

P.L.U.S. Program

Repairs to private power lines can be an unexpected expense and a real hassle. A broken pole isn't easy to fix, and a downed power line requires professional help. Not to mention the disruption to your household and the potential property damage. Now we offer you an alternative to expensive, unexpected power line repairs. Let us take full responsibility for the cost of maintaining and repairing your private power lines with **Private Line Utility Support – P.L.U.S.** For as little as \$5 per pole, per month, you can be protected against line replacement – even catastrophic, complete replacement. Just as important, we have the equipment and the experience to restore power to your home quickly, safely, and efficiently.

General Agreement

1. Emera Maine agrees to provide maintenance and repair or replacement services for privately owned lines and cover the labor and all parts necessary due to failure of the equipment.
2. To be eligible for this program, you must be a Customer of Emera Maine.
3. The Customer is responsible for proving that access is available to the private line right-of-way for tree clearance and maintenance or repair of the private line.
4. This Agreement shall remain in full force and effect for the calendar year in which service was first operative hereunder, and it shall automatically renew itself for additional one (1) year calendar-based periods at the same monthly Emera Maine's P.L.U.S. Program charges unless either party shall notify the other, in writing, of its intention to terminate not less than thirty (30) days prior to the end of the calendar year.
5. The Customer may cancel this Agreement by notifying the Company in writing of their intention to do so at least thirty (30) days prior to the end of the calendar year. The Customer acknowledges that they are and will remain liable for all charges due the Company for any early cancellation of this Agreement, including, but not limited to, a cancellation by the Company as provided in Paragraph 11.
6. Emera Maine reserves the right to inspect any private lines prior to acceptance under this Agreement. All private lines must be in conformity with and be installed according to all Company, federal, state, and local laws, rules, codes, ordinances, and specifications to qualify for coverage under this Agreement.
7. This Agreement does not cover any underground lines or transformers that the Customer may own and covers only overhead lines and poles that are part of the Customer's private line. Also note that Service-Entrance Conductors, Service Equipment, and Service Drops (as defined by the National Electric Code Publication NFPA 70) and any other equipment that is normally covered by the Company are not covered as part of this Agreement.

Insurance against the high cost of power line repair

P.L.U.S. protection covers:

- Full line replacement (if needed)
- Regular tree trimming
- Poles
- Wire
- Connectors
- Insulators
- Fuses
- Anchors
- Guy wires
- Labor

P.L.U.S. covers all overhead (no underground) lines, 24 hours, 365 days a year.

How P.L.U.S. protection works:

- FREE initial line inspection
- Billed as a separate line item on your current electric bill
- Yearly contract with monthly payments

Cost:

- \$5/month/pole for single phase
- \$7.50/month/pole for three-phase

Reduce your risk of large, unexpected expenses, the hassle of coordinating repairs, and disruption to your household. Sign up for P.L.U.S. Protection from Emera Maine today.

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8. The Company is responsible for that portion of the private line that is in service at the time of this Agreement. If the Customer extends their private line, they will have to apply for additional coverage to protect the newly constructed line. If the Customer does not pay for this additional coverage, then only that number of privately owned line poles that the Customer pays for, as counted from where the Customer connects to the Company's electrical system, shall be covered under this Agreement.
9. While the Company is equipped to provide emergency service to the Customer, we will not be liable for any delay or failure to supply service, material, or labor because of conditions beyond our reasonable control. The Company will make every effort to put your privately owned line back into service within our normal course of business of providing electrical service.
10. Any repair service required after 5:00 p.m. on weekdays or on Saturdays, Sundays, or holidays must be the result of a loss of power. Any calls for service, not a result of a loss of power, during these time periods will be billed to the Customer at our standard hourly rates in effect at that time, and the Customer agrees to pay them. The Company reserves the right to limit repair or maintenance work to normal business hours when no service outage exists or, in the opinion of the Company, there is no safety hazard.
11. If the Customer fails to pay any sum under this Agreement when due, breach any representations herein, or fails to perform any obligations at the time and in the manner specified in this agreement, the Company shall have the right to discontinue service at any time without notice and/or to cancel this Agreement. Upon cancellation of this Agreement, by the Company or by the Customer, for any reason, the Customer is, and will remain, liable for the payment of all charges due the Company.
12. In no event shall the Company be liable to the Customer for, and no credit allowance will be given for, (a) any indirect, special, or consequential damages or lost profits arising out of or related to this Agreement or the performance or breach hereof; (b) any damages to the Customer's premises incidental to the normal installation or removal of any equipment; (c) interruptions or delays in power, or for failure to provide power when any such problems are caused by acts of nature, fire, war, riots, government authorities, interruptions of service on any system that is not the Company's or otherwise by causes beyond our control; or (d) any damages for interruptions caused by the Customer's negligence or by the Customer's willful acts, or for interruptions caused by failure of service other than the company's service or equipment failure of any kind.
13. This Agreement, together with the Company's Terms and Conditions Section - Private Line Utility Support – P.L.U.S., as approved by the Maine Public Utilities Commission, constitutes the entire Agreement between the Company and the Customer for service hereunder.

For more information, please contact us:

Emera Maine
Attn: P.L.U.S. Program
P.O. Box 932
Bangor, Maine 04402-0932

You may also call or email using the contact information below.