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**2006 ANNUAL REPORT ON
CONSUMER ASSISTANCE**



**MAINE PUBLIC UTILITIES COMMISSION
CONSUMER ASSISTANCE DIVISION**

ANNUAL REPORT ON CONSUMER ASSISTANCE 2006

**Consumer Assistance Division
Maine Public Utilities Commission**

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I. INTRODUCTION

The Maine Public Utilities Commission (the “Commission”) is an independent agency created by the Maine Legislature to ensure safe, adequate and reliable utility service at rates that are just and reasonable for both consumers and public utilities. The Commission has jurisdiction over electric, gas, water, and telephone utilities and ferries in Casco Bay. The Commission grants utility operating authority, regulates utility rates and service standards, responds to consumer questions and complaints, monitors utility operations for safety and reliability, ensures the protection of underground utility facilities, develops and implements energy efficiency programs and oversees the implementation of emergency services communications (E-911).

The Consumer Assistance Division (the “CAD”) is the Commission’s primary link with utility customers. Duties of the CAD include investigating and resolving disputes between consumers and utilities; responding to information requests from both utilities and the public; screening requests from utilities seeking to disconnect gas or electric service in the winter; reviewing requests from utilities for waivers of Commission rules; assessing utility compliance with consumer-related statutes, Commission rules and utility tariffs; bringing enforcement actions for violations by utilities of Maine’s consumer protection statutes and Commission rules; and participating in Commission rulemakings and other docketed cases involving consumer issues. The CAD also assists utilities in designing and operating effective consumer service programs that are fair to both consumers and utilities.

The CAD seeks to educate and inform consumers and utilities about utility-related consumer issues and consumer rights and responsibilities for the purpose of promoting understanding and preventing disputes. The CAD’s role as an educator has expanded in recent years due to the development of competition in the telecommunications industry and the restructuring of the electric industry. This report is a summary of the CAD’s activities in 2006.

II. THE YEAR IN REVIEW

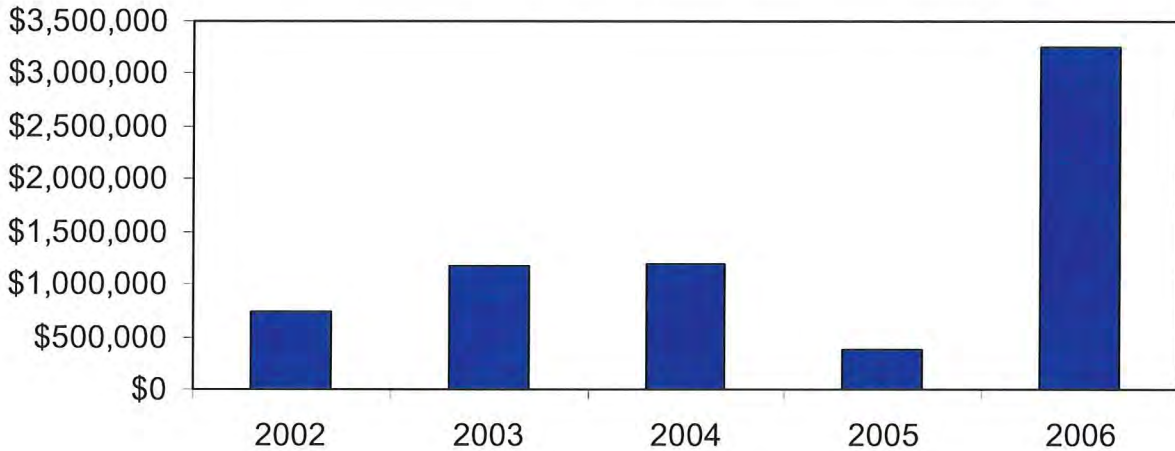
The CAD’s major accomplishments in 2006 included obtaining the highest abatement amount for the largest number of utility customers in the CAD’s history, facilitating an increase in financial assistance to low-income customers, continuing efforts to improve the quality of service provided by the CAD, and revising the Commission’s credit and collection rules for electric, gas and water utilities. These accomplishments are discussed in more detail below.

A. Abatements to Consumers

The CAD frequently obtains credits or refunds for consumers as part of its resolution of the consumer’s dispute with a utility (an “abatement”). As a result of investigations completed by the CAD in 2006, \$3,260,378 was returned to 27,985

Maine consumers by utilities. This is the largest amount ever recovered for consumers by the CAD. As shown in Figure 1, the amount abated to Maine consumers in 2006 was almost three times the previous high, which was \$1,187,000 in 2004.

Figure 1: Abatement Amounts 2002-2006



As shown in Figure 2, abatements obtained by the CAD in 2006 increased for all utility types. In particular, electric abatements increased by over \$2.7 million.

Figure 2: Abatement Amounts by Utility Type

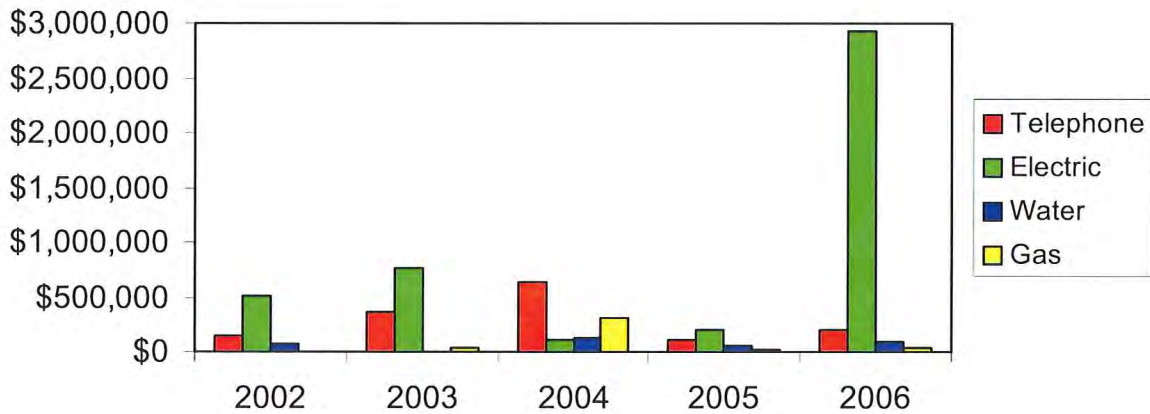


Table 1 shows the number of consumers who received abatements in 2006 and the amount abated, in total and for each utility type.

Table 1: Abatement Amounts by Utility Type

Utility Type	No. of Abatements	Amount Abated
Communications	14,392	\$196,212
Electric	13,450	\$2,929,039
Gas	90	\$37,356
Water	53	\$97,771
Total	27,985	\$3,260,378

The increase compared to 2005 is the result of several large abatements for multiple consumers in 2006. Over the past several years, the CAD has increased its emphasis on conducting in-depth investigations of consumer complaints, which has uncovered larger-scale problems affecting thousands of customers. As a result, the CAD obtained abatements not only for the consumer who contacted the CAD, but for all consumers affected by the billing error. Several of the investigations resulting in large abatements to many customers are discussed in more detail below.

1. CMP Line Extensions

Because of a single consumer complaint to the CAD, the Commission initiated a full investigation into charges that CMP was improperly assessing for the construction of private line extensions. As a result of its investigation, the Commission ordered CMP to refund about \$2.75 million to more than 13,400 customers who had purchased a line extension after July 1, 2000. The refund resulted from a "profit adder" erroneously charged by CMP on new line construction and billed to customers since 1999. Accordingly, CMP provided credits to all consumers who paid the profit adder charge in the past seven years.

2. Northern Utilities Line Extensions

A single complaint to the CAD about the cost of a line extension led to the refund of \$31,297.83 to 63 customers of Northern Utilities. Northern Utilities failed to reduce its Contribution in Aid of Construction tax as directed by the Internal Revenue Service in September 2001. Since the tax change was not reflected in the calculation used by Northern Utilities to determine the amount to charge for new gas service, customers who established service after 2001 and paid for a line extension were overcharged.

3. Inmate Calling Charges

After receiving numerous complaints from consumers, the CAD learned that T-Netix overcharged customers for collect calls placed during 2005 from the State Prisons in Warren and Bolduc. (Due to restrictions associated with telephone calls made from the prison, inmate calls either must be made collect or must be placed from a pre-paid account.) T-Netix incorrectly charged the weekday rate of

\$0.35 per minute for all calls regardless of the time they were placed. (The night and weekend rate was only \$0.09 per minute.) In addition, a billing system error in April 2006 caused Maine customers to be charged a higher billing fee than allowed. Because of the CAD's investigation, a total refund of \$17,465 was provided to 7,195 customers. Most of the individuals receiving refunds were family members and acquaintances of inmates who received collect calls.

B. Increased Financial Assistance to Low Income Customers

In response to an increase in electricity prices that most Maine consumers experienced during late 2004 and 2005, the Commission opened an investigation in March 2006 to consider increasing the overall funding amount for the Statewide Low Income Assistance Plan (Statewide Plan). CAD staff played a key role in this investigation, and as a result, in May 2006 the Commission increased funding for the Statewide Plan by 20% to help needy Maine families keep pace with rising electricity rates. The increase raised the funding level of the program from \$5,790,221 to \$6,966,317.

The Statewide Plan is designed to make electric bills more affordable for qualified low-income consumers. Consumers who qualify for participation in Maine's Low Income Home Energy Assistance Program (LIHEAP) also qualify for participation in the Statewide Plan. A central fund, managed by the Commission and funded by the electric utilities through their rates, finances the Statewide Plan and apportions the fund to these same electric utilities based on the percentage of LIHEAP eligible households in each utility's service territory. This ensures that adequate funds are available in the areas where the need exists. During the 2005/2006 program year, 29,902 electric utility customers participated in the Statewide Plan.

C. Customer Satisfaction Survey

To ensure that the CAD is providing the highest quality of service possible, it conducts quarterly customer satisfaction surveys. In 2006, surveys were sent to 1,402 customers to obtain feedback on the quality of service they received when they filed a complaint with the CAD. Customers were asked the following questions:

- How did you learn about the Maine Public Utilities Commission and the services of its Consumer Assistance Division? (The choices were: your utility, the media, a social service agency, and other. If "other" was chosen, the customer was asked to provide more details.)
- If you spoke with a Consumer Assistance Division staff member on the telephone, was the person you spoke with knowledgeable? helpful? courteous? (The choices were: yes, somewhat, and no. If "somewhat" or "no" was chosen, the customer was asked for comments on what could be improved.)

