

# 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-manager/](https://versantpower.com/energy-solutions/energy-manager/).

## 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/residential/my-bill/quick-check-calculator/](https://versantpower.com/residential/my-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](mailto:info@211maine.org) | [www.211maine.org](http://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

137 Market Street

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.energymaine.com](http://www.energymaine.com).

### WEATHERIZATION PROGRAMS

Penquis serves households in Penobscot and Piscataquis counties, Downeast Community Partners serves households in Washington and Hancock counties, and ACAP serves customers in Aroostook County 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](mailto:info@versantpower.com)

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

# Versant Power Low Income Assistance Program



## RESIDENTIAL INFORMATION



[versantpower.com](http://versantpower.com)

## Versant Power's Low Income Assistance Program (LIAP)

Customers who meet the income guidelines may qualify for a one-time annual benefit, 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 will receive an annual letter from DHHS as proof of your eligibility for LIAP. Once received, please return the document as directed on the letter to Versant Power and you will be automatically enrolled in the LIAP program upon receipt.

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.

### AROOSTOOK BAND OF MICMACS

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

### AROOSTOOK COUNTY ACTION PROGRAM

Office Hours: 8:00 a.m. to 5:00 p.m.  
1-800-432-7881

### Presque Isle Office

771 Main Street, Presque Isle

### Fort Kent Office

40 Alfalfa Avenue, Suite 102, Fort Kent

### Houlton Office

91 Military Street, Houlton

### Madawaska Office

88 Fox Street, Madawaska

### HOULTON BAND OF MALISEET

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

### PENOBSCOT NATION

Office Hours: 8:00 a.m. to 4:30 p.m.  
(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

### DOWNEAST COMMUNITY PARTNERS

Office Hours: 7:30 a.m. to 4:00 p.m.

### Machias Office

7 VIP Drive, Machias  
(207) 259-5015

### Ellsworth Office

248 Bucksport Road, Ellsworth  
(207) 664-2424  
(once connected, please follow instructions)



### 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.