



An Avangrid company

March 18, 2025

Testimony on behalf of Central Maine Power Company 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

Senator Lawrence, Representative Sachs, Members of the Joint Standing Committee on Energy, Utilities, and Technology, my name is Kathleen Newman, Vice President of Government Affairs for Central Maine Power Company, submitting 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.

This bill requires investor-owned transmission and distribution utilities to include in their emergency response plans procedures for the identification of and outreach plans regarding customers who have a documented need of electricity for essential medical equipment.

Chapter 815 of the Commission's rules – Consumer Protection Standards, Section 14 – addresses the need to give advance notice of any planned interruptions for repairs or maintenance, as well as notifying customers who are documented as being on a life support system or other special needs that depend on electric service, if an unplanned outage is expected to last 5 hours or more. We do this through our Lifelight program.

Any customer using life-sustaining equipment certified by their physician that depends on electricity service can enroll in the Lifelight program. Lifelight customers are notified of planned outages for maintenance and unplanned outages caused by accident or storms.

Many customers learn about Lifelight from their medical provider. We also promote Lifelight through bill inserts, our website, and publications like our Resource for Aging Customers and our Welcome to CMP packet. There are currently 1,880 customers on CMP's Lifelight Program.

Chapter 815 is more broadly applied than the Emergency Response Plan (ERP). For example, not every storm that could lead to outages would trigger ERP activation, but we would make the outbound call to Lifelight customers per the Chapter 815 requirement.

While this bill specifies a list of "qualifying life sustaining equipment" we do not think that is necessary. For the Lifelight program, a doctor must certify essential medical equipment and we only ask customers to disclose the type of equipment used so that we can capture "Oxy/Vent" hours which drives the Oxy/Vent assistance credit for customers who are also receiving LIAP (CMP's Electricity Lifeline Program).

This legislation is not necessary, in our opinion. Thank you for your consideration of our position.

# What to expect with Lifelight

## ***Moving***

If you are moving to a new location, and have life-sustaining equipment in your household, call us at 800.750.4000 to have your enrollment in **Lifelight** transferred to your new address.

## ***Unplanned outages***

*(storms, accidents, equipment failure)*

When an unplanned power outage occurs, our line crews work as quickly and safely as possible to repair our lines. During these outages we may need to repair transmission and distribution lines before we can repair the lines that service your location. We will make every attempt to notify you during an extended outage with information and helpful tips. We recommend that you have a backup plan in place for your life-sustaining equipment.

## ***Planned outages***

*(equipment upgrades, tree trimming, general maintenance)*

During planned outages, we will call to notify you at least 24 hours in advance so you can plan.

## ***How to de-enroll***

If you no longer need the **Lifelight Program**, please let us know. We will update our records. You can re-enroll at anytime.

## ***Want more information about the Lifelight Program?***

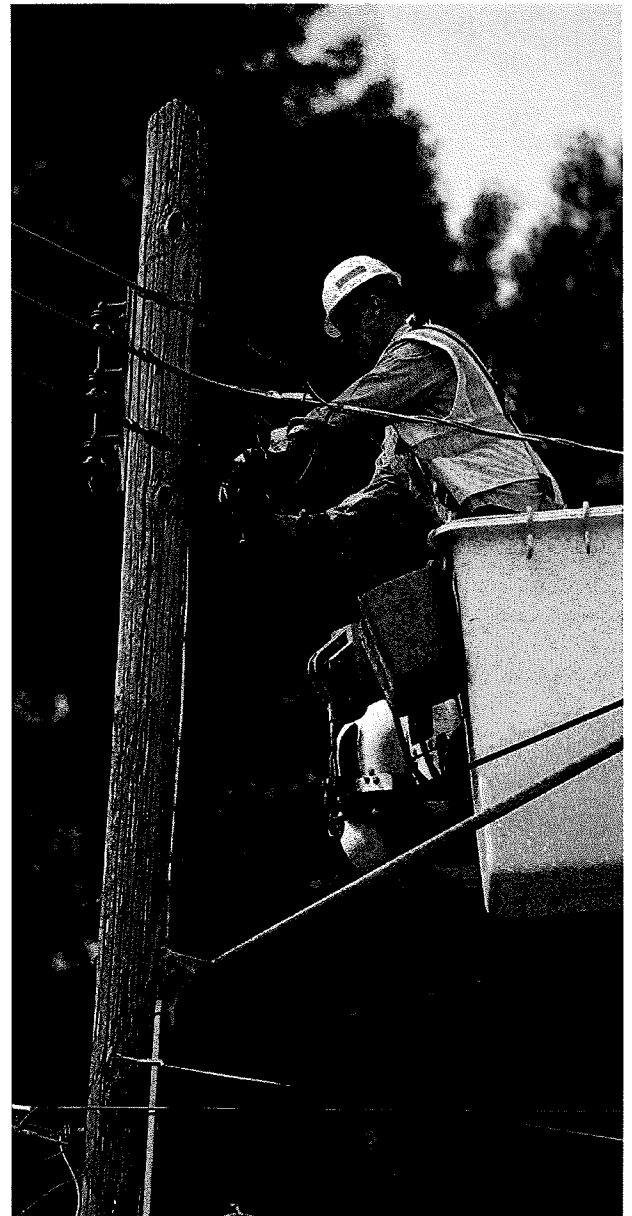
- Visit our website at [cmpco.com/lifelight](http://cmpco.com/lifelight)
- Call us at 800.750.4000
- Email us at [customer.service@cmpco.com](mailto:customer.service@cmpco.com)

## ***Backup plans tips:***

- Check out the safety checklist at [cmpco.com/outagechecklist](http://cmpco.com/outagechecklist)



- Be sure to sign up for Outage Alerts at [cmpco.com/alerts](http://cmpco.com/alerts)



# Lifelight Program

Central Maine Power Company's free **Lifelight Program** provides you with a notification when we anticipate an interruption of service lasting more than five (5) hours, so you can plan. If you have life-sustaining equipment in your home, enroll for our **Lifelight Program** today.

## ***Lifelight qualification***

If you or someone in your home requires medical equipment described as "life-sustaining equipment," you may qualify for our **Lifelight Program**. Some examples of life-sustaining equipment are oxygen machines, electric intravenous pumps, CPAP machines and/or nebulizers.

## ***Lifelight Program***

As a **Lifelight Program** participant, you will be notified of planned outages for scheduled maintenance or repairs. In addition, we will contact you during power outages expected to last longer than five (5) hours, so you can be prepared.

## ***How to enroll***

To join the program, ask your healthcare provider to complete a **Lifelight Certificate of Medical Equipment form**. You can find this form on our website at [cmpco.com/lifelight](http://cmpco.com/lifelight) or by contacting us at 800.750.4000 during our business hours, Monday – Friday, 7:30 am - 6 pm.



*Customer Service Representatives call Lifelight customers to tell them about planned electrical maintenance outages and extended emergency outages so they can prepare.*



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