- How quickly did we resolve your dispute? (The choices were: the same day, within 10 days, within 30 days, and more than 30 days.)
- Were you satisfied with the timeliness of the resolution? (The choices were: yes, somewhat, and no. If “somewhat” or “no” was chosen, the customer was asked for comments on what could be improved.)
- Overall, how would you rate the service you received from this office? (The choices were: excellent, good, fair, and poor. If either “fair” or “poor” were chosen, the customer was asked for comments on what could be improved.)

Over 17% of the customers responded to the survey. Customers said they learned about the PUC and the CAD from their utility (26%), the media (12%), or a social services agency (4%). Others (58%) learned of the CAD from friends or family, through the Internet or telephone book, or were aware of the CAD based on personal experience.

Nearly 92% of the respondents said the CAD staff member they spoke with was knowledgeable, 93% said they found staff to be helpful, and 96% said staff was courteous. Many customers commented that they were very pleased with the CAD’s service, while other customers provided suggestions on how the CAD could improve its service.

Over 80% of the respondents said the CAD resolved their dispute within 30 days. Of those, 17% said their dispute was resolved on the same day and an additional 37% said their dispute was resolved within 10 days. Almost 80% of the respondents said they were satisfied with the timeliness of the CAD’s resolution of their complaint. One customer wrote, “Once I called the PUC, a [staff person] called me every couple of days till the case was resolved.” Another customer wrote, “We are extremely grateful for the prompt and effective service we received from the [CAD].” Other customers provided suggestions on how the CAD could improve its service, such as “I needed to be more frequently updated about status of action and provided with useful options.”

Over 91% of the respondents rated the service they received from the CAD as good or excellent. Many customers stated they were very pleased with the CAD’s service, while other customers provided suggestions on how the CAD could improve its service.

The CAD has reviewed all of the comments submitted and is working to address consumers’ concerns with its process and individual staff performance. In situations where a customer expressed concerns regarding the CAD’s service and the customer identified themselves, the CAD contacted the customer by phone to discuss the customer’s concerns and the customer’s suggestions for improvement.

Customer surveys will be sent out quarterly to assist the CAD in continually improving the service it provides to consumers.

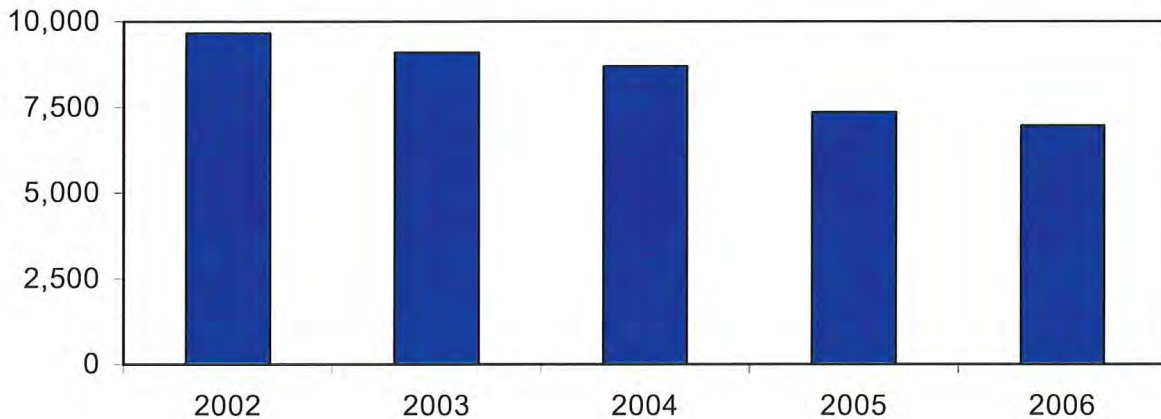
D. Revisions to Commission Rules

The CAD continued its revision of Chapter 81 and Chapter 86, the Commission's consumer protection rules for electric, gas and water utilities. In 2006, CAD staff reviewed the many comments received pursuant to a Notice of Inquiry issued in 2005. The comments provided suggestions on the organization and content of the rules, particularly modifications needed to reflect changes in utility markets and Commission procedures since the rules were last revised. Staff has drafted revised rules, and will be seeking comments from interested parties. It is expected that final rules will be presented to the Commission for review and adoption by the end of 2007.

III. CAD CONTACTS

The CAD received 6,953 contacts from consumers and utilities in 2006, a 5% decrease compared to 7,304 contacts in 2005, and a 20% decrease compared to 8,660 in 2004. Consumer contacts include requests for assistance from residential and business customers who have disputes with utilities as well as requests for information. Utility contacts include requests for a waiver from Commission rules for an individual customer (including requests by electric and gas utilities for authorization to disconnect customers during the winter period) as well as requests for guidance on the interpretation of Commission rules. (Note: in past years, the number of exemption requests other than requests to disconnect during the winter period was inadvertently omitted from the total number of CAD contacts. Historic figures have been corrected, but did not result in a significant change since the number of exemption requests was small.) As shown in Figure 3, the number of CAD contacts has decreased each of the past four years, which is a reflection of the reduction in both complaints and information requests. Each of these categories is discussed in more detail below.

Figure 3: CAD Contacts 2002-2006



The CAD receives the majority of its inquiries from consumers over its toll free Consumer Assistance Hotline and strives to answer calls live as opposed to using an automated call answer system. In 2006, over 98% of the calls to the CAD's Hotline were answered live. By answering the majority of calls live, many of the consumer complaints received by the CAD were resolved immediately over the phone.

Use of on-line services provides consumers with an alternative to traditional methods of contacting the CAD. Consumers can ask the CAD for assistance through the Commission's web site (<http://www.maine.gov/mpuc/consumer/complaint/index.html>), which takes users through a series of steps to ensure that the CAD will be able to assist them in resolving their dispute. The first level informs the user which utilities the Commission regulates, because the CAD is unable to assist consumers with disputes involving companies it does not regulate. The next level informs users that they must first contact their utility to attempt to resolve their dispute. The next level informs users of the methods available to contact the CAD, and briefly explains the process the CAD will use to investigate the dispute. Finally, if users contacted their utility but were unable to resolve their dispute, they are routed to an on-line complaint form.

Consumer complaints entered through the Commission's web site are forwarded by e-mail to the CAD. In addition, the CAD occasionally receives e-mails directly from consumers. The CAD received 202 e-mails from consumers in 2005, a 42% decrease from 346 e-mails in 2004 and a 44% decrease from 363 e-mails in 2003. This decrease is in line with the overall decline in contacts from consumers discussed above.

A. Consumer Complaints

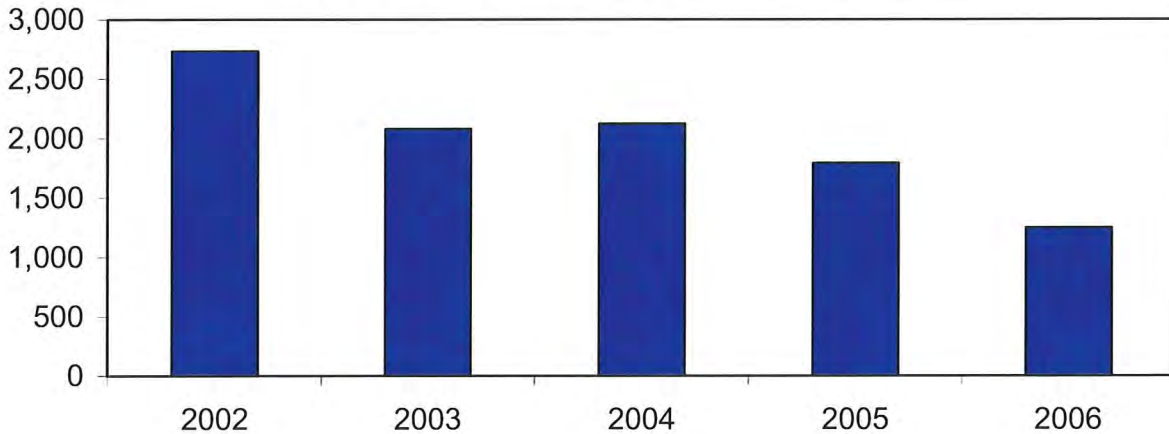
The CAD defines a complaint as a dispute between a utility (regulated by the Commission) and a consumer that the consumer has been unsuccessful in resolving with the utility. The CAD attempts to mediate disputes between consumers and their utility whenever possible. Many types of disputes are well suited to mediation, including requests for payment arrangements, repairs, medical emergencies, and many billing issues. Mediation may involve a three-way call between the consumer, the utility, and the CAD, or may involve the CAD talking with each party separately. Use of mediation to resolve consumer complaints increases efficiency and, in most cases, results in a high degree of consumer satisfaction with the resolution.

If a complaint received by the CAD cannot be mediated, the CAD notifies the utility of the complaint and requests information needed to reach a resolution. The CAD reviews the utility's response to ensure the actions that led to the complaint were in compliance with Commission rules and the utility's own terms and conditions of operation. The CAD may also seek assistance from other Commission staff to obtain answers to technical questions. After its review, the CAD discusses its findings with the consumer and, in many instances, is able to reach an agreement

between the parties. If an agreement cannot be reached, the CAD has the authority to issue a binding decision directing either the consumer or the utility to take specific action. The CAD may also find that the resolution initially proposed by the utility was reasonable. Decisions made by the CAD may be appealed to the Commission.

