
STATE OF MAINE

2011 DIRECTORY OF ENERGY EMERGENCY CONTACTS AND RESOURCES

DEVELOPED FOR THE MAINE ENERGY ASSURANCE &
EMERGENCY MANAGEMENT PLAN



February 2011



STATE OF MAINE
OFFICE OF THE GOVERNOR
22 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0001

PAUL R. LEPAGE
GOVERNOR

JOHN M. KERRY
DIRECTOR
OFFICE OF ENERGY
INDEPENDENCE AND SECURITY

February 2011

Honorable, Governor Paul R. LePage
State of Maine Office of the Governor
1 State House Station
Augusta, Maine 04333-0001

RE: 2011 Directory of Energy Emergency Management Contacts and Resources

Dear Governor LePage:

The Governor's Office of Energy Independence and Security (OEIS) is responsible for developing and revising the State of Maine Energy Assurance and Emergency Management Plan. The purpose of the Energy Assurance Plan is to provide the Governor, the Legislature, the Executive Departments, the energy industry and the general public with a clear, concise and comprehensive blueprint and strategy to address a potential or actual energy emergency caused by a supply disruption, a rapid and unsustainable increase in energy prices or other energy emergency situation.

The OEIS created Maine's first energy emergency plan in 2008 in response to Maine citizens' increasing vulnerability to rapid price escalations, fossil fuel supply curtailments and infrastructure disruptions. The American Recovery and Reinvestment Act (ARRA) provided states with an opportunity to revise the plan to build greater capacity and resiliency for energy assurance and emergency planning and response.

The *2011 Directory of Energy Emergency Contacts and Resources* is one component of a revised Energy Assurance Plan. This directory is intended as an easy reference to public and private energy assurance and emergency management resources and is structured to be a dynamic and continuously updated source of information.

Sincerely,

John Kerry

John M. Kerry
Director
Governor's Office of Energy Independence and Security



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Acknowledgements

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Governor's Office of Energy Independence and Security
22 State House Station
Augusta, ME 04333
(207) 287-8927
www.maine.gov/oeis

February 2011



Introduction

About This Directory

This directory is intended as an easy reference to public and private energy assurance and emergency management resources as a component of the State of Maine Energy Emergency Management Plan (MEEMP).

The purpose of the MEEMP is to provide the Governor, the Legislature, the Executive Departments, the energy industry and the general public with a clear, concise and comprehensive blueprint and strategy to address a potential or actual energy emergency caused by:

- a supply disruption;
- a rapid and unsustainable increase in energy prices; or
- other energy emergency situations.

The MEEMP updates the 2008 State Energy Emergency Management Plan and strives to:

- Identifies energy hazards;
- Coordinate with state agencies and private sector stakeholders on areas of critical concerns;
- Collects and disseminate critical energy information to the Governor, Legislature and the public;
- Communicate with relevant international, federal, state and local officials to maintain the effectiveness of the MEEMP; and
- Develop strategies to work with ISO New England, natural gas producers, heating fuels providers and electricity generators to achieve energy assurance.

The directory is intended as a dynamic document open to constant revision as additional resources are added, current contacts change and the overall MEEMP is updated and amended.

The directory is a resource guide only! It does not provide legal or policy guidance or advice. Please contact individual organizations for most current and accurate information.



Directory of Energy Emergency Contacts and Resources



Administrative and Financial Services – Bureau of General Services

The Bureau of General Services manages the State of Maine's fuel inventory for State facilities and buildings.

(207) 624-6314

Bureau of General Services
77 State House Station
Augusta, ME 04333
chip.gavin@maine.gov

American Gas Association

The American Gas Association represents companies delivering natural gas to customers to help meet their energy needs. AGA advocates the interests of its members and their customers, and provides information and services promoting efficient demand and supply growth, and operational excellence, in the safe, reliable and efficient delivery of natural gas.

(202) 824-7000
400 North Capitol Street, NW, Suite 450
Washington, DC 20001
www.aga.org

American Petroleum Institute

The American Petroleum Institute (API) is the national trade association that represents more than 400 corporate members, from the largest major oil company to the smallest of independents from all segments of the industry. They are producers, refiners, suppliers, pipeline operators and marine transporters, as well as service and supply companies that support all segments of the industry.

