**7:30 a.m. - 5:00 p.m.**

**Phone Numbers**

**760-2300 or toll free 1-877-655-4448**

**e-mail address:**

**custserv@mainepublicservice.com**

**Web Site:**

**[www.mainepublicservice.com](http://www.mainepublicservice.com)**

Maine Public Service Company, a subsidiary of Maine & Maritimes Corporation, is an investor-owned electric utility serving Aroostook and northern Penobscot counties. We deliver electricity to more than 36,000 customers in a 3,600 square mile area. Our primary goals are to provide quality customer service and to deliver you reliable electricity power at the lowest possible cost.

**KEEP THIS BOOKLET**

It has important information that you may need in the future. It reflects charges and other specific guidelines as of October, 2009.

Throughout this booklet the terms “MPS”, “we”, “us”, or “Company” refer to Maine Public Service Company. The term “you” refers to the applicant or customer.

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## **Application for Service**

### ***No Discrimination Allowed***

When you apply for service, we will treat you fairly. You must answer some important questions before we accept you as a customer, and we may ask you to complete a written application for service.

No matter what country you come from, what sex or race you are, whether you are single or married, young or old, we will either agree to provide the service you ask for or deny it within one (1) business day after you ask for the service. If we deny service, we will send you the reason(s) in writing and tell you what you can do about it.

### ***Cost of Service***

When you apply for service, we will tell you about the basic or minimum service costs: about one-time costs, such as installation fees; and about optional services – those you may choose to have or not – and how much they cost.

If you have any questions about the cost of your service or the difference between the basic service and optional services, call us at 760-2300 or 1-877-655-4448.

Our rates must be approved by the Maine Public Utilities Commission (MPUC). We cannot charge these rates without the approval of the MPUC. You have the right to review and comment on our proposed rates before the MPUC approves or disapproves any changes.

### ***Old Unpaid Bills***

When you apply for service, we will check to see if you have had service with us before. If you have an unpaid bill, we will ask you to pay it or make a payment arrangement.

We can require you to pay bills that are up to six (6) years old. We cannot generally ask you to pay anyone else's bills – only those bills in your name, or bills a court has said you are responsible for. We will discuss any unusual conditions with you.

If you dispute the old bill, or you are unable to agree with us about a reasonable payment arrangement, see the "Disputes" section of this booklet on page 8.

## **Deposits**

### **Residential Service**

We can ask you for a deposit if one or more of the following circumstances apply: if you have an unpaid bill when you apply for service; you have been disconnected for non-payment; fraud; unauthorized use; or theft of services. These are not all the situations in which we can require a deposit. You have the right to show us evidence that you can and will pay your future bills and avoid a deposit request.

### ***When We Require a Deposit:***

- We must inform you in writing and tell you what you can do to begin or continue service.

- We will tell you what to do if you disagree with the deposit request or amount.
- We will pay interest on your deposit.
- We will give you a choice between a cash deposit and allowing another person to “guarantee” your bills up to the deposit amount. The guarantor must be a customer in good standing with us.

### ***Non- Residential***

We may demand a deposit from any non-residential applicant as a pre-condition of granting service.

## **Deposit Amount and Payment Options**

### ***Residential Applicants and Customers***

We can require a deposit that is equal to your two highest consecutive billing periods expected within a 12-month periods.

You can usually have a choice to pay the deposit in full or in three payments, with half the total due immediately, 25% in thirty (30) days, and 25% in sixty (60) days. However, we may demand a full payment of a deposit if you are already using a payment plan to pay off an unpaid bill.

### ***Non-Residential Applicants and Customers***

We can require a deposit which is more than the amount reasonably anticipated to be due for service for the two highest billing periods expected within a 12-month period. You may have a choice of paying the deposit in at least two equal installments.

### ***Return of Deposit***

We will return your deposit with interest when the account is closed; any credit balance will be refunded. Residential customers will also get a refund when they substitute a third party guarantor for an existing deposit. Deposits may also be adjusted up or down in limited circumstances.

## **Bills**

All customers receive a bill every month. When you ask for service, we will let you know when to expect your bills.

### ***Estimated Bills***

We will try to send you a bill based on your actual usage, but we can send you estimated bills for service during extreme weather conditions, emergencies, work stoppages, equipment failure, or similar circumstances that would prevent our employees from reading your meter.

### ***Make-up Bills***

If we have to issue a make-up bill for past service that you were not billed for, we will offer you a payment arrangement. If the reason for the make-up bill is our fault (equipment failure or our billing error, for example), you will be billed for only one (1) year of past service even if the billing mistake was for a longer time. If the make-up bill is for service that was previously unbilled because of unauthorized use or fraud by the customer, the utility may bill for service that occurred up to 6 years before the issuance of the “make-up” bill.

