

Certification of Medical Emergency

Please complete if disconnection of electric service poses a **serious risk of harm** to an individual due to the presence of a serious medical condition. In compliance with the Maine Public Utilities Commission regulations, the utility may not disconnect the customer for the time period specified in the certification or 30 days, whichever is less. A medical emergency may be confirmed on an account no more than a total of three times in a 12-month period and not to exceed 30 days.

Central Maine Power Account Information
Name on account:
Account number:
Service address:

*The form below is **to be completed by an authorized medical professional** licensed under 32 M.R.S. Chapter 48 or 32 M.R.S. Chapter 31.*

Name of person having the serious medical condition(s):	
Residential address:	
Specific reason why continued electric service is required:	
Expected duration of serious medical condition(s):	
<i>A confirmed medical emergency will delay disconnection for this amount of time, not to exceed 30 days.</i>	
Medical Professional and Medical Office Information	
Authorized medical professional's name:	
Office address:	
Office phone number:	
Authorized medical professional's license number:	
Authorized medical professional's signature or signature stamp:	Date:
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<i>Your signature or signature stamp confirms your statement is true and that a serious medical condition exists, such that lack of electric service would pose a serious risk of harm to this individual.</i>	

Please email completed form to 24hour@cmpco.com or fax to 207.629.2195.

Help With Your Bill

If you need help with your bill, you are not alone. We want to help, there are a number of programs from local Town, City or State Government Agencies, and other private sources designed to meet a variety of needs for you and your family.

Call 2-1-1 for more information

If you or someone you know needs utility or heating assistance, call **2-1-1**, text your zip code to **898-211** or visit **211maine.org** for information about services available throughout Maine. **2-1-1** is Maine's 24/7 health and human services information and referral system.

Contact your local Community Action Agency (CAA) to apply for these benefits:

Home Energy Assistance Program (HEAP) – This program offers financial assistance for heating costs and energy improvements to qualified customers.

CMP's Electricity Lifeline Program (ELP) – Provides bill credits to qualifying customers based on their annual usage and household income.

CMP's ELP Oxygen and Ventilator Benefit – Qualifying ELP participants may also be eligible to receive the Oxygen Pump/Ventilator benefit. Contact us at **800.750.4000** to discuss the certification process.

Arrearage Management Program (AMP) – Customers who qualify for HEAP or ELP may also be eligible to participate in this arrears forgiveness program that provides credits to your past due balance when your current bill is paid on time. You can apply by visiting cmpco.com/amp or calling us at **800.750.4000**.

Summary of your Rights and Responsibilities

Medical Emergencies

If you are a residential customer and you notify us of a medical emergency within your household, we may postpone disconnection of your service if the medical emergency is certified by an authorized medical professional. You have 3 business days for the medical emergency to be certified by an authorized medical professional.

Disconnection of Service

We have the technology to remotely disconnect service.

Reconnection of Service

If your service is disconnected, you may be charged a reconnection fee of \$12 for standard meters and \$35 for non-standard meters. If payment or a payment arrangement is made when a CMP employee visits your service location to disconnect service, we may charge an additional \$10 fee. We may also require you to pay a security deposit equal to your two highest consecutive bills (residential customers) or two highest bills (non-residential customers) in the last 12 months. Our business hours are Monday - Friday, 7:30 am – 6:00 pm. We will make every attempt to reconnect service on the same day the request is received. For requests received after 5:00 pm, service must be reconnected by 5:00 pm the next business day. Non-emergency requests may be deferred until business hours. For your safety, we recommend that the main breaker is turned off prior to any reconnection of service. Appliances that may have been left on will resume operation once the service is turned on.

Billing and Service Disputes

If you have any concerns about services we provide you, please contact us toll-free at **800.750.4000 (residential customers)** or **800.565.3181 (non-residential customers)**. We will not disconnect your electric service while we investigate and respond to your concerns. If you are not satisfied with our response, you have the right to appeal to the Consumer Assistance and Safety Division, Maine Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018; telephone 207.287.3831 or 800.452.4699 or send an email to CASD.PUC@Maine.gov. Please give us a chance to respond before submitting a dispute to the MPUC.