For Your Information

Versant Power 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.

MANAGE YOUR ELECTRICITY USE

This FREE online resource provides information to help you understand your electricity usage and how to conserve energy at home. It is available on our website at versantpower.com/energy-solutions/energy-saving-tips-tools.

QUICK CHECK

This web-based review of your home energy usage is a quick way to compare your home's electric usage with average home usage. Visit versantpower.com/account-services/understanding-your-bill/quick-check-calculator/.

2-1-1 MAINE, INC.

2-1-1 Maine Inc. is a nonprofit organization in partnership with United Ways of Maine, the State of Maine Department of Health and Human Services and the Opportunity Alliance 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 | www.211maine.org

DEPARTMENT OF HEALTH AND HUMAN SERVICES REGIONAL OFFICES

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

TTY for all office locations:
Maine relay 711

19 Maine Avenue
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
139 Market Street, Suite 109
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.efficiencymaine.com.

WEATHERIZATION PROGRAMS

Penquis serves households in Penobscot and Piscataquis counties and Avec Community Action serves customers in Aroostook, Washington and Hancock counties that meet HEAP 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

VERSANT POWER
Customer Contact Center
(207) 973-2000
1-855-363-7211
info@versantpower.com

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

Versant Power Low Income Assistance Program



RESIDENTIAL INFORMATION

VERSANT POWER

versantpower.com

Versant Power's Low Income Assistance Program (LIAP)

Customers who meet the income guidelines may qualify for a twelve-month discount, which could mean savings on your electric bills.

Many Versant Power 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, and you are eligible for the Low Income Energy Assistance Program (HEAP) administered by the Maine Housing Authority (MSHA) or any means tested program administered by the Department of Health and Human Services (DHHS), you will qualify for Versant Power's Low Income Assistance Program (LIAP). It is important to note that the Federal Poverty Guidelines may change 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?

DHHS programs - If eligible by participation in any means tested program through the DHHS, you may be automatically enrolled in the LIAP program.

MSHA Program - To receive HEAP benefits, you will need to make an appointment by calling the office nearest you (please see the list below.) The HEAP year runs from October 1 through April 30. Contact your local agency to learn more or schedule an appointment.

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 July 15, but the date is subject to change. Please contact your local agency immediately to schedule an appointment as they may be booked weeks in advance.

AVEC COMMUNITY ACTION

Office Hours: vary by location
(207) 764-3721

Calais Office
Office Hours: By Appointment
11 Church Street, Calais

Ellsworth Customer Service Center
Office Hours: 7:00 a.m. to 4:00 p.m.
18 Avery Lane, Ellsworth

Fort Kent Office
Office Hours: 8:00 a.m. to 4:30 p.m.
40 Alfalfa Avenue Ste 102, Fort Kent

Hope & Prosperity Resource Center
Office Hours: 8:00 a.m. to 4:00 p.m.
Edgemont Drive, Presque Isle

Houlton Customer Service Center
Office Hours: 8:00 a.m. to 5:00 p.m.
91 Military Street, Houlton

Madawaska Office
Office Hours: 8:00 a.m. to 4:30 p.m.
88 Fox Street, Madawaska

Machias Office
Office Hours: 10:00 a.m. to 2:00 p.m.
17 Stackpole Drive, Machias

Presque Isle Customer Service Center
Office Hours: 8:00 a.m. to 5:00 p.m.
771 Main Street, Presque Isle

HOULTON BAND OF MALISEET

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

MI'KMAQ NATION

Office Hours: 8:00 a.m. to 4:00 p.m.
7 Northern Road, Presque Isle
(207) 764-1972 | 1-800-355-1435

PENOBSCOT NATION

Office Hours: 8:00 a.m. to 4:30 p.m.
12 Wabanaki Way, Old Town
(207) 817-7492

PENQUIS

Office Hours: 8:00 a.m. to 4:30 p.m.
Bangor Office
262 Harlow Street, Bangor
(207) 973-3500

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

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

PLEASANT POINT PASSAMAQUODDY TRIBE

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

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

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 are 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 Versant Power 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.