



# Commercial Service Guide



## Customer Rights and Responsibilities



1-855-363-7211  
[versantpower.com](http://versantpower.com)





# Welcome to Versant Power

We are pleased to be your electric delivery company for Eastern, Downeast and Northern Maine.

Versant Power proudly supports economic growth in our communities and we look forward to providing the best possible service to you. As a new commercial customer, you may have some questions about your electric service. We hope this book answers those questions.

If you wish to contact us, please call:

**Customer Contact Center**

**Hours: Mon – Fri., 7:30 AM – 5 PM**

**Phone: (207) 973-2000 | 1-855-363-7211**

You may also contact us at [info@versantpower.com](mailto:info@versantpower.com) or by mail at:

P.O. Box 1209

Presque Isle, ME 04769-1209

The Versant Power website, [versantpower.com](http://versantpower.com), also provides other valuable information such as energy saving tips, a quick check calculator, bill payment options, power outage information and the latest Versant Power news.

Versant Power is an electric utility wholly-owned by ENMAX Corp. which serves 159,000 customers in an area encompassing 10,400 square miles in northern and eastern Maine. Since 1924, Versant Power has been providing safe and reliable electric service to our customers.

We look forward to serving you. Please do not hesitate to call or email us if you require assistance.



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## Bills and Payments

### Cost of Service

When you contact us for electric service, a customer service representative will inform you about the basic or minimum service costs and any one-time costs, such as establishment fees.

If you have questions about the cost of your service, please call our Customer Contact Center at (207) 973-2000 or 1-855-363-7211.

### Versant Power Delivery Service

Versant Power delivers electricity through its Transmission and Distribution (T&D) system. We construct and maintain the equipment and facilities — including poles, wires, and substations — needed to safely and efficiently deliver electricity to your location. We also provide metering and billing services.

Depending on the amount of electricity required at your location, electricity charges for commercial service are based on kilowatt-hour (kWh) usage and/or kilowatt (kW) demand.

Per kWh and kW rates charged for Distribution are approved by the Maine Public Utilities Commission (MPUC). Versant Power cannot change Distribution rates without the

approval of the MPUC. You have the right to review and comment on our proposed rates during the MPUC approval process. Transmission rates are established by the Federal Energy Regulatory Commission (FERC).

Versant Power's Delivery rates and Maine Public Utilities Commission's Standard Offer electric supply rates can be viewed on our website at [versantpower.com/business/rates](http://versantpower.com/business/rates).

### Electricity Supply

In addition to your T&D Delivery Service, you will also be billed for electricity supply, which comes from a third party provider. You may choose a Competitive Energy Provider (also called a Supplier), or you will be billed for service from the Standard Offer electricity supplier. Standard Offer service and rates are administered by the MPUC.

You can locate an Electricity Supplier either by accessing the website of the Maine Office of the Public Advocate for the list of licensed suppliers ([www.maine.gov/meopa](http://www.maine.gov/meopa)) or by contacting Versant Power and asking us to send you the list. Versant Power cannot recommend a Supplier for you and encourages you to familiarize yourself with the cost of Standard Offer supply to better compare supplier prices.



## Monthly Billing

Customers are billed monthly based on an established billing schedule. The bill due date will be no less than 25 days after the date the bill is postmarked.

If a bill is not paid by the due date, the overdue amount is subject to a late payment fee. The maximum amount we may charge you for a late fee is set annually by the MPUC under Chapter 870 of its rules, which are available on its website at [maine.gov/mpuc](http://maine.gov/mpuc).

## Estimated Bills

Versant Power has all but eliminated estimated bills since the installation of automated meters in 2004. However, occasionally there are situations that may require us to estimate your bill.

You may receive an estimated bill during extreme weather conditions, emergencies, or work stoppages, and for inaccessible meters, or similar circumstances that would prevent us from reading your meter. Other than in these situations, the MPUC requires us to bill you based on actual meter reading every month.

We will not send you two estimated bills in a row unless these conditions continue.



## Designation of Third Party

Please notify our Customer Contact Center in writing if you want another entity to get a copy of any bills and notices we send you. We will send a copy to the entity you designate, but you remain responsible for payment.

