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PUBLIC UTILITIES COMMISSION

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**Testimony of the Maine Public Utilities Commission, Emergency Services
Communication Bureau**

In Support Of

LD 1436, An Act to Update and Clarify Provisions Related to 9-1-1 Services

April 16, 2025

Senator Lawrence, Representative Sachs, and Distinguished Members of the Joint Standing Committee on Energy, Utilities, and Technology (Committee), my name is Maria Jacques, testifying in support of LD 1436, An Act to Update and Clarify Provisions Related to 9-1-1 Services on behalf of the Public Utilities Commission, Emergency Services Communication Bureau (Bureau).

LD 1436 is an effort to update and add terminology to be consistent with modernized 9-1-1 systems and federal standards. The most notable change is changing references to "Enhanced 9-1-1" or "E-9-1-1" to 9-1-1 throughout Maine statutes. Maine's 9-1-1 system has evolved to a more modern, internet-protocol based system known as Next Generation 9-1-1, so the term Enhanced 9-1-1 is not technically accurate.

Definitions – Originating Service Provider; prepaid wireless

Sections 8 through 13 of the bill clarify and update existing definitions and adds a new term, "originating service provider" to statute. Traditionally, calls to 9-1-1 originate from wireline, wireless or VoIP providers but increasingly there are additional entities that do not fit into one of these provider categories. This definition is more consistent with federal standards and includes any entity that provides service to an end user that may be used to originate voice or nonvoice 9-1-1 calls for assistance and that connects to the 9-1-1 system for the purpose of delivering 9-1-1 services. Section 34 of the bill expands the application of provisions related to the information required to be provided to the Commission to maintain the 9-1-1 database and services and the coordination of 9-1-1 services to include originating service providers. As Next Generation 9-1-1 matures, this will ensure that all entities connecting to Maine's 9-1-1 system are required to coordinate with the bureau with all implementation, operation and maintenance related to 9-1-1, including any data provisioning necessary for the service.

Section 12 updates the definition of a "prepaid wireless telecommunications service" to reflect that it is simply paid for in advance. When this statute was first adopted a prepaid card was commonly sold as minutes that drew down as it was used. Now it is more common to sell a month of service at a time.

Municipalities, plantations, counties and unorganized territories

Sections 14 makes changes to be inclusive of plantations, counties and unorganized territories in relation to the requirement that any municipality that does not have a PSAP to contract with a PSAP.

The PSAP notice requirement for discontinuing service to a municipality under Section 15 of the bill is also amended to include plantations, counties and unorganized territories.

Call answering coverage

Along with clarifying changes to existing law, section 21 of the bill clarifies that the bureau is not required to pay for call answering coverage. Since Section 14 of the bill requires any municipality, plantation, county or unorganized territory that does not have a PSAP contract with a PSAP, this language is not needed.

Rulemaking

LD 1436 clarifies rulemaking authority by designating the Commission as the entity responsible for rulemaking instead of the bureau in all references to rulemaking within this chapter (see sections 21 and 36). It also makes all rulemaking under the emergency services communication laws routine technical. This would change the rulemaking procedure for multiline telephone system (MLTS) and E-9-1-1 access-only service as federal law addresses the minimum requirements.¹

9-1-1- Funding

Sections 22 and 23 reorganize the provisions of law related to 9-1-1 funding by repealing §2927 and creating a new section, §2927-A. This is an effort to make the statute more understandable. The two substantive changes contained in Section 23 are as follows:

- Removal of the requirement that the bureau reimburses local exchange carriers and cellular and wireless telecommunications service providers for eligible expenses incurred by the carriers and service providers to be more consistent with Federal standards as we migrate to NG911 call delivery.²
- Expanding the granting authority of the bureau to allow grants, subject to available funds, to be used to consolidate two or more PSAPs and dispatch centers into a new regional PSAP and dispatch center or transfer a PSAP and all of its dispatch services to another existing PSAP. It also changes the allowable funding cap for nonrecurring costs to \$1,000,000 per biennium instead of 1,000,0000 total. There is sufficient funding to provide through the next biennium. This will give the bureau more tools to manage the PSAPs as they work through staffing challenges.

Telephone directories

Lastly, section 33 removes that information relating to 9-1-1 be included in telephone directories as they are no longer published.

I would be happy to answer any questions or provide additional information for the work session.

¹ Multiline Telephone System Law - <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-9/subpart-F>
FCC Info on MLTS and Kari's Law - <https://www.fcc.gov/mlts-911-requirements>; [Implementing Kari's Law and Section 506 of RAY BAUM'S Act](https://www.fcc.gov/policy-and-licensing-division/911-services/NG911) (Aug. 1, 2019). Report and order on the FCC rulemaking. - <https://www.fcc.gov/policy-and-licensing-division/911-services/NG911>

² New Generation 911 -- <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-9/subpart-J>