(202) 682-7000
1220 L Street, NW
Washington, DC 20005-4070
www.api.org

Attorney General, Maine Office of

The Office of Attorney General enforces state antitrust and consumer protection statutes in Maine energy markets and offers mediation services to consumers. The AG he Attorney General has issued rules that regulate the sale of home heating oil during the winter months, from October 15 through April 30.

207-626-8800
6 State House Station
Augusta, ME 04333
www.maine.gov/ag



Bangor Gas Company

Bangor Gas Company, L.L.C. serves customers in Bangor, Brewer, Veazie, Orono, and Old Town. Bangor Gas is a wholly-owned subsidiary of Energy West. Bangor Gas obtains its gas supply via the Maritimes and Northeast interstate pipeline. Bangor Gas offers sales service to all classes of customers and transportation-only service to all Commercial and Industrial customers. Bangor Gas has a monthly cost of gas rate and a budget payment plan.

www.bangorgas.com

21 Main Street
Bangor, Maine
(207) 941-9595
info@bangorgas.com

Bangor Hydro Electric Company

Bangor Hydro Electric Company is an electric utility wholly-owned by Emera Inc. Bangor Hydro serves 117,000 customers in an area encompassing 5,275 square miles in eastern and east coastal Maine. Bangor Hydro is a member of the New England Power Pool and is interconnected with other New England utilities to the south and with the New Brunswick Power Corp. to the north.

PO Box 932
Bangor, ME 04402-0932
Local (207) 945-5621
TDD (207) 990-6969
Toll free US and Canada (800) 499-6600
TDD (800) 559-0069
www.bangorhydro.com



Central Maine Power

CMP serves more than 600,000 customer accounts in an 11,000 square mile service area in central and southern Maine.

Residential Credit and Collection: 1-800-686-4044
All other Residential Needs: 1-800-750-4000
Commercial / Industrial Accounts: 1-800-565-3181
Outages or Trouble:
Available 24/7
1-800-696-1000
Central Maine Power Company
83 Edison Drive
Augusta, ME 04336

Citgo

Primary petroleum terminal operator - -
UL diesel clear.

(207) 799-0319 or (207) 799-2247
102 Mechanic Street
South Portland, ME 04106

Coalition of Northeastern Governors (CONEG)

CONEG is a non-partisan association of the Governors of eight Northeastern states. Members include the Governors of Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island and Vermont. CONEG forges agreements and undertakes cooperative actions on

a wide range of regional and state-federal issues including energy.

400 North Capitol Street, NW, Suite 382,
Washington, DC 20001
(202) 624-8450
coneg@sso.org
www.coneg.org

Congress, U.S., Maine Delegation

OFFICE OF SENATOR OLYMPIA J. SNOWE

United States Senate
Washington, DC 20510
(202) 224-5344
Toll Free in Maine: (800) 432-1599
www.snowe.senate.gov

OFFICE OF SENATOR SUSAN M. COLLINS

413 Dirksen Senate Office Building
Washington, DC 20510
Phone: (202) 224-2523
www.collins.senate.gov

OFFICE OF REPRESENTATIVE MIKE MICHAUD

1724 Longworth HOB
Washington, DC 20515-1902
Phone: 202-225-6306
<http://michaud.house.gov/>

OFFICE OF REPRESENTATIVE CHELLIE PINGREE

1318 Longworth HOB
Washington, D.C. 20515
Phone: (202) 225-6116
<http://pingree.house.gov/>

Community Action Agencies, Maine

10 Community Action Agencies that provide services to low income people across Maine. The Keep ME Warm Fund is a statewide partnership with the goal of helping Maine people stay safe, warm and secure through public and private contributions, volunteerism and advocacy. The Keep ME Warm fund hopes to raise money to help those who may not be eligible for limited federal, state or local fuel assistance programs.

