



AVOID WINTER DISCONNECTION – KNOW YOUR RIGHTS

If you are unable to pay your electric bill this winter, you can avoid losing your service:

1. You must contact our Customer Contact Center and let us know that you cannot pay your bill. Our call center hours are Monday – Friday, 7:30 a.m. to 5:00 p.m. Please note we are closed on holidays. The numbers are listed at the bottom of this form.
2. To avoid disconnection, you must enter into a payment arrangement. We will offer you several payment options to pay your winter electric bills in monthly payments that you can reasonably afford. In most cases, you must pay all that you owe us by the following November 1.
3. You may be eligible to participate in our Low Income Assistance Program. This program provides financial assistance to eligible customers to help pay your electric bills. To learn more about this program, you can either contact our Customer Contact Center or your local Community Action Agency. This information is also available on our website at www.emeramaine.com.
4. You may be eligible to participate in our Oxygen Pump/Ventilator Assistance Program. This program provides financial assistance to eligible customers who for health-related reasons must use an oxygen pump or ventilator at least 8 hours each day and are currently enrolled in the Low Income Assistance Program. Customers not receiving a housing subsidy that limits the household's total housing costs, including utilities, to a fixed percentage of the household's income and qualify for participation in the Oxygen Pump and Ventilator programs, are also eligible to participate in LIAP. To learn more about our Oxygen Pump/Ventilator Assistance Program, please call our Customer Contact Center or your local Community Action Agency.
5. You may also be eligible for other financial assistance from State or local government agencies or other private sources to help you pay your utility bills. To find out more about available financial assistance, we recommend that you call 211 Maine by dialing 2-1-1. While we cannot obtain assistance for you, we may also be able to refer you to others who can help you apply. In addition, we may be able to provide you with or refer you to others who can provide no-cost energy audits, weatherization or other measures to reduce high electricity usage and reduce your monthly bill.
6. Failure to contact us may result in disconnection with the approval of the Consumer Assistance & Safety Division of the Maine Public Utilities Commission.

If you have questions about your rights or this form, please call our Customer Service Center. If you are not satisfied, call the Consumer Assistance & Safety Division of the Maine Public Utilities Commission toll-free at 1-800-452-4699.

YOU MUST TAKE THE FIRST STEP. DO NOT LET YOUR ELECTRIC BILL GET AHEAD OF YOU.

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Customer Contact Center: (207) 973-2000 or 1-855-363-7211 www.emeramaine.com	