

PENQUIS

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

Bangor Office

262 Harlow Street, Bangor
(207) 973-3630

Dover Office

50 North Street, Dover Foxcroft
(207) 564-7116

Lincoln Office

40-A Main Street, Lincoln
(207) 794-3093

PLEASANT POINT PASSAMAQUODDY TRIBE

Office Hours: 8:00 a.m. to 4:30 p.m.
PO Box 343, Perry
(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

Maine law requires investor-owned transmission and distribution utilities to offer an arrearage management program to their customers. The utility does not pay costs described in 35-A M.R.S. § 3214(2-A)(E).

Versant Power Arrearage Management Program (AMP)



To learn more about Versant Power's Arrearage Management Program (AMP) please contact us:

Customer Contact Center

(207) 973-2000
1-855-363-7211
info@versantpower.com

Visit our website at
[versantpower.com](https://www.versantpower.com)



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About the AMP Program

The Arrearage Management Program (AMP) is an assistance program designed to help eligible low-income residential customers who are behind on their electricity bills. Approved applicants will be eligible for forgiveness of up to 100 percent of their past-due amount at the time of enrollment. A forgiveness credit will be applied to the past-due amount monthly each time a customer makes an on-time payment in full. The forgiveness credit will be equal to one-twelfth of the total past-due amount at the time of enrollment, subject to a monthly cap of \$300. Additionally, participants of the AMP program will be given the opportunity for free financial coaching and education through their local Community Action Program agency.

To qualify, customers must:

- Have applied to be or be a current Versant Power residential electricity customer,
- Be eligible for LIHEAP in the State of Maine,
- Have a past-due balance of \$500 or more that is at least 90 days past due, and
- Have not previously participated in, withdrawn from, or failed to comply with the program terms of an AMP.

The forgiveness credit will stop if the customer fails to pay their monthly bill in full by the scheduled due date. The customer may receive the forgiveness credit if they make up the missed payment plus late fees. If more than two payments are not received in full by the scheduled due date in the 12 month AMP period, then the customer is removed from the AMP Program and is no longer eligible to participate, even if the missed payments are repaired.

Participants with arrearage amounts that are greater than \$3,600, or that otherwise are not fully forgiven after a 12-month period, and who successfully complete a full year of the AMP, may reapply to continue participating in the AMP.

To apply, customers must complete an Application for Participation in the State of Maine's Arrearage Management Program (AMP Application) at their local Community Action Program agency. The application can also be requested by calling Versant Power at 207-973-2000.

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

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

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.
9 Sarah Springs, Indian Island
(207) 817-7492

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