Aroostook County Action Program, Presque Isle

771 Main Street
Presque Isle, ME 04769
(207)764-3721
1-800-432-7881

MMCA, Bath

34 Wing Farm Parkway
Bath, ME 04530
(207) 442-7963

Community Concepts, Inc., South Paris

1-800-866-5588
info@community-concepts.org

Kennebec Valley Community Action Program, Waterville

1-800-542-8227
All programs: 207-859-1500
97 Water Street
Waterville, Maine
04901-6339
info@kvcap.org

Penquis Community Action Program, Bangor

PENQUIS
262 Harlow Street
P.O. Box 1162
Bangor, Maine 04402-1162
(207) 973-3500 or
1-800-215-4942
info@penquis.org

Peoples Regional Opportunity Program, Portland

510 Cumberland Avenue
Portland, Maine 04101
(207) 553-5800

Waldo County Community Action Program, Belfast

P.O. Box 130, 9 Field Street
Belfast, Maine 04915
(207) 338-6809

Washington-Hancock Community Agency, Milbridge

P.O. Box 280, Milbridge, ME 04658
Physical Address: Corner of Route 1 and
Maple Street
(207) 546-7544
TDD: (207) 546-7607
(207) 546-3216
administration@whcacap.org

Western Maine Community Action, Inc., East Wilton

20 Church St.
Wilton, ME 04294
1-800-645-9396

York County Community Action Corp., Sanford

207-324-5762
1-800-965-5762
TTY: 207-490-1078
6 Spruce Street
P.O. Box 72
Sanford, ME 04073

Conservation, Department of

Provides mobile generators and communications equipment for remote facilities that can be used for emergency response.

East Side Campus
18 Elkins Lane, Augusta
(207) 287-2211
Commissioner's Office
1st floor
(207) 287-4900
www.maine.gov/doc

County Emergency Management Agencies

In Maine, emergency management is coordinated regionally by Emergency Management Agencies (EMAs) in each of our 16 Counties. County EMAs provide an invaluable link between the almost 500 cities and towns in Maine, and the State. They provide support and leadership in preparedness, response, recovery and mitigation to their local, business and volunteer partners.

Androscoggin Unified EMA

2 College Street
Lewiston, ME 04240
(207) 784-0147

Aroostook County EMA

158 Sweden Street
Caribou, ME 04736
(207) 493-4328

Cumberland County EMA

22 High Street
Windham, ME 04062
(207) 892-6785

Franklin County EMA

140 Main Street
Suite 1
Farmington, ME 04938
(207) 778-5892

Hancock County EMA

County Courthouse
50 State Street, Suite 4
Ellsworth, ME 04605
(207) 667-8126

Kennebec County EMA

125 State Street
Augusta, ME 04330
(207) 623-8407

Knox County EMA

62 Union Street
Rockland, ME 04841
(207) 594-5155

Lincoln County EMA

P.O. Box 249
Wiscasset, ME 04578
(207) 882-7559

Oxford County EMA

County Courthouse
P.O. Box 179
South Paris, ME 04281
(207) 743-6336

Penobscot County EMA

97 Hammond Street
Bangor, ME 04401
(207) 945-4750

Piscataquis County EMA

163 Main Street
Dover Foxcroft, Maine 04426
(207) 564-8660

Sagadahoc County EMA

County Courthouse
P.O. Box 246
725 High Street
Bath, ME 04530
(207) 443-8210

Somerset County EMA

8 County Drive
Skowhegan, ME 04976
(207) 474-6788

Waldo County EMA

45A Congress Street
Belfast, ME 04915
(207) 338-3870

Washington County EMA

P.O. Box 297
Machias, ME 04654
(207) 255-3931

York County EMA

5 Swetts Bridge Road
Alfred, ME
(207) 324 1578



Efficiency Maine Trust

Efficiency Maine develops and implements energy efficiency and renewable energy programs for businesses and residents. A wide range of programs provide incentives, training and technical assistance to residents, businesses, contractors, schoolchildren and others.

1-866-376-2463
101 2nd Street
Hallowell, ME 04347
www.energymaine.com

Energy, U.S. Department of

OFFICE OF ELECTRICITY
DELIVERY AND ENERGY
RELIABILITY

OE is Sector Specific Agency (SSA) oversee all activities associated with the National Infrastructure Protection

Plan (NIPP). Maintains close partnership with the electricity and the oil and natural gas sectors. Energy policy and programs related to business & economic development are addressed by this committee.