## Payment

You may pay your bill by mail or at the payment agencies listed on our website at [versantpower.com/business/billing](http://versantpower.com/business/billing).

To avoid late fees, you must pay your bill by the due date. If you mail your payment to us, your bill is considered paid on the day we receive it. If you pay at a payment agency or online, your bill is considered paid on the day you make the payment.

Partial payments are applied first to the oldest Transmission and Distribution balances, then to supplier balances.

Versant Power accepts payment by cash, check, or money order. Your check or money order must be made payable to Versant Power. Please do not send cash through the mail.

When a check is returned for insufficient funds, we will charge you a fee. This is set forth in our Terms and Conditions of service, which are available on our website at [versantpower.com/business/](http://versantpower.com/business/)

[my-service/terms-and-conditions](#).

If you have more than two returned checks, you will be required to make future payments in cash, a money order, or with a debit/ credit card. We will notify you in writing if this occurs.

## Online Bill Payment

Versant Power offers two online payment options: One-Time Payment and Electronic Billing. You may also be able to pay your bill online through your own banking website.

Information about online payment options is available on our website at [versantpower.com/business/billing](http://versantpower.com/business/billing).

## Deposits

Versant Power may require a deposit to establish electric service for your location. When making a determination to require a deposit, we will consider your prior credit history with Versant Power or another electric utility, if you give permission for that utility to share credit history information with us.

We may also require a deposit from an existing customer who was not required to pay a deposit as a precondition of service who has become an unacceptable credit risk.

### **When We Require a Deposit**

We will inform you, in writing, and let you know what you can do to begin or continue service.

If you disagree with the deposit request or amount, we will explain the steps you will need to take to dispute it.

We will pay interest on your deposit. Interest on deposits is set annually by the MPUC under Chapter 870 of its rules, which are available on its website at [www.maine.gov/mpuc](http://www.maine.gov/mpuc).

### **Deposit Payment Options**

We may require a deposit amount reasonably anticipated to be due for service for the two highest billing periods expected within a 12-month period.

We may request you to pay the deposit in full or in two payments, with half of the total deposit amount due at the time the service is requested and the remaining half due in 30 days.

Deposits may be in the form of cash, irrevocable bank letter of credit, surety bond or third party guarantee instrument acceptable to us.

### **Deposit Refunds**

We will refund a deposit upon termination of service and payment in full of all charges and guarantees. We may deduct from the deposit any such amounts that are unpaid and

refund any difference.

Versant Power may retain deposits collected from large class commercial customers for as long as the customer remains a customer.

If a small or medium class commercial customer pays all bills or makes all payments pursuant to an established payment arrangement by the due date for five consecutive years and does not have a remaining account balance at the end of the five-year period, the utility begins the deposit refund process, including accrued interest, within 30 days after the final bill of the five-year period is paid.

### **Service Interruptions, Disconnection, and Reconnection**

#### **Remote Connect/Disconnect**

Using Advanced Meter technology, Versant Power has the ability to remotely connect or disconnect some service locations. This technology may also be used for disconnecting a service for nonpayment.

#### **Interruption of Service**

We may need to interrupt your service on occasion to repair or maintain our equipment. When possible, we will let you know why and how long you can expect to be without service.

If we plan to interrupt service to more than 10 customers or for longer than five hours, we will give you three days' notice (if possible), and no less than 24-hours' notice.

If your service must be interrupted without notice for more than five hours due to storms or other emergencies, we will try to let you know as soon as possible how long you are likely to be without service.

We communicate outage information through local radio stations and news media serving the area(s) affected to provide notice of a planned outage. Our website, [versantpower.com](http://versantpower.com), also provides outage information, including an online outage map which shows outage location, number of services impacted, and the current estimated time of restoration.

If you find yourself without power, first check to see if your neighbors have power. You may also check our website to see if an outage has been reported by other customers in your neighborhood. If others around you do have power, please check your electrical entrance box for tripped breakers or blown fuses. If you still do not have power, call us at (207) 973-2000 or 1-855-363-7211 to report the outage.