### ***Previous Bills***

If you ask for it, we will give you, as a customer or perspective customer, a record of your usage going back to a maximum of twelve (12) months.

### ***Designation of Third-Party to Receive Notices***

Let us know if you want another person to get a copy of any disconnection or planned outage notice in your area. We will send a copy to the person you designate, but you are still responsible for payment. This service may be especially important for our elderly, disabled or handicapped customers.

## **Payments**

If you mail your payment to us, your bill is considered paid on the day we receive it. If you pay at a payment agency, your bill is considered paid on the day you make the payment. If you make a partial payment, we will apply it to the oldest disconnectable portion.

Please refer to the **POWERLINE** newsletter that is enclosed in each electricity bill for convenient payment locations.

You can also place your payment in the drop slot located by the main entrance at the MPS Customer Service Center on Carmichael Street in Presque Isle.

You should pay your bill as soon as you can. The amount not paid by the “Due Date” listed on the front of your bill will be subject to a late payment charge on the unpaid balance. The effective annual rate is noted on the front of your bill.

### ***Financial Assistance***

You may be entitled to financial assistance from State or local government agencies or other private sources to help you pay your electricity bill(s). To find out more about available financial assistance, we recommend that you call 211 or visit their website ([www.211maine.org](http://www.211maine.org)). While we cannot obtain assistance for you, we may be able to refer you to others who can help you apply.

### ***Oxygen Pump and Ventilator Benefit***

The Oxygen Pump and Ventilator Benefit provides financial assistance to low-income customers, who apply and are approved for LIHEAP through

ACAP or the associated agencies. To be eligible, customers must use an oxygen pump or ventilator at least eight (8) hours each day. The benefit is intended to cover the full electricity cost of operating an oxygen pump or ventilator, and must not reduce benefits provided under our PowerPACT Program. The cost of electricity for operating an oxygen pump or ventilator will be calculated by the hours of usage by the applicable monthly kWh. The amount of credit must not exceed the total household usage.

The annual renewal process is necessary each September and requires the written approval of the customer's physician or the physician's agent or designee. Once a customer becomes eligible, the monthly benefit will appear on their following bills.

### ***PowerPact Program***

If you are eligible for and receive HEAP (Home Energy Assistance Program) during the 2009-2010 program year, you might be eligible for the MPS PowerPact Program. You must be a residential customer of Maine Public Service Company and not be receiving a housing subsidy. You must also accept a free PowerPACT audit if your energy usage was greater than 4,000 kWh last winter. If you meet these qualifications, a credit of \$90, \$95, \$105, \$120, \$145, or \$220 will be applied to your MPS account.

## **Payment Arrangements**

We will continue service even if you can't pay your account in full, as long as you pay a reasonable portion of your bill, and you agree to pay the rest in affordable weekly or monthly payments. We will consider the following issues when establishing a payment arrangement:

- your ability to pay;
- the size of the overdue amount;
- your previous payment history;
- the reason why the bill can't be paid;
- how long the bill has remained unpaid; and
- whether disconnection would pose a danger to your household.

### ***Special Payment Arrangements (residential customers only)***

We tailor payment arrangements to meet the particular needs and situations of our customers, so several types of arrangements are possible. Participating customers receive a written copy of their arrangement.

Customers unable to pay their electricity bills during the winter without creating hardship for their household are eligible for a Special Payment Arrangement. This arrangement allows customers to pay less than the actual billing amount in the winter and then make up the difference in the summer. While we always try to respond to the needs of our customers, if a customer fails to make payments according to the written payment plan, we may send a disconnection notice providing you with three business days to pay the overdue amount.

You do not have to agree to a payment arrangement or any other proposed settlement of a dispute if doing so means giving up other rights listed in this booklet.

payment history; and the amount of time and reason the overdue amount is outstanding.

### ***Automatic Payment***

Automatic Payment service is offered to you by Maine Public Service in cooperation with your bank, savings and loan, or credit union that makes it possible for you to pay your MPS bill electronically through the national Automated Clearing House network. By enrolling in the Automatic Bill Payment (ABP) program you save time, postage, check writing, and avoid the risk of a late fee if you forget while you are on vacation, in the hospital, or just too busy. You are always assured your payment is made on time, automatically protecting your good credit history. This service is free, and you still receive a detailed copy of your electricity bill, approximately 25 days in advance of the date the amount is to be withdrawn from your bank account.

You simply deduct the current charge listed on your electricity statement from your checking or savings account register and make sure there's enough money in your account on the due date to cover this monthly obligation. See enclosed flyer for more information.