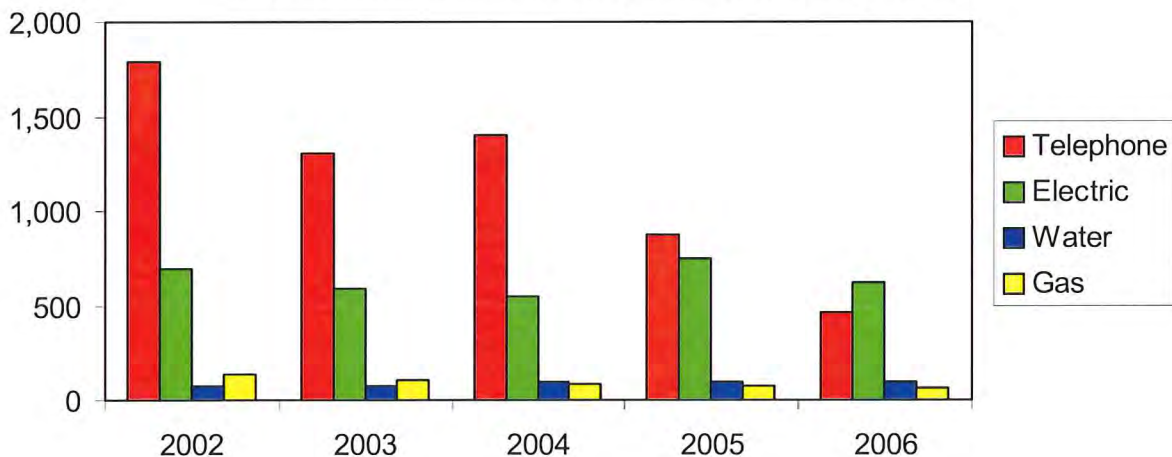
Complaints Received. As shown in Figure 4, the CAD received 1,248 consumer complaints in 2006. This was a 30% decrease compared to 1,789 consumer complaints in 2005, and a 40% decrease compared to 2,121 in 2004.

Figure 4: Consumer Complaints 2002-2006



The decrease in complaints received in 2006 mainly reflects a decrease in telecommunications and electric complaints. As shown in Figure 5, the number of telecommunications complaints has decreased each of the past two years, electric complaints decreased slightly in the past year, and complaints against water and gas utilities have remained about the same for the past three years. The complaint trends, as well as details of the types of complaints received against specific utilities, are discussed in Section IV, Utility Complaint Profiles.

Figure 5: Consumer Complaints (by Utility Type)



Complaints Resolved. The CAD resolved 1,203 complaints in 2006, 18% fewer than the 1,674 complaints resolved in 2005, and 43% fewer than 2,095 in 2004. Fewer complaints were resolved in 2006 because fewer complaints were received. In 2006, the CAD resolved 59% of the complaints within 30 days of receipt, compared to 64% resolved within 30 days in 2005 and 62% in 2004. The amount of time necessary to resolve a consumer complaint increased in 2006 due to the complexity of the complaints received. Consumer issues such as line extensions and charges affecting large numbers of customers are more time consuming to resolve than complaints affecting a single individual, such as the need for a payment arrangement. The CAD mediated resolutions in 37% of the complaints resolved in 2006.

Violations of Commission Rules. The CAD identified violations by utilities of the Commission's consumer protection rules in 56 of the consumer complaints resolved in 2006. This is a 33% decrease compared to 84 in 2005, and a 70% decrease from 190 in 2004. The primary reason for the decrease in violations is that fewer slamming complaints were received and resolved in 2006 than in previous years. (Slamming is a change in a customer's telephone service made without the consumer's knowledge or consent.) Of the 56 complaints, 46% involved telecommunications carriers and 29% involved electric transmission and distribution utilities. The majority of the violations were lack of compliance with the Commission's credit and collection rules.

Appeals of CAD Decisions. Both the consumer and the utility have the right to appeal a decision made by the CAD to the Commission. In 2006, the Commission received appeals of 21 of the CAD's decisions, or 2% of the cases resolved by the CAD in 2006. (Note that some of the appeals received in 2006 were from decisions issued by the CAD in the last month of 2005.) In 2005, 0.9% of the CAD's decisions were appealed; in 2004, 0.6% were appealed. Of the appeals resolved by the Commission in 2006, the CAD's decision was upheld in 14 cases, two appeals were remanded back to the CAD for review and one appeal was withdrawn. Decisions on the remaining appeals are pending.

B. Requests for Information

Calls or letters in which the CAD simply provides information to consumers are tracked separately from consumer complaints. The CAD received 5,540 requests for information in 2006, a 15% increase compared to 4,820 requests for information in 2005, and a 7% decrease compared to 5,932 in 2004. Consumers asked the CAD for information on utility billing practices and services, ratepayer rights and responsibilities, electricity conservation, electric restructuring, and asked for guidance on resolving disputes with utilities. Many consumers contacted the CAD about services not regulated by the Commission, such as wireless, cable, and the Internet.

C. Requests for Winter Disconnection

The mission of the Commission is, in part, to ensure that consumers have access to utility service and that their health and safety is not put at risk. Disconnection of utility service is a serious matter, especially during the winter period (November 15 – April 15) when the loss of utility service could create a life-threatening situation due to cold temperatures. Commission rules are quite stringent with respect to the disconnection of service during this time period—letters, phone calls, and in-person contact attempts are all required of a utility before disconnection may take place. Commission rules require that during winter months, residential customers of electric and gas utilities may not be disconnected because of their inability to pay the entire amount owed without permission from the Consumer Assistance Division. Commission rules require that utilities attempt to enter into payment arrangements with their customers, and that customers pay a reasonable portion of each utility bill when due during the winter period to avoid accumulation of arrearages.

These requirements are stated in the preface to the Commission's rules on "winter disconnection." During the winter period, a utility may disconnect service to an occupied dwelling only after it has received authorization from the CAD. Both Central Maine Power Company and Bangor Hydro-Electric Company have obtained exemptions that allow them to cycle disconnect a residential without authorization from the CAD if they cannot make contact with the customer and are reasonably certain that the residence is vacant. "Cycle disconnection" is a process by which a residence is disconnected in the morning and reconnected later the same day. The disconnection cannot take place if the temperature is below freezing. The purpose of a cycle disconnection is to determine whether a residence is occupied and, if it is, to make contact with the inhabitants to resolve the billing problem.

When a utility makes the decision to seek approval for disconnection, the CAD immediately contacts the customer to attempt to resolve the issue and negotiate a payment plan or help the customer access assistance programs available for families in need of relief. These programs include: 1) Emergency Assistance from the Maine Department of Health and Human Services (typically accessed when disconnection of electricity service is imminent); 2) the Energy Crisis Intervention Program (available to income eligible families who receive a disconnection notice and have exhausted their ability to negotiate and honor a payment plan); and 3) Maine's Statewide Low-Income Assistance Plan (discussed earlier in this report). Disconnection of an occupied dwelling will not occur if a residential customer responds to an inquiry from the CAD.

Requests by electric or gas utilities to disconnect consumers during the winter period are tracked by the CAD. As shown in Table 2, the CAD received 99 requests from utilities to disconnect electric service during the winter of 2005-2006, compared to 695 requests in 2004-2005, and 607 in 2003-2004 2003. The decrease in requests in 2005-2006 was due to the efforts of Commission staff and Maine's

electric and gas utilities and state assistance providers to help low-income customers impacted by the high cost of fuel oil, kerosene, propane, and natural gas negotiate affordable payments. Actions taken by the utilities included eliminating the requirement that customers stay current on their bills throughout the winter period as a condition of receiving a Low Income Assistance Program benefit, offering individualized and standardized special payment arrangements to all customers, accepting partial payments from all customers during the winter period, and implementing programs whereby utility staff visiting customer homes alerted the appropriate assistance agency of crisis or emergency situations when intervention might be necessary.

Of the 2005-2006 requests for winter disconnection, 31% were granted. In all cases in which the request was granted, the residence had been abandoned. Requests to disconnect were denied if a payment arrangement was established for the consumer pursuant to the winter disconnection rule or if payment was made, thereby avoiding the need for disconnection.

Table 2: Winter Disconnection Requests

Utility	Requests Received	Requests Granted	Requests Denied
Central Maine Power Company	33	12	21
Eastern Maine Electric Cooperative	53	17	36
Madison Electric Works	7	1	6
Matinicus Plantation Electric Co-op	6	1	5
Total	99	31	68

D. Requests for Exemption

The CAD reviews requests by utilities for exemptions from the Commission's consumer protection rules involving a single consumer, while the Commission reviews requests for exemptions involving all or a portion of a utility's service territory. The CAD received 66 exemption requests in 2006, compared to 45 in 2005 and 28 in 2004. All of the requests received in 2006 involved a utility seeking permission to add a customer's final bill to another customer's account. The CAD resolved 47 exemption requests in 2006. Of these, 36 requests were granted, five were denied, and six were withdrawn by the utility.

IV. UTILITY COMPLAINT PROFILES

This section profiles the performance of Maine utilities with respect to consumer complaints received during the year. Complaints received by the CAD are used to assess the complaint handling performance of the major electric, gas, water, and telephone utilities. In nearly every case, the consumer has already contacted the company about the problem prior to contacting the CAD. The exception is that

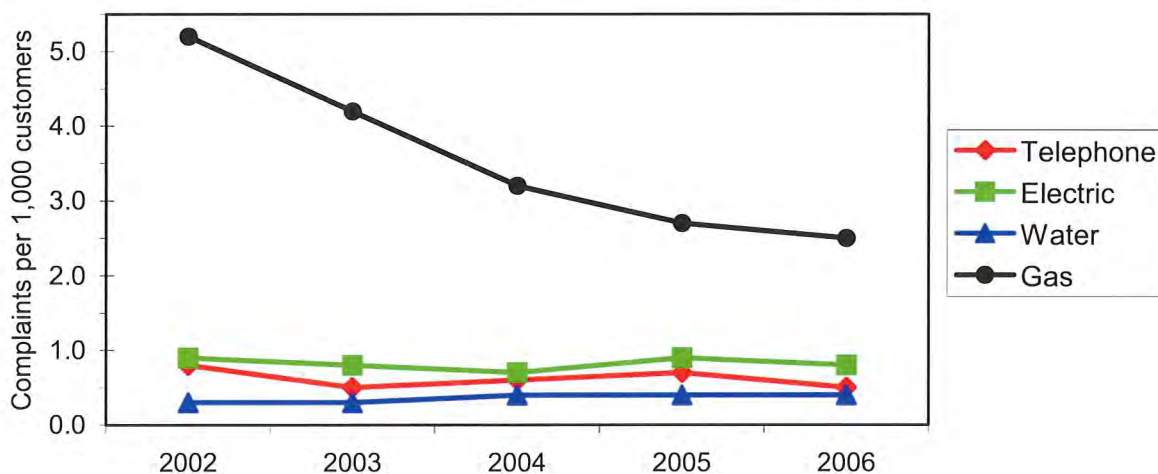
slamming complaints are accepted even if the consumer has not attempted to resolve the dispute directly with the utility or the service provider.

The calculation of a consumer complaint rate (consumer complaints per 1,000 consumers) allows an “apples to apples” comparison of the number of complaints received between utilities of various sizes. The CAD has found that high consumer complaint rates or significant increases in complaints from one year to the next often indicate larger scale service quality or customer service problems that may need to be investigated.