If we dispatch a service person to your business and find that the problem is with your electrical system or your landlord's electrical system, we may bill you a service charge.

### **Interactive Voice Response (IVR)**

Customers can call Versant Power's Interactive Voice Response (IVR) telephone service to report power outages and to hear updates about known system outages. This system helps you to report the outage without waiting for a representative to become available to take your call.

The IVR system also allows you to access your account for specific information such as account balance, payment history, due dates, and to make a payment.

### **When You Want Service Disconnected**

You must give us at least seven days' notice when you want to disconnect service. We can bill you for service until you give us the required notice or we disconnect the service, whichever is first. Generally, we are able to accommodate your request within a few days.



## Involuntary Disconnection

We do not want to disconnect your service. We will work with you to resolve any problem. However, we do have the right to start disconnection procedures in the following circumstances:

- You fail to pay or make a payment plan for an overdue bill.
- You don't keep a payment plan paid up-to-date.
- You fail to pay a deposit, arrange to pay for it, or provide someone who is willing to guarantee payment.
- You are using the service without having applied for it.
- You unreasonably refuse to let us onto your property to read or service a meter.
- You have obtained service without authorization, such as tampering with the meter to avoid payment.
- You misrepresented who you are to obtain service.
- Your service poses a threat to the safety of any person or to the integrity of our delivery system.
- You fail to comply with a decision of the Maine Public Utilities Commission or its Consumer Assistance

and Safety Division.

- Versant Power receives a directive from a state or local official to disconnect your service.

## Disconnection Notice

In most cases, we will notify you in writing at least seven days before a stated disconnection date. However, we are permitted to give you only three business days' written notice if you've broken a payment plan, failed to pay a deposit, or received service without applying to become a customer.

We can disconnect without notice or your permission only if there is unauthorized use (such as meter tampering), a dangerous condition exists, or a State or local official has directed us to disconnect.

In accordance with MPUC rules, the disconnection letter will inform you of the disconnection date, the duration of the disconnection period following that date, and the times of day a disconnection may occur.

The disconnection period is in effect for 10 business days after the disconnection date stated in the letter, and disconnection may occur between 8:00 AM and 3:00 PM. The notice will tell you what to do to avoid disconnection and how you can dispute your bill or the

disconnection itself.

We will not disconnect service on a Friday, a weekend, a legal holiday, or the day before a holiday.

We are not allowed to disconnect for:

- Non-basic service charges, such as products or services not regulated by the MPUC
- An old bill that was not properly transferred to your account when you applied for service
- Estimated usage, except that we may disconnect the service if you have refused to allow us access to read your meter.
- An unpaid bill for a service other than the one being disconnected.
- An unpaid amount that represents a previous billing error that has not been corrected within 45 days of discovery or notice of the erroneous bill.

We also will not disconnect service for non-payment by your landlord without providing you the opportunity to put service in your own name. If you are a tenant and your landlord asks us to disconnect or does not pay the bill, we will provide you with a notice explaining how to contact us to establish service. You would not

be responsible for the landlord's unpaid bill.

### **Reconnection**

We will reconnect your electric service when you have paid your overdue bill or you have agreed to a payment plan.

There is a charge for collection of payment at your premises to prevent disconnection. Should the service be disconnected, there is a charge for the reconnection of service once payment has been made. These charges will be billed to you and are described in section 3-B and 4-H of our Terms and Conditions of service. This information is available on our website at [versantpower.com/business/my-service/terms-and-conditions/](http://versantpower.com/business/my-service/terms-and-conditions/).

We will attempt to reconnect your service the same day which payment is received, but no later than 5:00 PM of next business day.

### **How to Read Your Own Meter**

Versant Power's electricity meter is physically located at your premises and is connected to the building's electrical system.

Electricity usage causes a disc inside the meter to turn according to how much or how little electricity you are using. The turning disc enables the meter to record electricity usage

in kilowatt-hours (kWh).

There is a visual display on the front of the every meter showing your current meter reading. Almost all meters today have a digital display showing the current meter reading as a five-digit number. A small number of older meters have a five-dial display that shows the current meter reading.