### ***One-Time Bill Payment Transaction***

One-Time Bill Payment Transaction is a service offered to you by Maine Public Service in cooperation with your bank, savings and loan, or credit union that makes it possible for you to pay your MPS bill electronically through the national Automated Clearing House network. You will authorize your financial institution to automatically deduct the amount you stated on the secure form to be withdrawn from your checking or savings account for this one-time only.

### ***Budget Billing***

The purpose of the Budget Billing Plan is to offer you, our residential customer, an opportunity to pay a monthly, levelized amount year-round. This helps to lessen the impact of high bills in the winter and low bills in the summer months.

The normal procedure works like this. The Plan starts in the spring, and you must have a zero balance. Budget customers receive a monthly invoice and build up a credit balance through the summer.

As the higher winter bills come, the credit lowers and equals out by the next spring. Interest is credited to Budget accounts with a credit balance. The interest rate is computed on market rates and may be adjusted each January. Budget Billing is for residential customers only.

## **Disconnection**

We don't want to disconnect your service. We will work with you to resolve any problem. However, if a customer refuses to cooperate, we have the right to start disconnection procedures when:

- You fail to pay or make a payment arrangement for an overdue bill.

- You don't keep a written payment plan.
- You fail to pay a deposit, arrange to pay for it, or provide someone who is willing to guarantee payment.
- You are using the service without having applied for it.
- You refuse to let us onto your property to install a meter or to repair company property.
- You have tampered with the meter or somehow managed to obtain service without payment.
- You misrepresented who you are to get service.
- You fail to comply with a decision of the Maine Public Utilities Commission or its Consumer Assistance Division.
- You or an occupant violates an approved tariff provision concerning the safety of any person or interferes with MPS's distribution system.
- We receive a directive from the State Electric Inspector or local code enforcement officer to disconnect for safety reasons.

### **We Are Not Allowed to Disconnect for:**

- Non-basic service charges, such as merchandise or services not regulated by the Maine Public Utilities Commission.
- An old bill that was not properly transferred to your account when you applied for service.
- Estimated usage.

We will not disconnect if you or a doctor notify us of a serious medical condition (see page 7 of this booklet - residential customers only).

If you are a tenant and if your landlord asks us to disconnect or if your landlord does not pay the bill, we will issue you a notice and opportunity to put service in your name. You do not have to pay the landlord's unpaid bill (residential customers only).

### **Disconnection Notice**

In most cases, we will notify residential customers in writing at least fourteen (14) days, and for non-residential customers, at least seven (7) days before a stated disconnection date. But we can give you only three (3) business days notice if you've broken a payment arrangement, failed to pay a deposit, provide a guarantor, paid with a bad check, failed to comply with a MPUC decision, certify a serious medical condition, or received service without applying to become a customer. We can disconnect without notice only if there is unauthorized use (meter tampering), a dangerous condition, directive from State or local official, customer request, or abandonment.

The disconnection notice will tell you what to do to avoid disconnection, and how you can dispute your bill or the disconnection itself.

We will not disconnect service on a Friday, a weekend, a legal holiday, the day before a holiday, or on any day our office is not open for business.

## **Period of Effectiveness**

### ***Residential Customers***

From April 1 to October 31, a disconnection notice is effective for 10 business days after the disconnection date stated in the notice. From November 15 through March 31, a disconnection notice is effective for 20 business days after the disconnection date stated in the notice. The time period may be extended if you refuse to give us access to the meter or other device to turn off service. If we fail to properly disconnect service within these time frames, the disconnection notice procedures must be repeated.

### ***Non-residential Customers***

A disconnection notice issued to non-residential customers is effective for 10 business days after the disconnection date stated in the notice. The time period may be extended if you refuse to give us access to the meter or other device to turn off service.

### ***When You Want Service Disconnected***

You must give us up to seven (7) days notice when you want to disconnect your service, but, in most cases, we need less notice. We can bill you for service until you give the required notice, or we disconnect, whichever is first.

## **Reconnection**

We must reconnect service again promptly – during the business hours on the same day you ask, or at the latest during the next business day – provided you have paid your overdue bill or have agreed to a payment plan. This payment plan will be based on your previous payment history. If you are disconnected for nonpayment, unauthorized use, or theft of service, we can also charge you a deposit based upon the two highest, consecutive billing periods for residential accounts, or the two highest billing periods expected within a 12-month period for non-residential accounts. For residential customers, you pay the deposit and enter into a payment arrangement for the amount overdue, or pay the amount overdue and enter into a payment arrangement for the deposit, or pay the deposit and amount overdue in full. For non-residential customers, we may require you to pay the amount overdue and a deposit before the reconnection of service. Once the issue for disconnection is resolved, the fee for reconnection is \$20.00, if we are contacted before 3:00 p.m. on normal business days. The charge for all other times is \$55.00.