This section is organized by industry type. Information is provided on major utilities, as well as smaller utilities with a significant number of consumer complaints. The Appendix is a compilation of complaints received in 2006 against electric and gas transmission and distribution utilities, water utilities, common carriers in Casco Bay, and incumbent local exchange carriers. Complaints are tabulated based on the issues involved. Complaints against competitive electric and telecommunications providers are not included due to the large number of utilities involved.

As shown in Figure 6, the complaint rates for telephone and electric utilities decreased in the past year, the complaint rate for natural gas utilities has decreased each of the past four years, and the complaint rate for water utilities has remained about the same for the past four years. The complaint rate for natural gas utilities is primarily driven by complaints against Northern Utilities, which serves over 90% of Maine’s natural gas customers. The telephone complaint rate includes only incumbent local exchange carriers; complaint rates for competitive local exchange and interexchange carriers have not been calculated because data on the number of customers is unavailable. A discussion of the complaints received for each utility type follows.

Figure 6: Complaint Rates (by Utility Type)



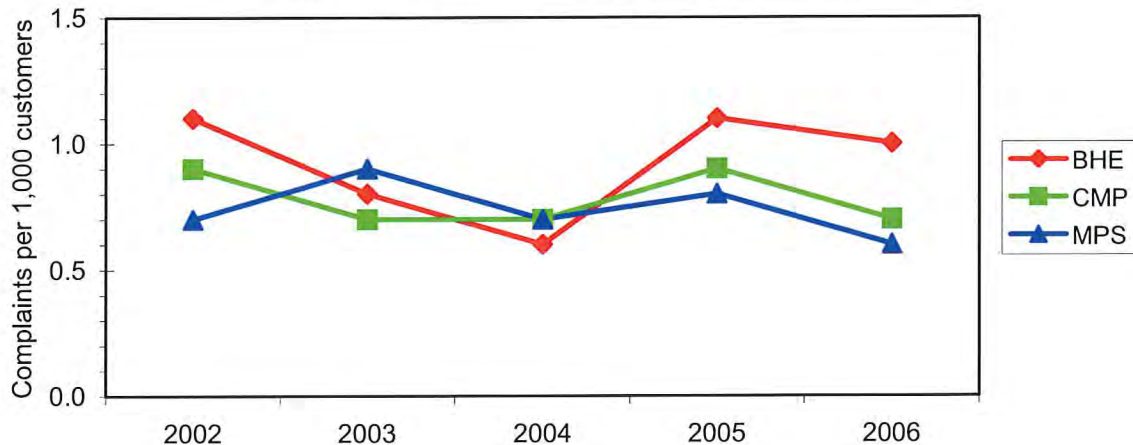
A. Electric Utilities

On March 1, 2000, Maine's electricity supply market was opened to competition. Electricity suppliers sell electricity to consumers, while transmission and distribution utilities deliver the electricity to homes and businesses and maintain the poles and wires to get it there. Thirteen electric utilities provide transmission and distribution services to Maine consumers. Central Maine Power Company (CMP), Bangor Hydro-Electric Company (BHE) and Maine Public Service Company (MPS) are investor-owned while the rest are consumer-owned. The investor-owned electric transmission and distribution utilities serve over 98% of Maine's electric consumers and accounted for 95% of the complaints received against electric utilities in 2006.

The Commission has approved 86 competitive electricity providers to supply electricity in BHE, CMP and MPS service territories. (The remaining electric customers are supplied by the "standard offer," with the suppliers and prices determined by a bid process conducted by the Commission.) The CAD seldom receives complaints against competitive electricity providers.

The CAD received 591 complaints against electric transmission and distribution utilities in 2006, a 17% decrease compared to 712 complaints in 2005, and an 11% increase compared to 531 in 2004. As shown in Figure 7, the complaint rates for BHE, CMP and MPS decreased in the past year. Information on complaint trends and the complaints received against BHE, CMP and MPS is provided below. Complaint statistics for all electric transmission and distribution utilities are summarized in the Appendix.

Figure 7: Electric Utility Complaint Rates

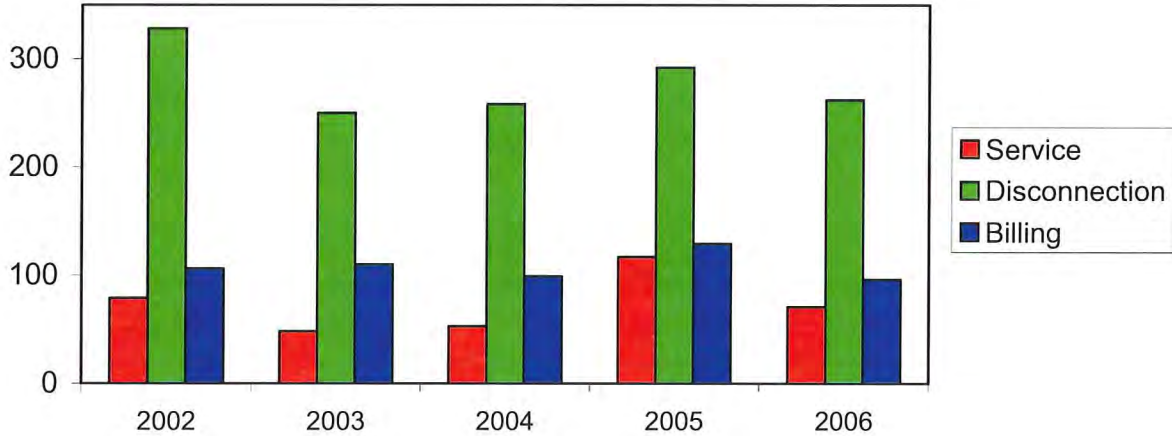


1. Central Maine Power Company

The CAD received 431 complaints against CMP in 2006, a 20% decrease compared to 541 complaints in 2005, and a 5% increase compared to 410 in 2004. CMP's complaint rate was 0.7 complaints per 1,000 consumers in 2006, compared to

0.9 in 2005 and 0.7 in 2004. As shown in Figure 8, complaints about billing, service, and threatened or actual disconnection decreased in the past year, and tend to fluctuate each year.

Figure 8: CMP Complaints (by Issue)

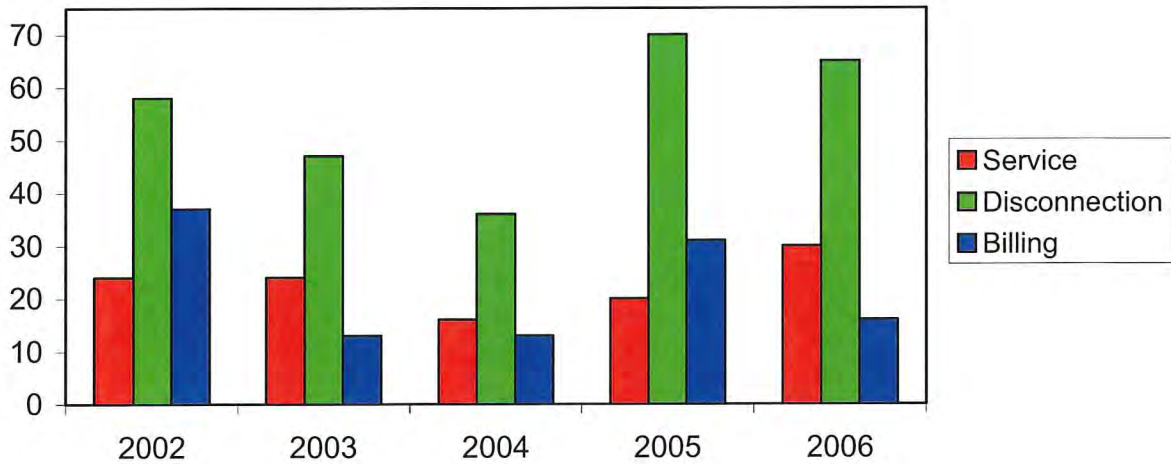


In June 2005, 13 customers of Central Maine Power (CMP) asked the Commission to investigate CMP’s practices concerning line extensions. The customers complained that CMP took an unreasonable amount of time to construct or energize line extensions (some customers had to wait four to six months to receive service), that CMP was taking actions that gave it an unfair competitive advantage over private installers of line extensions, and that CMP’s policies were unreasonable and resulted in high costs to customers. During 2005 and 2006, staff met with the parties and CMP in an attempt to settle the dispute, and collected information to determine whether there was any basis to the customers’ allegations. The Commission expects to establish rates for CMP line extensions which may result in changes to CMP’s line extension procedures. As well as controlling costs, the Commission seeks to reduce the amount of time needed to construct or energize a line extension so that CMP customers can receive service sooner.

2. Bangor Hydro-Electric Company

The CAD received 112 complaints against Bangor-Hydro Electric Company (BHE) in 2006, a 9% decrease compared to 122 complaints in 2005, and a 67% increase compared to 67 in 2004. BHE’s complaint rate was 1.0 complaint per 1,000 consumers in 2006, compared to 1.1 in 2005 and 0.6 in 2004. As shown in Figure 9, service-related complaints increased in the past year, while complaints involving billing and threatened or actual disconnection decreased. The increase in service complaints was due to an increase in complaints about outages, while billing and disconnection complaints decreased.

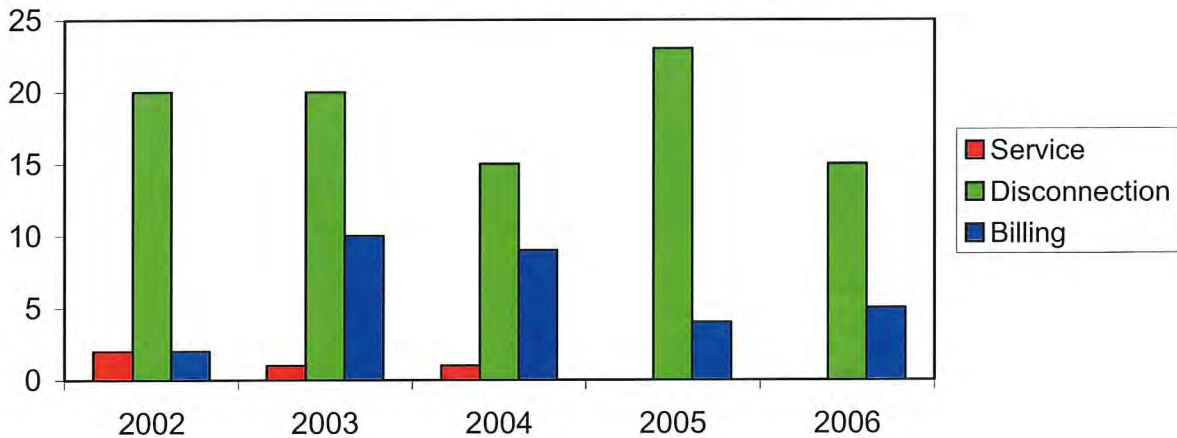
Figure 9: BHE Complaints (by Issue)



3. Maine Public Service Company

The CAD received 20 complaints against Maine Public Service Company (MPS) in 2006, a 26% decrease compared to 27 complaints in 2005, and a 23% decrease compared to 26 in 2004. MPS's complaint rate was 0.6 complaints per 1,000 consumers in 2006, compared to 0.8 in 2005 and 0.7 in 2004. Because MPS has a smaller customer base than either CMP or BHE, fluctuations in the number of complaints received against MPS result in a more dramatic change in its complaint ratio. As shown in Figure 10, MPS complaints about actual or threatened disconnection decreased in the past year. It is possible this decrease is due to the willingness of MPS to work with its customers to resolve their disputes.

