

Important information about the Maine Public Utilities Commission's Interim Payment Policy

On March 22, 2018, the Maine Public Utilities Commission (MPUC) initiated an investigation of CMP's metering, billing and customer communications. While that investigation is pending, the MPUC established an "Interim Payment Policy" that requires Qualifying Customers to pay only a portion of their bill (Interim Payment Amount) if they dispute their bill. **Even if you dispute the amount of your bill, you must pay the Interim Payment Amount.** Customers who follow the process below and pay the Interim Payment Amount may not be disconnected or threatened with disconnection for not paying the full bill amount.

1. Who are "Qualifying Customers?"

Any residential customer who receives a bill in which the amount for CMP delivery charges is at least 25% higher than the delivery charges from the same month in the "Base Year," which is defined as November 2016 through October 2017 is eligible. For example, if your delivery charges in February 2019 are \$125 or more, and your delivery charges in February 2017 were \$100, you would be eligible.

If you believe you are eligible, **you must call CMP (1-800-750-4000) to dispute your unpaid bill in order to be a "Qualifying Customer."**

2. How is the Interim Payment Amount Determined?

The Interim Payment Amount is determined based on your usage during the "Base Year" (November 2016 through October 2017), which is prior to the period that is under investigation. For the delivery portion of your bill, the Interim Payment Amount is simply the bill amount for the same month in the Base Year. For the standard offer supply portion of

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your bill, the Interim Payment Amount is set based on your usage during the Base Year month and the current standard offer price.

Failure to pay the Interim Payment Amount may result in disconnection.

Customers who dispute their bill and who have selected a competitive energy supplier, rather than the standard offer, are encouraged to contact their supplier about the situation.

For questions regarding the criteria above, or to dispute their bill and establish the undisputed charge on their bill, the customer must call CMP (1-800-750-4000). Customers may contact the Consumer Assistance and Safety Division at the Maine Public Utilities Commission, State House Station 18, Augusta, Maine 04333-0018, telephone 1-800-452-4699 if they cannot reach CMP, cannot come to an agreement with CMP, or have questions about this process.

This Interim Payment Policy will remain in effect until the MPUC concludes its investigation in Docket No. 2019-00015.

Depending on the results of the MPUC investigation, you may be responsible for payment of any difference between the Interim Payment Amounts and the billed amounts after the investigation is completed.