

SECTION 18  
GENERAL

18.12 CUSTOMER SERVICE GUARANTEE

The Company may implement a Customer Service Guarantee program under which the Company will give a Customer a credit for failing to promptly and accurately perform certain functions. These payments will be in addition to any other payments otherwise due the Customer. The Company will file the specifics of the Guarantee prior to it being effective.

18.13 CHARGE FOR FURNISHING BILLING, PAYMENT AND USAGE RECORDS

- A. The Company will provide copies of a customer's billing, payment and usage records to individuals and entities having a right to such records, as provided by the Rules of the Maine Public Utilities Commission or Maine law. Such records will be provided in a standard format specified by the Company.

Requesting parties may be required to provide account numbers when requesting information for multiple accounts.

- B. The following information pertaining to the previous thirteen (13) billing periods will be provided at no charge:

Account Number  
Name  
Rate Code  
Read Dates  
Number of days in each billing period  
kWh usage for each billing period  
kW demand for each billing period (if available)  
Usage during on-peak, off-peak and interim periods (if available)  
Bill Amounts (provided only when specifically required)  
Payment dates and amounts (provided to customers only)

This information will be provided at no charge to current or prospective customers, tenants or property owners, and to financial assistance agencies. The charge for providing this information to other third parties, including Competitive Electricity Providers, will be \$1.00 per account.

Interval data for the previous twelve (12) months, when available, will be provided at no charge to customers. The charge for providing this information to third parties, including Competitive Electricity Providers, will be \$25.00 per account.

- C. For records concerning periods more than 13 months before the date of the request, there will be a charge of \$15.00 for each twelve month period or \$1.25 for each individual month period.
- D. The charge for providing aggregated information for groups of customers, for providing information in a nonstandard format specified by the requester, or for providing data not listed in Section B above will be \$50.00 per hour, based on the amount of time necessary to fulfill the request.

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Effective Date: July 16, 1999

Raymond W. Hepper

Docket No. 99-042

General Counsel

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18.13 CHARGE FOR FURNISHING BILLING, PAYMENT AND USAGE RECORDS  
(Continued)

- E. There will be no charge for records provided to the Commission or records provided to a customer in response to a dispute.
- F. Information furnished under the terms of Section 18.13 shall be provided within a reasonable period of time. The Company may, at its sole discretion, require advance payment of applicable charges for furnishing information under this section.