Figure 10: MPS Complaints (by Issue)



B. Telephone Utilities

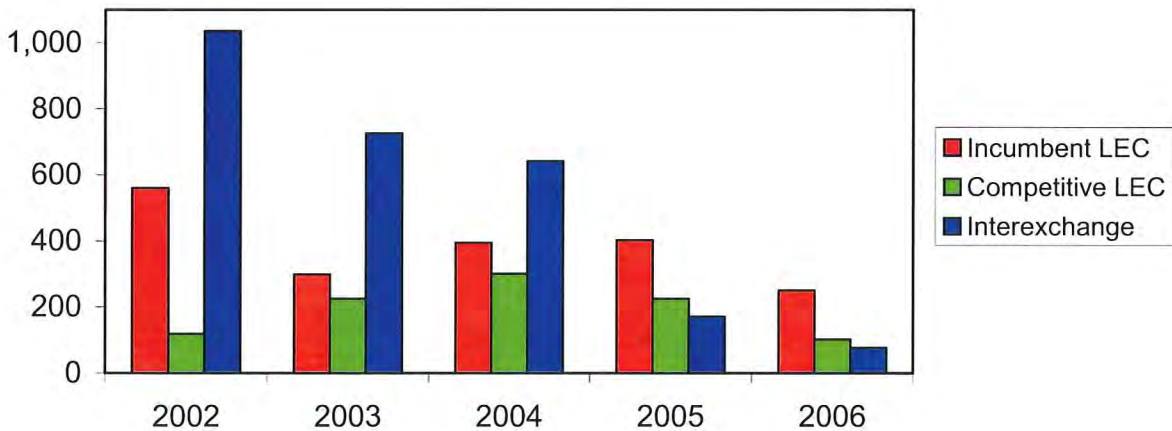
There are 23 incumbent local exchange carriers (ILECs) authorized by the Commission to provide service in Maine. The CAD received 252 complaints against

ILECs in 2006, a 37% decrease compared to 402 complaints in 2005, and a 36% decrease compared to 395 in 2004. Consumer complaints involved service-related issues (34%), disputed charges (34%) and their inability to pay their bills (27%). This overall decrease in complaints may be attributable to the carriers' willingness to work with customers to resolve their disputes.

There are 83 telephone companies authorized to provide competitive local exchange service in Maine and 261 telephone companies authorized to provide in-state interexchange (toll) service (of these, 74 provide both local and interexchange service). The CAD received 179 complaints in 2006 against competitive carriers (both competitive local exchange carriers—CLECs—and interexchange carriers—IXCs), a 55% decrease compared to 396 competitive complaints in 2005, and an 81% decrease compared to 942 in 2004.

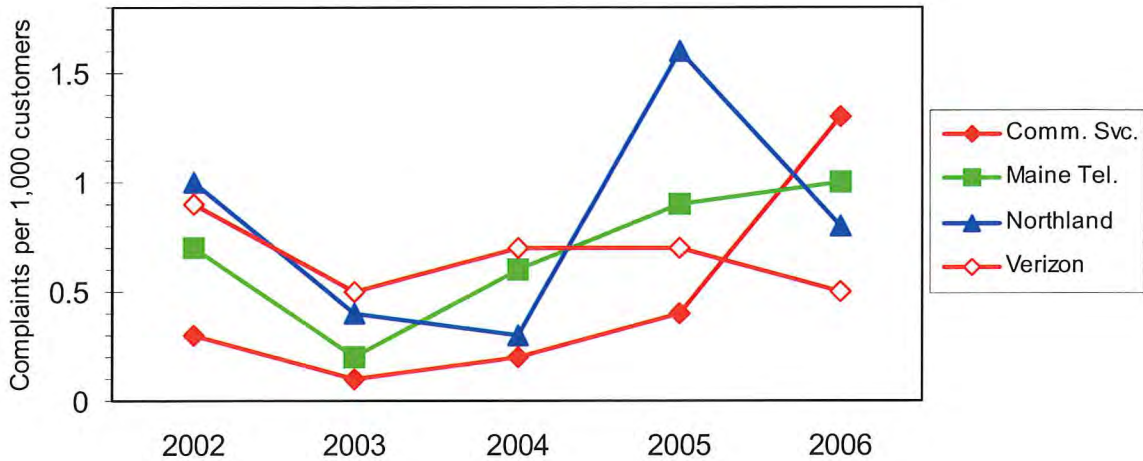
The majority of the complaints received against competitive carriers involved disputed charges (56%), service-related issues (20%) and slamming (15%). As shown in Figure 11, complaints against CLECs decreased each of the past two years, while complaints against IXCs have decreased each of the past three years. The decrease in complaints against competitive carriers is due to the decrease in competition for these services. Over the past few years, carriers have been consolidating into larger companies capable of offering bundled service packages. These packages often include local service, in-state and out-of-state toll service, high-speed internet service, and cable or satellite television services.

Figure 11: Telecommunications Complaints 2002-2006



While the CAD takes complaints against all telecommunications carriers, complaint rates are calculated only for ILECs. Figure 12 shows the complaint rates for ILECs with 11 or more CAD complaints in 2006. Complaint rates for all ILECs other than Verizon can fluctuate widely from year to year because of their relatively small customer base. For example, Community Service Telephone's complaint rate increased from 0.4 in 2005 (5 complaints) to 1.3 in 2006 (15 complaints). An increase of 10 complaints resulted in a complaint rate more than three times higher.

Figure 12: ILEC Complaint Rates

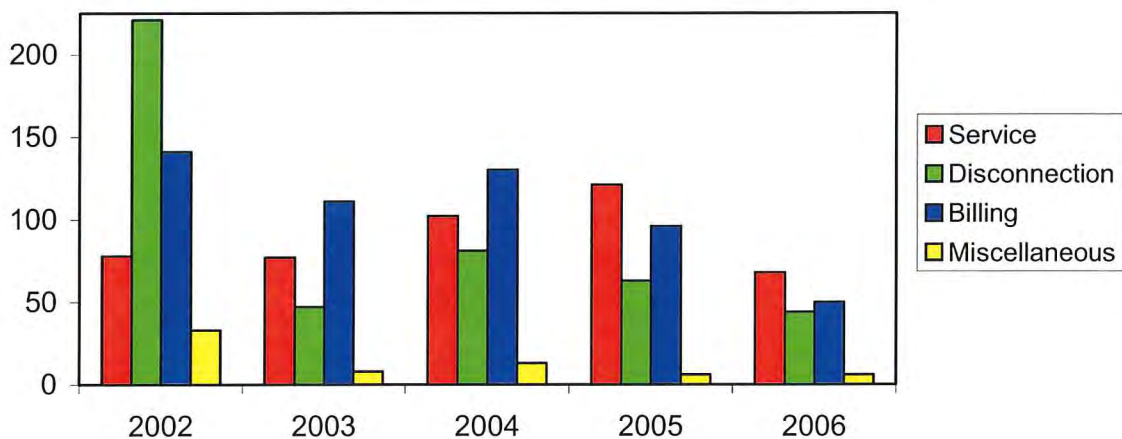


A discussion of the telecommunications carriers that were the subject of a significant number of complaints in 2006 follows.

1. Verizon

The CAD received 168 complaints against Verizon in 2006, a 41% decrease compared to 286 complaints in 2005, and a 48% decrease compared to 325 in 2004. Verizon’s complaint rate was 0.5 complaints per 1,000 consumers in 2006, compared to 0.7 in 2004 and 2005. As shown in Figure 13, the number of complaints about service-related issues decreased in the past year, while complaints about billing and actual or threatened disconnection decreased each of the past two years. The decrease in complaints in the past year may be attributable to Verizon’s willingness to work with its customers to resolve their disputes.

Figure 13: Verizon Complaints (by Issue)



In March 2005, the Commission opened an investigation to consider a new Alternative Form of Regulation (AFOR) for Verizon Maine. As part of its investigation, the Commission is required to consider the form and structure of the new AFOR, including pricing rules, and to ensure that Verizon's service quality is reasonable. The CAD has played an active role in the service quality component of this investigation which has consumed a significant amount of time over the past two years. Staff evaluated the efficacy of the methods currently used to ensure reasonable service quality, including a Service Quality Index, which establishes performance levels Verizon must meet, as well as rebates to customers when Verizon does not meet those performance levels. Of particular concern is the increase in service outages, the duration of service outages, and the number of errors on Verizon bills.

2. FairPoint Communications

FairPoint Communications provides basic telephone service in Maine through six of its operating companies: China Telephone, Community Service Telephone, Maine Telephone, Northland Telephone, Sidney Telephone, and Standish Telephone. In 2005, the CAD received numerous consumer complaints about FairPoint billing errors and customers' inability to reach FairPoint by telephone to discuss the billing errors. The CAD's investigation of these complaints revealed that more than 2,000 customers were affected by the billing errors, and that call-answer times frequently exceeded an average of 7 minutes and delays often exceeded 15 minutes. To address these concerns, in March 2006 FairPoint agreed to implement a service quality monitoring plan to track and report its performance to the Commission. The monitoring results will be used to determine whether a formal investigation into FairPoint's service quality is warranted.

