



Central Maine Power Company  
PO Box 847810  
Boston, MA 02284-7810

Date: February 07, 2022

Manage your account online at: **cmpco.com**  
Customer assistance line: **1-800-686-4044**

Customer Name: NIBOBAN ON RANGELEY LAKENIBOBAN LINE LLC  
Service Address: RANGELEY PLT ME 04970  
Account Number: 30010391230

### Disconnection Notice

**Account Balance: \$297.32**  
**Past Due Account Balance: \$106.08**  
**Amount to stop disconnection: \$106.08**  
**Disconnection Date: 02/16/2022**

If you have already paid your bill, thank you, and please disregard this notice.

Kindly pay the amount to stop disconnection as noted above before the disconnection date. We offer convenient options so that you may pay online at [cmpco.com/paytoday](http://cmpco.com/paytoday), via our **automated phone system at 1.800.750.4000, option 2, on our mobile app (search for Central Maine Power in your app store)**, or at an authorized payment agency. Our system will be updated as soon as this payment is made. Thank you.

**If you are unable to pay your balance due, please call us at 1-800-686-4044** to discuss a payment arrangement that may allow you to pay your balance in reasonable installments.

To resolve this notice, please make your required payment or call to discuss a reasonable payment arrangement for your account. Failure to do so will result in disconnection of your service on 02/16/2022 or within 10 business days of that date.

Thank you for your prompt attention to this matter.

Please return this stub with your payment. Please allow 7 to 10 business days for processing. Do not send cash or coins, and do not return with staples or paper clips. Thank you.

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PO Box 847810  
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NIBOBAN ON RANGELEY LAKE LLC  
360 US ROUTE ONE  
YARMOUTH ME 04096

<b>Account Number</b>
<b>30010391230</b>
<b>Date Due</b>
<b>02/16/2022</b>
<b>Amount Due</b>
<b>\$106.08</b>
<b>Amount Paid</b>

Please do not write below this line.

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## Help with Your Bill

If you need help with your bill, you are not alone. We want to help, and 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 HEAP customers based on their annual cost of electricity and their 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 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](http://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 a physician. You have 3 business days for the medical emergency to be certified by a physician or physician's agent.

### Disconnection of Service

We have the technology to remotely disconnect service.

### Reconnection of Service

If your service is disconnected, you will 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; send an email to [CASD.PUC@Maine.gov](mailto:CASD.PUC@Maine.gov). Please give us a chance to respond before submitting a dispute to the MPUC.