U.S. Department of Energy
1000 Independence Avenue, SW
Washington, DC 20585
202-586-1411
www.oe.doe.gov/

INFRASTRUCTURE SECURITY AND ENERGY RESTORATION

Division of OE that works with Department of Homeland Security, Federal Energy Regulatory Commission, and other national, regional, state, and local government and commercial organizations to support the national critical infrastructure protection program; analyze infrastructure vulnerabilities and recommend preventive measures; help other agencies prepare for and respond to energy emergencies and minimize the consequences of an emergency; conduct emergency energy operations during a declared emergency or national security special event in accordance with the National Response Plan; and develop, implement, and maintain a national energy cyber security program.

Energy Assurance Daily provides a summary of public information concerning major energy developments; electricity, petroleum, and natural gas industries; and energy prices.

Energy Information Administration, U.S.

EIA provides a wide range of information and data products covering energy production, stocks, demand, imports, exports, and prices; and

prepares analyses and special reports on topics of current interest.

1000 Independence Ave., SW
Washington, DC 20585
(202) 586-8800
www.eia.doe.gov

Environmental Protection, Maine Department of

The Department of Environmental Protection affects energy production, transportation, and use via its various siting and permitting processes, policy development efforts, educational efforts, and voluntary programs. The DEP has authority to approve suspensions or waivers of certain requirements for limited periods of time to relieve or avoid an energy shortage. Jurisdiction over emergency spill response.

17 State House Station, Augusta, Maine
04333-0017
28 Tyson Drive, Augusta, Maine 04333-
0017
(207)287-7688
(800)452-1942
www.maine.gov/dep

Executive Department, Office of the Governor

In addition to its executive policy role, the Governor's office is involved with energy programs and policies through its appointment of cabinet members with energy-related responsibilities and its appointment of representatives to state, regional, and federal working

groups on energy issues of significance to Maine. The Governor has authority to proclaim an energy emergency and, in cases of emergency, powers to implement or waive certain programs, standards, priorities and quotas.

Governor Paul R. LePage

1 State House Station
Augusta, ME 04333
207-287-3531
207-287-6548 (TTY)

Governor's Office of Energy Independence and Security

The OEIS serves as the primary energy advisor to the Governor and the Legislature. The OEIS is the primary architect, author and coordinator of the State of Maine Comprehensive Energy Action Plan and the Maine Energy Emergency Management Plan.

ExxonMobil

Primary petroleum terminal operator – UL diesel clear; gasoline – regular, midgrade and premium.

170 Lincoln Street
South Portland, ME 04106
(207) 767-3251

730 Maine Street
Bangor, ME



Federal Emergency Management Agency

The role of FEMA is to build, sustain, and improve U.S. capability to prepare for, protect against, respond to, recover from, and mitigate all hazards, including energy emergencies.

Disaster Assistance
1 (800) 621-FEMA (3362)
TDD: 1 (800) 462-7585
P.O. Box 10055
Hyattsville, MD 20782-7055
www.fema.gov

Federal Energy Regulatory Commission

FERC is an independent federal agency that regulates the interstate transmission of natural gas, oil, and electricity. FERC also regulates natural gas and hydropower projects.

888 First Street, NE
Washington, DC 20426
Public Inquiries: 1-866-208-3372
customer@ferc.gov
www.ferc.gov

Finance Authority of Maine

To meet the financing needs of Maine's business community, FAME offers a wide array of business assistance programs, ranging from traditional loan insurance programs for both small and larger businesses, to tax credits for

investments that individuals make in dynamic, growth-oriented, manufacturing or export-related firms. FAME has also established taxable and tax-exempt bond financing programs that allow strong, creditworthy firms in Maine to access capital at very favorable rates and terms.

5 Community Drive
P.O. Box 949
Augusta, ME 04332-0949
TEL: (207) 623-3263 or 1-800-228-3734
TTY: (207) 626-2717



Geographic Information Systems, State of Maine

The MEGIS is responsible for working with the MPUC, MEMA and OEIS on development of the Maine Energy Supply Disruption Tracking Process that integrates existing resources to provide real-time situational awareness with data from multiple sources and jurisdictions. The data (e.g., weather, electric utility outage data, road closure) can be analyzed, mapped, and shared for interagency planning, supply disruption response and recovery.

Christopher Kroot (207) 592-0162
Christopher.kroot@maine.gov

Global Petroleum

Primary petroleum terminal – heating oil; kerosene; heavy oil 6 1.75%. Open 24 hours M-F, reduced hours in the summer.