3. AT&T and MCI

Of the complaints received by the CAD concerning interexchange carriers, over 50% involved AT&T or MCI. The CAD received 54 complaints against AT&T in 2006, a 55% decrease compared to 119 complaints in 2005, and an 88% decrease compared to 447 in 2004. The majority of the complaints received against AT&T in 2006 concerned disputed charges.

The CAD received 44 complaints against MCI in 2006, a 63% decrease compared to 120 complaints in 2005, and a 72% decrease compared to 159 in 2004. Over 77% of the complaints received involved MCI's provision of basic service, while 23% involved its provision of interexchange service. The majority of the complaints received against MCI in 2006 concerned disputed charges.

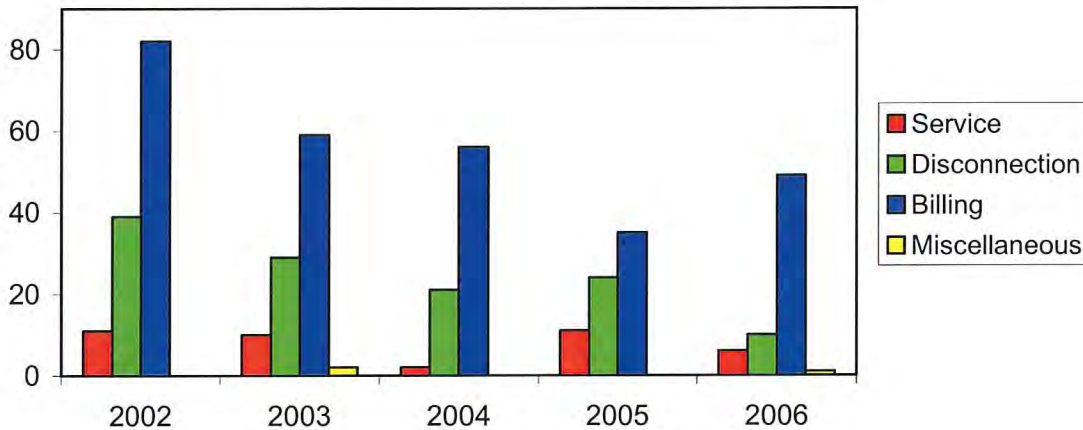
A significant reason for the decrease in both AT&T and MCI complaints is the decision by both carriers to exit the local exchange carrier market in Maine. The decrease can also be attributed to the general decrease in competition for local and interexchange service discussed previously in Section IV(B).

C. Natural Gas Utilities

Three natural gas utilities currently serve portions of Maine: Northern Utilities, Bangor Gas Company, and Maine Natural Gas. This section will focus solely on Northern Utilities, Inc. (NUI) because the CAD seldom receives complaints against either Bangor Gas or Maine Natural Gas (most likely because these companies have few residential customers). NUI serves over 90% of Maine's natural gas consumers.

The CAD received 66 complaints against NUI in 2006, a 6% decrease compared to 70 complaints against NUI in 2005, and a 16% decrease compared to 79 in 2004. NUI's complaint rate was 2.6 complaints per 1,000 customers in 2006, compared to 2.8 in 2005 and 3.2 in 2004. As shown in Figure 14, the number of complaints about service-related issues and actual or threatened disconnection decreased in the past year, while billing complaints increased due to an increase in complaints about high usage and estimated bills.

Figure 14: NUI Complaints (by Issue)



The overall reduction in complaints received against NUI since 2002 is attributed to the Commission's investigation into NUI's billing practices, the Commission's management audit of NUI, and NUI's increased efforts to provide better service and prevent customer complaints. As a result of the management audit, Commission staff, NUI and the Public Advocate developed a Service Quality Plan which became effective January 1, 2004, and established baseline performance targets and associated penalties in five customer service areas:

- Field operations (Service Appointments Met on the Scheduled Day & Time and Response to Odor Calls).
- Meter reading (On-Cycle Meter Reads and Long No Reads).
- Billing (Meter Reads Used).

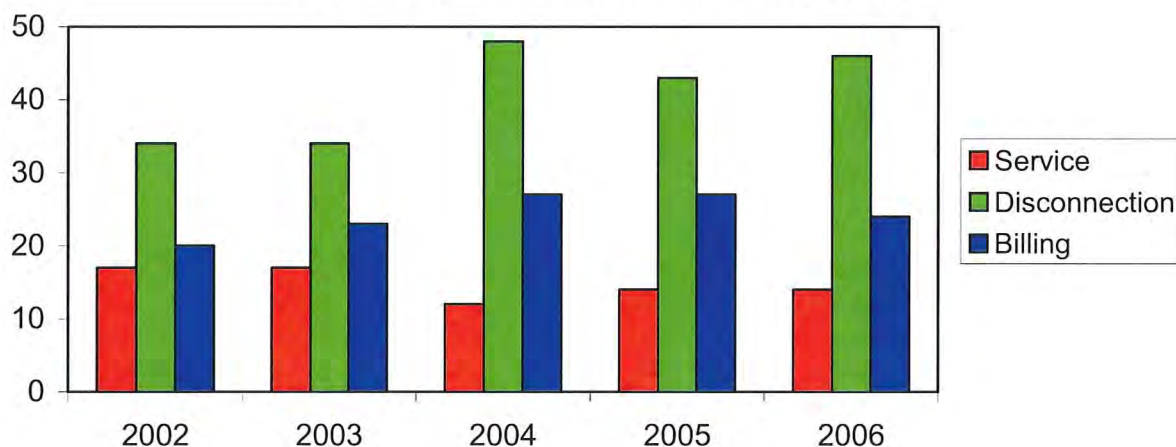
- Contact Center Performance (Emergency Calls, Non-Emergency Calls, Abandoned Call Rate, and Contact Center Busy Outs).
- Overall Service (Consumer Assistance Division Cases and Customer Satisfaction Measured by Survey Results).

The Service Quality Plan provides for a maximum annual penalty of \$300,000 if NUI fails to meet the baseline performance targets. Penalties are determined using a calculation involving the degree by which NUI under-performs the benchmark and the relative weighting of the service area. Penalties are paid either as a single or multiple service quality performance line-item credit on customers' bills. Because NUI failed to meet all of its service quality performance targets in 2005, a service quality rebate totaling \$12,600 was applied to customers' accounts in 2006. The majority of the penalty was due to NUI failing to meet the meter reading benchmarks.

D. Water Utilities

The Commission has approved 154 water utilities to provide service in Maine. The CAD received 87 complaints against water utilities in 2006, comparable to 86 complaints in 2005 and 87 in 2004. As shown in Figure 15, the number of complaints about actual or threatened disconnection increased in the past year and complaints about billing issues decreased. Complaints about service remained the same.

Figure 15: Water Complaints (by Issue)



A breakdown of complaints received in 2006 for each water utility is in the Appendix.

E. Water Common Carriers

The Commission has approved 18 companies to provide public ferry service in Casco Bay. The CAD received one consumer complaint against a water common carrier in 2006.

V. EDUCATION AND OUTREACH

The CAD seeks to educate and inform both consumers and utilities about utility-related consumer issues and consumer rights and responsibilities to promote understanding and prevent disputes. Written information for consumers is available on the CAD's web page (<http://www.maine.gov/mpuc/consumer/cad.html>), which includes fact sheets, brochures, consumer bulletins, consumer complaint statistics, and annual reports on consumer assistance. The CAD provides guidance to utilities both over the telephone and through the issuance of CAD Bulletins. In addition, the CAD provides training to utility staff upon request.

A. CAD Bulletins

CAD Bulletins issued in 2006 addressed such topics as the application of partial payments, unregistered service providers, landlord access to tenant payment and billing information, annual Lifeline and Link-Up reports, the winter disconnection provisions of Chapter 81, and Low Income Assistance Programs. CAD Bulletins are sent to the applicable utilities and are posted on the CAD's website. A brief description of each bulletin follows.



Application of Partial Payments

Issued January 17, 2006, this bulletin provided guidance to water utilities when water and sewer charges appear on the same bill. Section 3(K) of Chapter 81 of the Commission's rules requires a utility to either issue a separate bill for non-basic utility service or to allocate partial payments first to basic service and then to non-basic utility services. Because sewer charges are considered "non-basic" service charges, water utilities were advised that they must apply a payment that is insufficient to pay the entire bill first to the outstanding water charges (considered "basic service") and then apply any remainder to the sewer charges (considered "non-basic service").

Unregistered Service Provider Operating in Maine

Issued April 12, 2006, this bulletin provided information to local exchange carriers about an unregistered service provider, Directory Billing, Inc., that was soliciting customers in Maine and billing for the service on customers' local telephone bills. Directory Billing, Inc. mailed checks for \$3.25 to Maine businesses as an incentive to sign-up for its Internet yellow page listing service, Preferred Business Link. By signing the check, the customer agreed to pay \$34.95 per month for the Internet yellow page service, which would be billed on the customer's local telephone bill. However, Chapter 297 of the Commission's rules requires that service providers be registered with the Commission before offering a product or service when the charge for such good or service will appear on a customer's telephone bill. Chapter 297 also prohibits a carrier from including charges on its bill from a service provider that is not registered with the Commission. Therefore, the bulletin advised local exchange carriers not to include any charges from Directory Billing, Inc. on their

bills to Maine customers. (Note: Directory Billing submitted an application to register as a service provider in Maine in July 2006.)

✎ Eligibility Criteria for the Winter Disconnection Rule

Issued August 17, 2006, this bulletin reminded electric and gas utilities about several requirements of the winter disconnection rule (Section 17 of Chapter 81). The first requirement is that before November 15 of each year, electric and gas utilities must provide the CAD with copies of their Eligibility Form, Notice of Customer Rights, warning letters, standardized collection letters, disconnection notices, and Regular and Special Payment Arrangement Confirmation Forms. The bulletin also reminded utilities that information about the existence of their Low Income Assistance Program must be included in any mailings to customers made pursuant to the winter disconnection rule.

✎ Administrative Contribution Invoices and Program Funding Invoices

Issued August 23, 2006, this bulletin reminded electric utilities of the due date for remittance of their annual contribution towards Maine State Housing Authority's costs for administering the Statewide Low-Income Assistance Plan. The bulletin also advised utilities that future invoices would be issued by MSHA rather than the CAD.

✎ Eligible Customer Designation

Issued August 31, 2006, this bulletin encouraged electric and gas utilities to offer Special Payment Arrangements to all residential customers who had problems paying their bill during the 2006-2007 winter period. During the winter of 2005-2006, utilities agreed to offer individualized and standardized Special Payment Arrangements to all residential customers because of the high cost of energy. With the continued high cost of fuel oil, kerosene, propane, and natural gas, it was expected that many customers would again have difficulties paying their utility bills, so utilities were encouraged to continue offering Special Payment Arrangements to all customers during the next winter period.



