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EMERGENCY MORATORIUM ON UTILITY DISCONNECTION ACTIVITIES

March 16, 2020

Hallowell, Maine - March 16, 2020 In light of public health concerns arising from the coronavirus (COVID-19) pandemic and the Civil State of Emergency declared by the Governor, the Maine Public Utilities Commission (Commission), through its Director of the Consumer Assistance and Safety Division, has directed that all electric transmission and distribution utilities, natural gas utilities, water utilities, and telephone Providers of Last Resort (POLR) service not engage in any disconnection activity until further notice. This includes the issuance of disconnection notices and actual service disconnections for all classes of customers.

"No one will lose utility service or be threatened with disconnection during this civil emergency," said Chairman Philip L. Bartlett, II. This applies equally to residential and business customers and is effective immediately.

Background: The Commission may take emergency action under certain circumstances. These actions are being taken pursuant to the Emergency Moratorium provisions contained in the Commission's consumer protection rules: Chapter 815, section 3; Chapter 660, section 3; and Chapter 290, section 4.

About the Commission The Maine Public Utilities Commission regulates electric, telephone, water and gas utilities to ensure that Maine citizens have access to safe and reliable utility service at rates that are just and reasonable for all ratepayers. Commission programs include Maine Enhanced 911 Service and Dig Safe. Philip L. Bartlett, II serves as Chairman, Bruce Williamson and Randall Davis serve as Commissioners.

Learn more about the Commission at www.maine.gov/mpuc

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