## **Serious Medical Conditions**

We will not disconnect service or refuse to reconnect it when you or

someone living in your household has a Serious Medical Condition, provided we receive oral or written notice that a certification will be obtained from a physician or the physician's agent or designee. We will wait three (3) business days for the doctor to call or write us. The written certification must include specific reasons why service is necessary and how long the emergency will last. Disconnection can be postponed due to a serious medical condition for up to 30 days. Certification may be renewed a total of two times per household during any 12-month period. A serious medical condition does not cancel the bill. We will refer you to financial assistance agencies and ask you to negotiate a reasonable payment plan.

## **Interruption of Service**

We need to interrupt your service on occasion to repair or maintain our equipment. When possible, we will let you know why and how long you can expect to be without service.

If we plan to interrupt service to more than 10 customers or for more than 5 hours, we must give you at least 24 hours notice. We will give you more notice whenever possible. If your service must be interrupted without notice for more than 3 hours due to storms or other emergencies, we will try to let you know as soon as possible how long you are likely to be without service. We will generally use the local radio stations in these instances.

If you find yourself without power, first check to see if your neighbors have power. If they do, check your electrical entrance box for tripped breakers or blown fuses. If you still do not have power, call us at:

760-2300 or 1-877-655-4448 (1-877-65-LIGHT)

If being without service would pose a danger to any member of your household (presence of a life support system, for example), notify us. We will put you on a priority list to restore service as soon as possible.

## **Liability for Damages**

The Company will consider claims for damages caused by service interruption except where the interruption was beyond the Company's control.

Claims for damages associated with service interruption should be sent to us.

## **Disputes**

If you have any questions or disputes, call us. We will have at least one employee available during business hours to answer your questions, set up payment plans and resolve disputes. We will investigate your complaint and try to resolve it. If you disagree with our answer, you have a right to appeal to the Consumer Assistance Division (CAD), of the Maine Public Utilities Commission, State House Station# 18, Augusta, ME, 04333. You can call the CAD at 287-3831 or toll free 1-800-452-4699. The MPUC web site address is [www.state.me.us/mpuc](http://www.state.me.us/mpuc).

Before you call or write the Maine Public Utilities Commission, you must give us a chance to respond to your dispute. We cannot disconnect you for a disputed amount, but you do have to pay the portion of the bill that is not in dispute. If you contact us before the service is disconnected, and we cannot agree on a payment arrangement or other requirement to stop disconnection, you can appeal to the MPUC as described on the previous page.

### Accuracy of Meters

We test your meter regularly to make sure it is operating correctly. The Maine Public Utilities Commission establishes the schedule of required meter tests and the accuracy standards that a meter must meet. If you want your meter tested for accuracy, we will do so at no extra cost to you. If you ask more often than once every twelve (12) months, we will charge you a reasonable fee for this test. You have the right to be present when the meter is tested, but you have to make an appointment.

You can check the accuracy of your bill and monitor your own usage by reading the meter yourself.

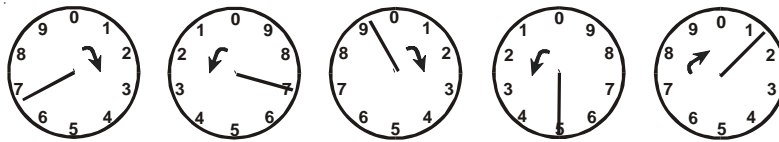
### How To Read The Basic Electricity Meter

Your meter has either four or five dials, some of which turn clockwise, some counter-clockwise.

Read the meter from right to left, recording the number the dial has just passed.

If the pointer seems to be directly on a number, you refer to the previous dial on the right. If the previous dial's pointer has not passed zero, record the small number. If it has passed zero, record the number the dial's pointer is on.

When the pointer is between 9 and 0, 9 is the lower number, and when the pointer is between 0 and 1, 0 is the lower number.



### READING -- 66951

The reading for the meter above is 66951.

Let's assume that in August your meter read 66042.

Now in September your meter reads 66951 (see above example).

So, your kWh of electricity used is the difference between the two readings, which is 909 kWh.

So, for 909 kWh and an assumed rate of \$0.17 per kWh, the bill would be \$154.53.

## Notes

This booklet was prepared according to the standards set by the Maine Public Utilities Commission (MPUC). It describes the minimum standards we must follow for residential and non-residential utility service and tells you how to complain if you are not satisfied.