



FILING A 10 PERSON COMPLAINT

Ten-Person Complaint Pursuant to 35-A M.R.S. Section 1302

Complaint Against a Utility

The Maine PUC is required to consider opening an investigation if there is a problem with a utility that:

- involves at least ten people (having 10 separate accounts with the utility) and
- 10 or more people file a complaint against a utility.

Reason for Complaint

- ✓ **Customers are concerned about unreasonable or discriminatory treatment in terms of rates or schedules.**
- ✓ **A regulation, measurement or practice or act of a utility is unreasonable, insufficient or discriminatory**
- ✓ **If service is inadequate**
- ✓ **If service can not be obtained**

What Happens Next

1. The commission will notify the public utility that has the complaint against them.
2. The utility is required to file a response to the complaint within 10 days.
3. The commission can allow for all parties to attempt to resolve the complaint to their mutual satisfaction.
4. The complaint can be dismissed if the PUC is satisfied with the utilities response to the complaint or determines that the complaint is without merit.
5. If there is not a mutually satisfactory resolution, a hearing will be held.
6. The commission has 9-months to render a decision on the complaint.

Assistance

Maine's Office of Public Advocate can help a the public with drafting a 10 person complaint. They can be reached at 207-624-3687.