One Clark Road
South Portland, ME 04106
(207) 767-8259

Governor's Office of Energy Independence and Security

The OEIS works with international, federal, state and regional government officials, the Legislature, and private and nonprofit sectors, to create effective public and private partnerships that advance the achievement of energy security, economic development, and environmental health. Its mission includes strategies to strengthen energy efficiency, conservation and weatherization; foster renewable energy; improve transportation and fuel efficiencies; upgrade electricity and natural gas services, transmission systems and infrastructures; State of Maine Leading by Example; and energy emergency preparedness and response. The OEIS provides fuel supply and monitoring functions; advises the Governor and Legislature on energy emergencies and energy policy; communicates with petroleum terminal operators during an emergency; develops and revises the State of Maine Comprehensive Energy Action Plan and Energy Emergency Management Plan.

62 State House Station
Augusta, ME 04333
Jeffrey Marks (207) 287-8927
Jeffrey.marks@maine.gov
www.maine.gov/oeis

Gulf Oil

Primary petroleum terminal.

175 Front Street
South Portland, ME 04106
(207) 799-5561



Homeland Security, U.S. Department of

In the event of a terrorist attack, natural disaster or other large-scale emergency, the Department of Homeland Security will provide a coordinated, comprehensive federal response and assume primary responsibility for ensuring that emergency response professionals are prepared for any situation.

Secretary Janet Napolitano
Washington, DC 20528
202-282-8000

Health and Human Services, Department of

Emergency Assistance provides benefits to families with children in some situations when the family is threatened by destitution or homelessness due to an emergency situation. These situations include fire, other natural disasters, termination of utility service, evictions, or lack of adequate shelter. The General Assistance program provides assistance with basic needs for eligible applicants who cannot provide for themselves and their families. Basic needs are defined to include, among others, fuel and utilities. The program is administered at the local level. The Department administers the program for residents of unorganized territories and shares the

administration of the program with the municipalities.

221 State Street
Augusta, ME 04333
207-287-3707
TTY: 800-606-0215
www.maine.gov/dhhs



Irving Oil

Regional energy processing, transporting, and marketing company headquartered in Saint John, New Brunswick, Canada, with U.S. marketing operations in Portsmouth, New Hampshire. With over 800 fueling locations, operations from eight distribution terminals, and a delivery fleet of tractor-trailers, Irving serves wholesale, commercial, and retail customers in Atlantic Canada, Quebec, and New England.

Irving Oil Terminals, Inc.
190 Commerce Way
Portsmouth, NH 03801
(603) 559-8818
www.irvingoil.com

ISO New England

ISO New England roles include ensuring the day-to-day reliable operation of New England's bulk power generation and transmission system, by overseeing and ensuring the fair administration of the region's wholesale electricity markets, and by managing comprehensive, regional planning processes.

The Customer Services Hot Line (413-540-4220) is staffed Monday through Friday, 7:30 A.M. - 5:30 P.M. ET.
www.iso-ne.com



Legislature, Maine

Bills affecting production, delivery, or use of energy in Maine are generally addressed by the following committees.

JOINT STANDING COMMITTEE ON APPROPRIATIONS & FINANCIAL AFFAIRS

This Committee reviews state expenditures including those related to energy activities.

JOINT STANDING COMMITTEE ON LABOR, COMMERCE, RESEARCH AND ECONOMIC DEVELOPMENT

Energy policy and programs related to business & economic development are addressed by this committee.

JOINT STANDING COMMITTEE ON ENVIRONMENTAL AND NATURAL RESOURCES

This committee addresses environmental policy that can affect the siting and operations of energy facilities.

JOINT STANDING COMMITTEE ON TRANSPORTATION

Energy issues related to transportation are addressed by this committee.

JOINT STANDING COMMITTEE ON ENERGY, UTILITIES AND TECHNOLOGY

Jurisdiction over utilities and energy policy issues in Maine.

Maine House of Representatives
2 State House Station
Augusta, ME 04333
(207) 287-1400

Secretary of the Senate
3rd Floor, Room 327 State House
(207) 287-1540

Office of the Executive Director
115 State House Station
Augusta, Maine 04333-0115
(207) 287-1615

www.maine.gov/legis



Maine Emergency Management Agency

MEMA works with state agencies and energy related authorities to ensure that adequate planning and response takes place to address energy emergencies of any kind. Shortage, price spike, and security issues are all considered.