Landlord Access to Tenant Billing and Payment Information

Issued November 21, 2006, this bulletin provided guidance to water utilities in situations where a tenant is billed for water utility service provided to property rented by the tenant and nonpayment for the service may result in a lien against the property. In these situations, Maine law requires a utility to provide the landlord, upon request, with the current status of the tenant's account, including any amounts due or overdue. The bulletin noted that a utility must provide the landlord with the status of a customer's account even if the customer is not in arrears, and advised utilities they are not obligated to provide copies of a customer's bills to the landlord, only the status of the account at the time the request is made. Finally, the bulletin noted that if a utility does not have a procedure in place for establishing liens

pursuant to 35-A M.R.S.A. § 6111, a utility is not required to provide a customer's account information to a landlord.

Annual Lifeline/Link-Up Outreach Report

Issued December 19, 2006, this bulletin reminded Eligible Telecommunications Carriers that their 2006 outreach reports were due. Chapter 294, the Commission's rule on Lifeline and Link-Up Service Programs, requires Eligible Telecommunications Carriers to annually provide a summary of outreach efforts to the Commission. In addition to the outreach summary, the bulletin reminded ETCs that they must provide the appropriate social service agencies and the Commission with an index of central office codes within their service territory and a single contact person for Lifeline and Link-Up issues; inform each customer of the program at the time that the customer requests service; and provide each customer with annual notification of the program and its guidelines.

Oxygen Pump Benefits

Issued December 21, 2006, this bulletin asked electric transmission and distribution utilities for information on the new oxygen pump benefit. During the rulemaking to amend Chapter 314 to include oxygen pump benefits, one commenter suggested that the benefit be limited to the amount of the actual monthly billing to avoid situations where the benefit exceeded the usage. The Commission declined to limit the benefit because of the low probability of this occurring and the belief that it would be unduly burdensome for utilities to compare actual usage with the benefit provided. However, examples provided by several utilities indicated there was a higher incidence than anticipated of a customer's monthly oxygen pump benefit exceeding the historic monthly kWh usage, resulting in a significant credit balance due to the oxygen pump benefit. Because the intent of Chapter 314 is to provide customers with a credit that is equivalent to the cost of running an oxygen pump, not to subsidize their entire electric bill, the CAD asked utilities to provide information on benefit amounts and actual electric usage so that it could be determined how to best address this concern. We anticipate revising Chapter 314 sometime during 2007 to address this problem.

B. Other Outreach Activities

The CAD assists utilities by reviewing their credit and collection procedures to ensure they are reasonable and in compliance with Commission rules, by reviewing their service-related procedures to ensure that service is provided in a uniform, fair, and reasonable manner, and by providing guidance on more complex consumer issues, such as the disconnection of accounts with high balances or life support equipment, master-metered units, and line extensions. In 2006, the CAD received 85 calls from utilities seeking assistance.

The CAD also provides training to utility staff upon request. In June 2006, the CAD participated in training sponsored by the Maine Water Utilities Association and provided guidance on credit and collection procedures and payment arrangements with 56 utility staff members. In September 2006, the CAD participated in training sponsored by the Maine Rural Water Association and provided guidance to 37 utility staff members on utility terms and conditions concerning application for service, billing procedures, collection trip fees, and restoration and establishment of service fees.

VI. LOOKING FORWARD TO 2007

The CAD expects consumer contact levels, including the number of consumer complaints, to remain relatively constant in 2007. In addition to investigating consumer complaints and responding to requests for information, the CAD expects to spend a significant amount of time in 2007 on several initiatives described in more detail below.

A. Revisions to Chapter 81 and Chapter 86

The CAD expects to spend a significant amount of time in 2007 on the revisions of Chapter 81 and Chapter 86, the Commission's consumer protection rules for electric, gas, and water utilities. As mentioned earlier in this report, staff has reviewed the comments received in response to a Notice of Inquiry and is drafting revised rules. A Notice of Proposed Rulemaking issued February 22, 2007 seeks comments on revised credit and collection rules for electric and gas transmission and distribution utilities (Chapter 815). It is expected that the final rule will be adopted by the end of 2007. Based on comments received during the Notice of Inquiry, it was decided that a separate consumer protection rule should be established for water utilities. The second rulemaking effort will begin once Chapter 815 is adopted. In the meantime, the current Chapters 81 and 86 will continue to apply to water utilities.

B. Merger of Verizon and FairPoint

On January 16, 2007, Verizon Communications, Inc. and FairPoint Communications, Inc. announced that Verizon's local exchange service in Maine, New Hampshire and Vermont would be merged with FairPoint. The service currently provided by Verizon Maine will continue as a subsidiary of FairPoint. Maine law requires that the Commission review reorganizations such as the Verizon/FairPoint merger. The Commission may not approve the action unless it is established that the reorganization is consistent with the interests of the utility's ratepayers and investors. Review of the proposed merger is expected to consume a significant amount of time in 2007. The CAD will play an active role in the service quality component of the review.

C. Oxygen Pump Assistance Program

Chapter 314, the Commission's rule establishing a Statewide Low-Income Assistance Plan (LIAP) to help qualified low-income customers pay their electric bills, was amended in 2006 to include a financial assistance program for low-income customers who must use an oxygen pump. The rule set an effective date for the new benefits of October 1, 2006, to provide sufficient time for utilities and the Maine State Housing Authority to implement the new program and so that the oxygen pump benefits run concurrent with the LIAP program year. As a result, the 2006-2007 LIAP program year is the first time oxygen pump benefits will be provided. One problem already identified is that the method used to calculate the oxygen pump benefit sometimes results in a benefit amount that exceeds total household usage, whereas the intent of the program was to cover usage for only the oxygen pump. The CAD expects to monitor the program closely to identify any other concerns, and resolve any issues prior to the start of the next LIAP program year.

D. Increasing Public Awareness of the CAD

The CAD is very interested in increasing the public's awareness of services offered by the CAD. While customers experiencing payment problems are made aware of the CAD's services through information on disconnection notices and through notice provided by utility personnel, other customers may not be aware of the CAD's services. One key statistic that demonstrates this problem is the survey results discussed in Section II(C) of this report. Those results show that 70% of respondents learned about the CAD from friends or family, from their utility, through the Internet or telephone book, or were aware of the CAD based on personal experience. Only 12% indicated that they were aware of the CAD through the media. This seems to indicate that the level of public awareness of the CAD and its services is low.

We anticipate increasing the public's awareness of the CAD and its services by increasing our outreach to local media, legislators and municipalities. Oftentimes, the media takes an interest in the services the CAD offers following an accident or tragic event. For example, last December, two people died from carbon monoxide poisoning and as a part of the coverage of this event, the media featured the CAD and the rules related to winter disconnection of electricity. While the CAD was able to explain the services and support available to consumers facing a possible winter disconnection, it would be preferable to provide this information in the hopes of averting these events rather than responding to them. The CAD plans to be more proactive in 2007 in educating the public of the services available and how to contact the CAD.

APPENDIX

Utility Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
COMMUNICATIONS	CHINA TELEPHONE COMPANY	3	30%	2	20%	4	40%	1	10%	10	2.9
	COBBOSSEECONTEE TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	COMMUNITY SERVICE TELEPHONE COMPANY	2	13%	5	33%	7	47%	1	7%	15	1.3
	HAMPDEN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)		0%		0%	1	100%		0%	1	0.2
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	MAINE TELEPHONE COMPANY		0%	5	45%	5	45%	1	9%	11	1.0
	MID MAINE TELECOM	3	60%	1	20%	1	20%		0%	5	0.9
	NORTHLAND TELEPHONE COMPANY OF MAINE	4	24%	4	24%	8	47%	1	6%	17	0.8
	OXFORD TELEPHONE COMPANY		0%	1	100%		0%		0%	1	0.2
	OXFORD WEST TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	PINE TREE TEL AND TEL COMPANY	2	29%	2	29%	3	43%		0%	7	1.1
	SACO RIVER TEL AND TEL COMPANY		0%		0%	1	100%		0%	1	0.1
	SIDNEY TELEPHONE COMPANY		0%	1	100%		0%		0%	1	0.6
	SOMERSET TELEPHONE COMPANY (TDS)	1	33%		0%	1	33%	1	33%	3	0.2
	STANDISH TELEPHONE COMPANY	1	10%	4	40%	4	40%	1	10%	10	1.2
	TIDEWATER TELECOM, INC.		0%		0%	2	100%		0%	2	0.2
	UNION RIVER TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	UNITEL, INC.		0%		0%		0%		0%	0	0.0
VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	68	40%	44	26%	51	30%	5	3%	168	0.5	
WARREN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0	
WEST PENOBSCOT TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0	
Industry Totals	23	84	33%	69	27%	88	35%	11	4%	252	0.5
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	30	27%	64	57%	17	15%	1	1%	112	1.0
	CENTRAL MAINE POWER COMPANY	71	16%	262	61%	96	22%	2	0%	431	0.7
	EASTERN MAINE ELECTRIC CO-OP, INC		0%	2	40%	3	60%		0%	5	0.4
	FOX ISLANDS ELECTRIC COOPERATIVE, INC		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY - ELECTRIC DEPT.	1	17%	5	83%		0%		0%	6	1.1
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER DISTRICT		0%	1	33%	1	33%	1	33%	3	0.5

