

# For Your Information

Emera Maine provides several energy management programs that may help you reduce your electric bill. In addition to the information in this brochure, the following programs are available to you free of charge.

## Bill Analysis

Emera Maine will estimate the cost of operating your appliances, water heaters, lights, and heating systems and suggest ways to be more energy-efficient.

## Energy Manager Guide

This booklet provides information you need to manage your use of electricity effectively. It will help you determine how much electricity household items use, the cost of that energy, and what you can do to control those costs.

## 2-1-1 Maine, Inc.

2-1-1 Maine, Inc. is a nonprofit organization formed in partnership with United Ways of Maine and Ingraham to develop a health and human services information and referral service system to serve the entire state of Maine, every day and in times of crisis.

50 Lydia Lane, South Portland, ME 04106

Telephone: 2-1-1 | Email: [info@211maine.org](mailto:info@211maine.org) | [www.211maine.org](http://www.211maine.org)

## Department of Health and Human Services Regional Offices

For information on additional low-income programs for qualified Maine residents.

TDD for all office locations: 711 (Maine relay)

396 Griffin Road  
Bangor, ME 04401  
(207) 561-4100 | (800) 432-7825

State House Station 11  
17 Eastward Lane  
Ellsworth, ME 04605  
(207) 664-1400 | (800) 432-7823

State House Station 11  
38 Prescott Drive, Suite 3  
Machias, ME 04654  
(207) 255-2000 | (800) 432-7846

30 Skyway Drive  
Skyway Plaza Unit 100  
Caribou, ME 04736  
(207) 493-4000 | (800) 432-7366

State House Station 11  
137 Market Street  
Fort Kent, ME 04743  
(207) 834-1000 | (800) 432-7340

State House Station 11  
11 High Street  
Houlton, ME 04730  
(207) 532-5000 | (800) 432-7338

## Additional resources available to you

### Efficiency Maine

Efficiency Maine is a statewide effort to promote the more efficient use of electricity, help Maine residents and businesses reduce energy costs, and improve Maine's environment. For more information, you may contact them at (866) 376-2463 or visit them online at [www.energymaine.com](http://www.energymaine.com).

### Weatherization Programs

Penquis serves households in Penobscot and Piscataquis counties, Downeast Community Partners serves households in Washington and Hancock counties, and ACAP serves customers in Aroostook County that meet LIHEAP income guidelines. The primary focus of the weatherization program is to reduce the client's energy cost by installing cost-effective energy conservation measures in their homes. Priority is given to households with the highest energy costs and those susceptible to hypothermia.

## Contact us for more information

### Emera Maine Customer Service Centers

(207) 973-2000

1-855-EMERA11 (1-855-363-7211)

[www.emeramaine.com/email](http://www.emeramaine.com/email)

### Bangor Hydro District Call Center

P.O. Box 932, Bangor, ME 04402-0932

### Maine Public District Call Center

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

## RESIDENTIAL INFORMATION



# Emera Maine Low Income Assistance Program



Bringing Power to the  
People of Maine

## Emera Maine's Low Income Assistance Program (LIAP)

Customers who meet the income guidelines may qualify for a one-time annual benefit, which could mean savings on your electric bills. Many Emera Maine customers benefit from the program each year.

### How do I find out if I qualify?

If your total household income does not exceed the federal poverty guidelines, you should contact your nearest Community Action Program (CAP) office to apply for the Low Income Home Energy Assistance Program (LIHEAP) and be certified for the Low Income Assistance Program. It is important to note that the Federal Poverty Guidelines may increase upon guidance from the federal government.

### Are there any restrictions?

Yes. Customers who receive housing subsidies may not be eligible to participate. To learn of restrictions that may apply to you, check with your local agency.

### How should I apply?

In order to apply, you will need to make an appointment by calling the office nearest you (please see the list at right). The LIHEAP program year runs from October 1 through April 30. Contact your local agency to learn more about application deadlines and for guidance.

The Low Income Assistance Program year runs from October 1 through September 30. LIAP program guidelines require existing program participants to recertify eligibility. Applications for the LIAP program will be accepted until April 30. Please contact your local agency immediately to schedule an appointment as they may be booked weeks in advance.

#### Aroostook Band of Micmac Indians

Office Hours: 8:00 a.m. to 4:00 p.m.  
7 Northern Road, Presque Isle  
(207) 764-1972 | (800) 355-1435

#### Aroostook County Action Program

Office Hours: 8:00 a.m. to 5:00 p.m.

#### Presque Isle Office

771 Main Street, Presque Isle  
(207) 764-3721

#### Fort Kent Office

40 Alfalfa Avenue, Suite 102, Fort Kent  
(207) 834-5135

#### Houlton Office

91 Military Street, Houlton  
(207) 532-5300

#### Madawaska Office

88 Fox Street, Madawaska  
(207) 728-6345

#### Houlton Band of Maliseet

Office Hours: 8:00 a.m. to 4:00 p.m.  
88 Bell Road, Littleton  
(207) 532-4273

#### Pleasant Point Passamaquoddy Tribe

Office Hours: 8:00 a.m. to 4:30 p.m.  
(207) 853-2600

#### Penobscot Nation

Office Hours: 8:00 a.m. to 4:30 p.m.  
(207) 817-7492

#### Penquis

Office Hours: 8:00 a.m. to 4:30 p.m.

#### Bangor Office

262 Harlow Street, Bangor  
(207) 973-3630

#### Dover Office

50 North Street, Dover Foxcroft  
(207) 564-7116

#### Lincoln Office

40-A Main Street, Lincoln  
(207) 794-3093

#### Waldo Community Action Partners

Office Hours: 8:00 a.m. to 4:00 p.m.  
9 Field Street, Belfast, Maine  
(207) 338-3025 | (800) 498-3025

#### Downeast Community Partners

Office Hours: 7:30 a.m. to 4:00 p.m.

#### Machias Office

7 VIP Drive, Machias  
(207) 664-2424 | (800) 828-7544

#### Ellsworth Office

248 Bucksport Road, Ellsworth  
(207) 664-2424

## Oxygen Pump/Ventilator Program

If you or a member of your household uses an oxygen pump/ventilator for at least eight hours each day and is currently enrolled in the Low Income Assistance Program, you may be eligible for a monthly credit to your account.

Eligibility Guidelines:

- Certification to receive the Oxygen Pump and Ventilator Program benefit must be renewed annually.
- The benefit shall be applied to only one account per customer.
- In the event a customer receiving the benefit moves to a new location within the same service territory, your eligibility to receive the benefit will transfer to the new account.
- Completed form should be forwarded to Emera Maine during the month of September to receive a full year of the Oxygen Pump and Ventilator Program benefit.
- Customers receiving a housing subsidy are eligible to participate in both the Low Income Assistance Program and the Oxygen Pump and Ventilator Program. You must be certified by your physician or physician's agent that a pump or ventilator is necessary at least eight hours per day.

Please contact our Customer Contact Center for more information. Low Income Assistance Program guidelines require applicants who receive LIHEAP/LIAP or the Oxygen Pump/Ventilator credit to recertify annually.