MEMA works closely with County Emergency Management Agencies and through them with municipalities, to address potential energy emergencies as part of a multi-hazard planning approach that looks at all events that could create an emergency situation for Maine. Voluntary agencies, the first line of response in many emergencies, are also partners in the planning process.

If an emergency reaches crisis proportions, and direct response by the state is necessary, MEMA coordinates activation of the State Emergency Operations Center and works with Emergency Response Team members to field the appropriate response to assist Maine citizens.

Lynette Miller (207) 624-4503
Maine Emergency Management Agency
72 State House Station
Augusta, ME 04333
lynette.c.miller@maine.gov

72 State House Station
45 Commerce Dr.
Augusta, Maine 04333
800-452-8735 (toll-free, in-state only)
207-624-4400

TTY: 877-789-0200 (toll-free)/ 207-629-5793
www.maine.gov/mema

Maine Energy Marketers Association

450 members including 230 heating oil, propane, motor fuels and convenience store owners who serve more than 415,000 Maine households and service nearly 1 million Maine people. MEMA also has more than 200 associate members who provide goods and services to Maine's petroleum dealers and their customers.

25 Greenwood Road
P.O. Box 249
Brunswick, ME 04011-0249
Toll Free:
888.863.3753
207.729.5298
www.maineenergymarketers.com

Maine Natural Gas

Maine Natural Gas currently serves customers in Windham, Gorham, Bowdoin, Topsham and Brunswick and offers transportation-only service to all commercial and industrial customers and sales service to all classes of customers. Maine Natural Gas has a monthly cost of gas rate and also offers a Fixed Price Option for the cost of gas.

Gas leak emergency telephone number: 1-877-532-5636, 1-877-LEAK-ODOR

P.O. Box 99
Brunswick, ME 04011
1-877-867-1642
(207) 729-0420

more.info@mainenaturalgas.com
public.relations@mainenaturalgas.com

Maine Public Service Company

Investor-owned transmission and distribution company in Northern Maine. The Company serves energy to approximately 36,000 customer accounts in a 3,600 square mile area. Major business activities in the area center around agricultural and forest products.

Power Interruptions
(Nights, Weekends & Holidays)
207-760-2300, 877-655-4448
Customer Service & Account Information
custserv@mainepublicservice.com

Maine Renewable Energy Association

Not-for-profit association of renewable power producers, suppliers of goods and services to those producers, and supporters of the renewable power industry in Maine. MREA members generate electricity in a sustainable manner from wind power, hydro, biomass, tidal, and waste to energy.

PO Box 743
Augusta, Maine 04332
(207) 626-0730
(207) 626-0200
info@renewablemaine.org
www.renewablemaine.org

Maine State Housing Authority

The Maine State Housing Authority offers a variety of energy assistance

and energy conservation programs for consumers.

353 Water Street
Augusta Maine 04330
(207) 626-4600
(800) 452-4668
TTY # (800) 452-4603
www.mainehousing.org

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

The U.S. Department of Health & Human Services Low Income Home Energy Assistance Grant to Maine helps low-income homeowners and renters with their heating costs.

LOW INCOME ASSISTANCE PLAN (LIAP)

The purpose of this program is to help low-income customers pay their electric bills. The program is funded by Maine's energy transmission and distribution (T&Ds) utilities. Each T&D utility, except those exempted by law, is required to provide this program for its respective region.

WEATHERIZATION PROGRAM AND CENTRAL HEATING IMPROVEMENT PROGRAM

Provides grants to low-income homeowners and renters to improve home energy efficiency and performs energy-related repairs including insulation, air sealing, central heating and air quality and energy efficiency enhancements

APPLIANCE REPLACEMENT PROGRAM

The Appliance Replacement Program is designed to help low-income households reduce their energy costs through replacement of older refrigerators, freezers, and light bulbs that are inefficient and

expensive to operate, and through consumer education.

Maine State Police

The Maine State Police has authority to grant transportation waivers regarding border issues, weight limits, route restrictions and other emergency issues.