Utility Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
ELECTRIC	MADISON DEPARTMENT OF ELECTRIC WORKS		0%	10	91%	1	9%		0%	11	4.4
	MAINE PUBLIC SERVICE COMPANY	1	5%	14	70%	4	20%	1	5%	20	0.6
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MAURER AND PARTNERS		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		0%		0%		0%		0%	0	0.0
	NOVA SCOTIA POWER		0%		0%		0%		0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE		0%		0%		0%		0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%	1	50%	1	50%		0%	2	1.4
	Industry Totals	15	103	17%	359	61%	123	21%	5	1%	590
GAS	BANGOR GAS COMPANY, LLC		0%		0%		0%		0%	0	0.0
	MAINE NATURAL GAS, LLC.		0%		0%	1	100%		0%	1	0.7
	NORTHERN UTILITIES, INC.	5	8%	10	15%	50	76%	1	2%	66	2.6
	Industry Totals	3	5	7%	10	15%	51	76%	1	1%	67
WATER	ADDISON POINT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ALFRED WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ALLEN WATER COMPANY		0%		0%		0%		0%	0	0.0
	ANDOVER WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ANSON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - BUCKSPORT		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - CAMDEN/ROCKLAND MAIN OFFICE		0%	2	100%		0%		0%	2	0.3
	AQUA MAINE, INC. - FREEPORT		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - GREENVILLE		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - HARTLAND DIVISION		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - KEZAR FALLS		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - MILLINOCKET		0%	1	100%		0%		0%	1	0.5
	AQUA MAINE, INC. - OAKLAND		0%	1	100%		0%		0%	1	1.0
	AQUA MAINE, INC. - SKOWHEGAN		0%	1	100%		0%		0%	1	0.4
	ASHLAND WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	AUBURN WATER DISTRICT		0%	1	100%		0%		0%	1	0.2
	AUGUSTA WATER DISTRICT		0%	3	100%		0%		0%	3	0.5
	BAILEYVILLE UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0

Utility Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers	
		#	%	#	%	#	%	#	%			
WATER	BANGOR WATER DISTRICT		0%		0%	1	100%		0%	1	0.1	
	BAR HARBOR WATER DEPARTMENT		0%		0%		0%		0%	0	0.0	
	BATH WATER DISTRICT	1	100%		0%		0%		0%	1	0.3	
	BELFAST WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	BERWICK WATER DEPARTMENT		0%		0%	3	100%		0%	3	3.4	
	BETHEL WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	BIDDEFORD & SACO WATER COMPANY	2	50%	1	25%		0%	1	25%	4	0.3	
	BINGHAM WATER DISTRICT	1	100%		0%		0%		0%	1	2.1	
	BOOTHBAY REGION WATER DISTRICT		0%		0%	1	100%		0%	1	0.4	
	BOWDOINHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	BRIDGTON WATER DISTRICT		0%		0%	1	100%		0%	1	1.3	
	BROWNVILLE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0	
	BRUNSWICK & TOPSHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	BUCKFIELD VILLAGE CORPORATION		0%		1	100%		0%		0%	1	5.4
	CALAIS (CITY OF) WATER DEPARTMENT		0%		0%		0%		0%	0	0.0	
	CANTON WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	CARIBOU UTILITIES DISTRICT		0%		1	100%		0%		0%	1	0.5
	CASTINE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0	
	CITY OF BREWER WATER DEPARTMENT	1	33%		0%	2	67%		0%	3	0.8	
	CITY OF LEWISTON WATER DIVISION		0%		0%	1	100%		0%	1	0.1	
	CLINTON WATER DISTRICT		0%		1	100%		0%		0%	1	2.4
	CORINNA WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	CORNISH WATER DISTRICT		0%		1	100%		0%		0%	1	3.3
	DANFORTH WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	DEER ISLE CONSUMER OWNED WATER UTILITY		0%		0%		0%		0%	0	0.0	
	DEXTER UTILITY DISTRICT		0%		0%		0%		0%	0	0.0	
	DIXFIELD WATER DEPARTMENT		0%		0%		0%		0%	0	0.0	
	DOVER-FOXCROFT WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	DRESDEN WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	EAGLE LAKE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0	
	EAST MILLINOCKET WATER WORKS		0%		0%		0%		0%	0	0.0	
	EAST PITSTON WATER DISTRICT		0%		0%		0%		0%	0	0.0	
	EAST VASSALBORO WATER SYSTEM		0%		0%		0%		0%	0	0.0	

Utility Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
WATER	ELLSWORTH WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	EUSTIS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	EXETER WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FARMINGTON FALLS STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	FARMINGTON VILLAGE CORPORATION		0%		0%		0%		0%	0	0.0
	FORT FAIRFIELD UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	FORT KENT WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRANKLIN WATER DEPARTMENT		0%	1	100%		0%		0%	1	5.3
	FRIENDSHIP WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRYEBURG WATER COMPANY		0%		0%		0%		0%	0	0.0
	GARDINER WATER DISTRICT		0%		0%		0%		0%	0	0.0
	GRAND ISLE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	GRAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	GREAT SALT BAY SANITARY DISTRICT		0%		0%		0%		0%	0	0.0
	GUILFORD/SANGERVILLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HALLOWELL WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HAMPDEN WATER DISTRICT		0%		0%	1	100%		0%	1	0.6
	HARRISON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HEBRON WATER COMPANY		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY		0%		0%	1	100%		0%	1	0.5
	HOWLAND WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ISLAND FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	JACKMAN UTILITY DISTRICT - WATER DIVISION		0%		0%		0%		0%	0	0.0
	JAY VILLAGE WATER DISTRICT	1	100%		0%		0%		0%	1	2.8
	KENNEBEC WATER DISTRICT		0%	5	83%	1	17%		0%	6	0.7
	KENNEBUNK/KENNEBUNKPORT/WELLS WATER	1	50%		0%		0%	1	50%	2	0.2
	KINGFIELD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	KITTERY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LIMERICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LIMESTONE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	LINCOLN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LISBON WATER DEPARTMENT		0%	1	33%	1	33%	1	33%	3	1.2
	LIVERMORE FALLS WATER DISTRICT		0%		0%		0%		0%	0	0.0

Utility Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
WATER	LONG POND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LUBEC WATER & ELECTRIC DISTRICT (WATER)		0%		0%		0%		0%	0	0.0
	MACHIAS WATER COMPANY		0%		0%		0%		0%	0	0.0
	MADAWASKA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MADISON WATER DISTRICT		0%	3	75%	1	25%		0%	4	3.4
	MARS HILL UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	MECHANIC FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	MEXICO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILBRIDGE WATER DISTRICT	1	50%		0%	1	50%		0%	2	10.8
	MILO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MONHEGAN WATER COMPANY		0%		0%		0%		0%	0	0.0
	MONSON UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	MORRILL VILLAGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MOSCOW WATER DISTRICT		0%	1	100%		0%		0%	1	7.6
	MOUNT DESERT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MT. BLUE STANDARD WATER DISTRICT	1	50%	1	50%		0%		0%	2	29.4
	NEW PORTLAND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEW SHARON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEWPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORRIDGEWOCK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH HAVEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	NORTH JAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTHPORT VILLAGE CORPORATION (WATER DEPARTMENT)		0%		0%		0%		0%	0	0.0
	NORWAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OLD TOWN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OQUOSSOC STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ORONO-VEAZIE WATER DISTRICT		0%		0%	1	100%		0%	1	0.5
	OXFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PARIS UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	PASSAMAQUODDY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PATTEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0

Utility Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
WATER	PITTSFIELD WATER DEPARTMENT		0%	2	67%	1	33%		0%	3	2.2
	PLYMOUTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORT CLYDE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORTLAND WATER DISTRICT	4	15%	16	62%	6	23%		0%	26	0.5
	PRESQUE ISLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	QUANTABACOOK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	RANGELEY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	RICHMOND UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	RUMFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SABATTUS SANITARY DISTRICT (WATER DEPT.)		0%		0%		0%		0%	0	0.0
	SANDY POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	SANFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SEARSMONT VILLAGE WATER ASSN		0%		0%		0%		0%	0	0.0
	SEARSPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SMALL POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	SOLOON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH FREEPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTHPORT WATER SYSTEM		0%		0%		0%		0%	0	0.0
	SOUTHWEST HARBOR WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ST. FRANCIS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	STARKS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	STONINGTON WATER COMPANY		0%		0%		0%		0%	0	0.0
	STRONG WATER DISTRICT		0%		0%		0%		0%	0	0.0
	TENANTS HARBOR WATER DISTRICT		0%		0%		0%		0%	0	0.0
	VAN BUREN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	VINALHAVEN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WALDOBORO WATER DEP.		0%		0%		0%		0%	0	0.0
	WASHBURN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WATERBORO WATER DISTRICT	1	100%		0%		0%		0%	1	7.5
	WEST PARIS WATER DISTRICT		0%	1	100%		0%		0%	1	4.1
	WILTON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WINTER HARBOR WATER DISTRICT		0%		0%		0%		0%	0	0.0

Utility Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
WATER	WINTERPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WINTHROP UTILITIES DISTRICT		0%	1	50%	1	50%		0%	2	1.9
	WISCASSET WATER DISTRICT		0%		0%		0%		0%	0	0.0
	YARMOUTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	YORK WATER DISTRICT		0%		0%		0%		0%	0	0.0
Industry Totals	154	14	16%	46	53%	24	28%	3	3%	87	0.4
WATER COMMON CARRIER	AIRPORT CAR & BOAT LEASING CORP		0%		0%		0%		0%	0	0.0
	BAY EXPRESS WATER TAXI		0%		0%		0%		0%	0	0.0
	CASCO BAY CHARTER, INC.		0%		0%		0%		0%	0	0.0
	CASCO BAY ISLAND TRANSIT DISTRICT		0%		0%	1	100%		0%	1	0.0
	CHEBEAGUE TRANSPORTATION SERVICE		0%		0%		0%		0%	0	0.0
	EAGLE TOURS, INC		0%		0%		0%		0%	0	0.0
	INTERCOASTAL MARINE TRANSPORT		0%		0%		0%		0%	0	0.0
	ISLAND TRANSPORTER, LLC		0%		0%		0%		0%	0	0.0
	ISLAND WATER TAXI, LLC		0%		0%		0%		0%	0	0.0
	JAMES A. HIGGINS		0%		0%		0%		0%	0	0.0
	LIONEL PLANTE ASSOCIATES		0%		0%		0%		0%	0	0.0
	MARINE TAXI SERVICE		0%		0%		0%		0%	0	0.0
	MARINE TOWING SERVICES, INC		0%		0%		0%		0%	0	0.0
	OLDE PORT MARINER FLEET, INC.		0%		0%		0%		0%	0	0.0
	THE MARINE LIMOUSINE		0%		0%		0%		0%	0	0.0
	THE WATER TAXI F/K/A PRESUMPCOT WATER TAXI		0%		0%		0%		0%	0	0.0
	WILLARD CUSHING LLC D/B/A PORTLAND WATER TAXI		0%		0%		0%		0%	0	0.0
	WILLIAM JEFFREY CROFT - TILLY		0%		0%		0%		0%	0	0.0
Industry Totals	18	0	0%	0	0%	1	100%	0	0%	1	0.0
Utility Totals	213	206	21%	484	49%	287	29%	20	2%	997	0.6