



Testimony Neither for Nor Against LD 633  
An Act Concerning the Restoration of Electricity During Emergencies for Certain Medically Vulnerable  
Individuals Who Rely on Electronic Medical Apparatuses  
March 18, 2025

Senator Lawrence, Representative Sachs, and members of the committee, my name is James Cote and I am here on behalf of Versant Power neither for nor against LD 633.

Currently, Chapter 815 rules and subsection 3144 of Title 35-A requires utilities to file emergency response plans with the Public Utilities Commission, and requires six components of information to be included with those plans. Those components include customer communications in outages, internal and external emergency staffing and resource deployment, provisions for the safety of employees during emergency responses, prioritization of response and service restoration, and more. LD 633 would require an additional seventh component to be included in these reports, specifically concerning restoration of electricity during emergencies for certain medically vulnerable individuals.

Versant Power takes its obligations to its customers seriously, particularly when it comes to providing helpful and actionable information to its the most vulnerable customers. Versant Power plans for and works with customers who rely on electronic medical apparatuses in a manner consistent with what we believe are the objectives of this legislation, during system emergencies or any extended power outage.

Versant Power manages the LifeLight program, specifically intended to identify and support residential customers who have electrically-operated life support equipment and/or special needs in their homes and does not discriminate according to what kind of equipment they may require.

For customers who participate in this program, Versant Power installs a special seal at the meter to identify the customer's status and prevent unnecessary or accidental disconnection. Versant Power calls LifeLight customers to notify them of planned work that may interrupt service. Additionally, when LifeLight customers experience unplanned power outages, Versant Power performs outreach to provide information regarding emergency shelters and, to the extent possible, expected times of service restoration. This practice is in effect during major storms and if the outage is expected to be overnight or extended in duration.

Information about LifeLight and the form for customers to join the program are available on Versant Power's website under "Programs." It'ss also provided in the Customer Rights and Responsibilities booklet mailed to all new customers within two months of beginning servicem and can be found on Versant Power's website under "My Services."



Customers also are notified through:

- An annual bill insert about the LifeLight program.
- Versant Power customer service representatives, who are trained to explain the LifeLight program to any customer who calls our Customer Contact Center seeking information.
- An annual confirmation letter sent to LifeLight participants to confirm continued eligibility.

At present, Versant has more than 1,900 customers enrolled in the LifeLight program. The signature of a physician or healthcare representative is required on LifeLight forms, and a copy of the LifeLight application form is attached for your review.

On a related note: During major storms and outages, Versant Power does work with emergency management agencies to identify priority restoration targets, which may include elderly housing units, public safety facilities, shelters, etc.

To the extent that any of this work, which we believe is consistent with this legislation, warrants specific inclusion in our emergency response plan that gets filed with the Public Utilities Commission every other year (next one will be filed in 2026) then we would be happy to do so.

Thank you for your consideration, and we would be pleased to provide additional information for the work session at your request.

## Are You Eligible for Certification Under the LifeLight Program?



The Versant Power LifeLight Program is intended to identify residential customers who have electrically-operated life support equipment or other special needs in their homes. For customers who qualify for the program, the utility will install a special seal at the meter to identify this service as an active participant in the LifeLight Program.

While the LifeLight Program does not guarantee uninterrupted electric service, Versant Power will take reasonable steps to notify LifeLight customers of planned work that may interrupt service. During times of extended unplanned power outages, Versant Power will make a reasonable effort to contact LifeLight customers to provide them with information regarding emergency shelters and, to the extent possible, expected times of service restoration.

Participation in the LifeLight Program does not mean customers are given priority status during the service restoration process and does not prevent disconnection of service for nonpayment.

To qualify, the customer or another occupant of the same dwelling must be dependent on some type of electrically-operated equipment for life support. The signature of a doctor, or other authorized healthcare representative, must support the declaration.

Versant Power Account Number: \_\_\_\_\_

### **INFORMATION TO BE PROVIDED BY PHYSICIAN / HEALTHCARE REPRESENTATIVE**

Name and Address of Person on Medical Support Equipment:

Patient's Name: \_\_\_\_\_

Patient's Address: \_\_\_\_\_

Medical equipment currently in use requiring electricity for regular operation:

\_\_\_\_\_  
\_\_\_\_\_

How long will medical support equipment be required? \_\_\_\_\_

Physician's Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Office Address: \_\_\_\_\_

Physician's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your signature certifies that electrically-operated life support equipment exists within the household of the person listed above and the loss of electrical service would prevent the use of such equipment.

*Please complete this form and fax or mail it to the address noted below.*

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**Versant Power**

P.O. Box 1209, Presque Isle, ME 04769-1209  
Customer Contact Center Fax: 207-760-2313