24 HOUR REGIONAL COMMUNICATIONS CENTERS

GRAY (207) 657-3030 or 1-800-228-0857

AUGUSTA (207) 624-7076 or 1-800-452-4664

ORONO (207) 866-2122 or 1-800-432-7381

HOULTON (207) 532-5400 or 1-800-924-2261

CELLULAR CALLS – 911

TDD / TTY line (Statewide) 1-888-524-7900

MAINE STATE POLICE –
HEADQUARTERS
42 State House Station
45 Commerce Drive
Augusta, Maine 04333-0042
Phone: (207) 624-7200

Maritimes & Northeast Pipeline (M&NE)

Maritimes is a 685-mile transmission pipeline system built to transport natural gas from developments offshore Nova Scotia to markets in Atlantic Canada and the northeastern United States. The Maritimes system consists of an approximately 30"/24"

diameter underground mainline running through Nova Scotia and New Brunswick to the Canadian - U.S. border near Baileyville, Maine. The pipeline continues through Maine and New Hampshire into Massachusetts where it connects with the existing North American pipeline grid at Dracut, Massachusetts. The system has delivery points in Veazie/Bangor, Bucksport, Bowdoin, Lewiston, Westbrook, Gorham, Eliot, Newington & Haverhill.

In the event of an emergency on the Maritimes U.S. facilities, contact: 24-Hour Gas Control/Emergency Response Center toll-free at 1-888-576-4634

Maritimes & Northeast Pipeline, L.L.C.
890 Winter Street
Suite 300
Waltham, MA 02451
617-254-4050
www.mnpp.com



National Association of Regulatory Utility Commissioners

NARUC is the national association representing the State Public Service Commissioners who regulate essential utility services, including energy, telecommunications, and water. NARUC members are responsible for assuring reliable utility service at fair, just, and reasonable rates.

1101 Vermont Avenue, NW
Suite 200
Washington, D.C. 20005
202.898.2200
admin@naruc.org
www.naruc.org

National Association of State Energy Officers

NASEO provides direct technical assistance, education and outreach to support states' energy assurance planning, response, and smart grid resiliency efforts. This effort is sponsored and supported by the U.S. Department of Energy's Office of Electricity Delivery and Energy Reliability (OE). Assistance includes: briefing papers, research and analysis on state policies, regional conference calls, webcasts, one-on-one consultations, training opportunities, and energy assurance conferences on a regional and national level.

1414 Prince Street, Suite 200, Alexandria,
VA 22314
703.299.8800
energy@naseo.org
www.naseo.org/energyassurance

North American Electric Reliability Corporation

NERC is the electric reliability organization (ERO) certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk-power system. NERC develops and enforces reliability standards; assesses adequacy annually via a 10-year forecast, and summer and winter forecasts; monitors the bulk power system; and educates, trains and certifies industry personnel. Provides energy emergency alerts.

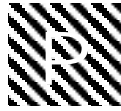
609.452.8060
390 Village Boulevard
Princeton, NJ 08540-5721
Washington Office: 1120 G Street, N.W. :
Suite 990 : Washington, DC 20005-3801
www.nerc.org

Northeast Gas Association

A regional trade association that focuses on education and training, technology research and development, operations, planning, and increasing public awareness of natural gas in the Northeast U.S. NGA represents natural gas distribution companies, transmission companies, liquefied natural gas importers, and associate member companies. These companies provide natural gas to over 10 million customers in eight states (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York,

Rhode Island and Vermont).

5 Second Avenue, Suite 510
Needham Heights, MA 02494-2824
781.455.6800
www.northeastgas.org



Portland Natural Gas Transmission System (PNGTS)

A high-capacity, high-pressure interstate natural gas pipeline connecting the TransQuebec and Maritimes Pipeline at the Canadian border and the Maritimes and Northeast Pipeline at Westbrook, ME with the Tennessee Gas Pipeline System near Boston, MA.

24-Hour Emergency Line (Gas Control Center): 800-830-9865
Field Operations Line (Non-Emergency): (800) 633-1721
Corporate Headquarters
One Harbour Place, Suite 375
Portsmouth, NH 03801
(603) 559-5500
(603) 427-2807
pngts@transcanada.com
www.transcanada.com

Propane Gas Association of New England

PGANE is a trade association representing nearly 500 members who sell propane or propane related appliances and equipment in the 6 New England States. Membership includes the nation's largest propane companies and many small companies

who are often family owned and operated.

