VERSANT
POWER

AVOID WINTER DISCONNECTION – KNOW YOUR RIGHTS

If you are unable to pay your electric bill this winter, you can avoid losing your service. To do so ---

1. You must contact us. You must let us know that you cannot pay your bill. Please call our Customer Contact Center.

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 our Low Income Assistance Program, you can either contact our Customer Contact Center or your local Community Action Agency.

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. To learn more about our Oxygen Pump/ Ventilator Assistance Program, you can either contact our Customer Contact Center or your local Community Action Agency.

5. You may also be entitled to 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. While we cannot obtain assistance for you, we may 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, please call our Customer Contact Center between 7:30am and 5:00pm Monday through Friday at (207) 973-2000 or 1-855-363-7211. 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.

Versant Power

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

Customer Contact Center: Call 207-973-2000 or 1-855-363-7211 or email info@versantpower.com.

Visit versantpower.com