You can verify the meter reading at your location and monitor your electricity usage at any time by reading your own meter. Simply walk up to the meter and view the five-digit meter reading. If you are using electricity at the time you are observing the meter, you may see the meter's display numbers change.

If you read your meter every day at the same time, and subtract the current reading from the previous reading, you can calculate how much electricity you used in that day.

Your monthly bill will provide the meter readings used to calculate your electricity usage for the billing period.

The previous month's meter reading is subtracted from the current month's meter reading to determine how many kilowatt-hours (kWh) were used for that time period.

You can compare your own meter reading to the

information provided on your monthly bill to verify the billing read. It should be the same or a higher number than the most recent meter reading on your bill.

You can also access daily and hourly usage information from the electric meter at your business through our website at [versantpower.com/my-account/](http://versantpower.com/my-account/). To do so, you must create an online account, but you do not have to pay your bill electronically to view your detailed meter usage information.

### **Meter Accuracy**

The MPUC establishes a schedule of required meter tests and the accuracy standards that a meter must meet. If you want your meter tested for accuracy outside of the regularly scheduled testing cycle, we will do so at no extra cost to you. However, if you request a meter test more often than once every twelve months, you will be charged a fee.

If you have additional questions about how to read your meter, or you have questions about the accuracy of your meter, call Versant Power's Customer Contact Center.

### **Liability for Damages**

The Company is not liable for any interruption, discontinuance, or reversal of

its service due to causes beyond its immediate control. Please refer to Versant Power's Terms and Conditions of service available on its website for the entire liability disclaimer.

However, the Company will consider claims for damages to electrical equipment in your home or business caused by Versant Power. Any damages occurring beyond the Company's control should be submitted to your business owners' insurance company.

Claim forms for damages associated with service interruption may be obtained by calling our Customer Contact Center at (207) 973-2000 or 1-855-363-7211. We can also answer any questions about how to complete and submit the form.

Additional information on damage claims can be found on our website at [versantpower.com/residential/my-service/damage-claims](http://versantpower.com/residential/my-service/damage-claims).

### **Power Quality**

Many of the problems and damages resulting from power quality issues, such as power surges and power spikes, can be prevented if you have the right protection for your equipment. For example, look for "battery backup" and "ride-through" protection features when purchasing new appliances

or use surge protectors with electronic equipment.

### **Complaints**

If you have any questions or complaints, please call us. We will have customer service representatives available during business hours to answer your questions, set up payment plans, and resolve disputes. We will investigate your complaint and work with you to resolve it.

If you disagree with our response or we are otherwise unable to resolve your dispute, you have the right to appeal to the Consumer Assistance and Safety Division (CASD) of the Maine Public Utilities Commission at 18 State House Station, Augusta, ME 04333. You can call the CASD toll-free at 1-800-452-4699 or email them at [maine.puc@maine.gov](mailto:maine.puc@maine.gov).

Before you call or write the Commission, the CASD requires that you first give us an opportunity to respond to your complaint. We cannot disconnect you for a disputed bill amount, deposit request, or the terms of a payment arrangement until the CASD resolves your complaint. You do have to pay any portion of a bill that is not in dispute.

If you contact us before your service is disconnected and we cannot agree on a payment plan or other requirement to stop



disconnection, you can appeal to the CASD as previously described.

### **Programs for Saving Energy**

#### **Efficiency Maine**

Efficiency Maine is a statewide organization that promotes the more efficient use of electricity, helps Maine businesses reduce energy costs, and improves Maine's environment. Efficiency Maine is funded by electricity consumers and administered by the Maine Public Utilities Commission. For more information dial (866) 376-2463 or visit [efficiencymaine.com](http://efficiencymaine.com).

#### **Energy Star**

The U.S. Environmental Protection Agency's ENERGY STAR for small business program provides access to a range of technical materials and services. They provide free engineering support, including answers to questions, product information and calculations. For more information dial (888) STAR-YES (782-7937) or visit [energystar.gov](http://energystar.gov).









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