P.O. Box 1071, 1024 Suncook Valley
Highway, Unit C-5
Epsom, NH 03234-1071
888-445-1075
Joe Rose: Extension 102,
jrose@pgane.org
www.pgane.org

Public Advocate, Office of

The Public Advocate advocates for the interests of ratepayers of electric and gas utilities before the Maine Public Utilities Commission and in regional and national forums where utility policy is debated and adopted. The Office also works closely with citizens groups on utility-related concerns.

Richard Davies (207) 287-2445
Public Advocate
207-287-2445
103 Water Street, 3rd Floor
Hallowell, ME 04347
www.maine.gov/meopa

Public Utilities Commission, Maine

The MPUC currently regulates approximately 430 electric, telephone, water, and gas utility companies and districts. For these companies, the Commission establishes rates, grants utility operating authority, regulates utility service standards and monitors utility operations for safety and reliability. The Commission responds to customer questions and complaints and provides information to the public and policy-makers. The Commission's Consumer Assistance Division (CAD)

is charged with ensuring that consumers and utilities receive fair and equitable service through Commission education and consumer complaint resolution programs. As part of this mission, the CAD is responsible for responding to information requests, resolving consumer complaints, assessing utility compliance with consumer-related statutes and Commission rules, and screening requests from utilities seeking to disconnect gas or electric service in the winter.

101 Second St.
Hallowell, ME 04347
Augusta, ME 04333-0018
(207) 287-3831
TTY Relay: 1(800) 437-1220
Consumer Assistance Hotline: 1 (800) 452-4699
maine.puc@maine.gov
www.maine.gov/mpuc

(207) 287-5945

For a list of all licensed retail electricity suppliers, visit
http://www.maine.gov/mpuc/electricity/list_of_suppliers.shtml.



Sprague Energy

Sprague is one of the largest suppliers of energy and materials handling services in New England with products including: home heating oil, diesel fuels, residual fuels, gasoline and natural gas.

www.spragueenergy.com

South Portland Terminal
59 Main Street
South Portland, ME 04106
207-799-4899

Bucksport Terminal
Route 15 River Road
Bucksport, ME 04416
207-548-2531

Searsport Terminal
Mack Point - Trundy Road
Searsport, ME 04974
207-548-2531

Merrill's Marine Terminal
92 Cassidy Point Drive
Portland, Maine 04102
207-772-3254

State Planning Office

Provides technical assistance to towns and regions; coordinates the development of the State's economy and energy resources with the conservation of its natural resources; conducts continuing economic analysis, including economic forecasting; and provides technical assistance to the Governor and Legislature by undertaking special studies and plans and preparing policy alternatives.

19 Union St. Augusta, Maine 04333
(207) 624-7660
www.maine.gov/spo



Transportation, Maine Department of

The MaineDOT has primary responsibility for statewide transportation by all modes of travel.

Child Street
16 State House Station
Augusta, ME 04333-0016
(207) 624-3000
TTY: 1-888-516-9364

2-1-1 Maine

2-1-1 Maine is a comprehensive statewide directory of over 8,000 health and human services available in Maine. The toll free 2-1-1 hotline connects callers to trained call specialists who can help 24 hours a day, 7 days a week. Finding the answers to health and human services questions and locating resources is as quick and easy as dialing 2-1-1 or visiting www.211maine.org.

Dial: 2-1-1

TTY: 2-1-1

From a rotary phone dial: 1-866-811-5695

Toll free in-state or out of state dial: 1-877-463-6207

Email: info@211maine.org

For resource directory questions and comments:

Dial: 207-221-8150

Email: resources@211maine.org

Mailing address:

2-1-1 Maine

50 Lydia Lane

South Portland, ME 04106



Unitil

Unitil provides natural gas service to approximately 25,000 customers in Greater Portland, Lewiston/Auburn and Kittery. Unitil is headquartered in Hampton, New Hampshire. Unitil's rates are composed of two components – its delivery (or transportation) rates, its gas supply

rates. The latter is subject to change every six months.

Gas leaks and other gas-related emergencies should be reported immediately. To report a gas leak or related emergency, call 24 hours a day, 7 days a week toll-free **866-900-4460**.

www.unitil.com



Webber Energy Fuels

Provides residential heating oil, propane and biofuels.

700 Main St.
Bangor, ME 04401
800-238-5505
(207) 942-5505
www.webberenergy.com

