

Rita George
Shapleigh

My journey with CMP began November 21, 2017, when I purchased my 733sq. ft. house. I pulled all the ceilings and walls to bare bones and replaced all the insulation and sheetrock. My on-demand hot water system (K1) and monitor (K1) were installed on December 17, 2017, and my brand new water pump was installed December 15, 2017. During this time battery operated tools and a plugged-in table saw and compressor were used and my carpenters took their tools home with them every night. I had 4 (four) lights hanging from the ceilings. No water, no bathroom facilities and the work was done between 4pm and 8 or 9pm and nothing left on overnight. My brand new refrigerator and washer/dryer were delivered December 18, 2017. I also have a woodstove for those times we loose power and we have lost power multiple times in the last 3 (three) years.

I formally moved in, after living in a hotel on December 21, 2017. My CMP bill for that first month was \$218. When I contacted CMP I was told there was nothing wrong and it must be something in my house. This was just the beginning.

My bills for the year 2018 ranged from \$265 to \$586 and I kept being told there was something in my home causing this problem. My balance as of December 12, 2018 was \$2498. This after only 1 (one) year. CMP agreed to come out to do a meter test, while I was home. They came while I was NOT home and left a sticky note on my door saying, "All Good" with no other explanation. I had a master electrician come to the house and he could not find any failure to say it was my house. I do not run AC's or space heaters.

I contacted the MPUC when I got a disconnect notice in October 2018. They resolved that notice and became involved heavily to try to "close my case". My relationship with the MPUC ended badly.

In these 3 (three) years, I have spent hours waiting on hold, being double billed and now when I call I am told that I need to be sent to the "department handling my case". There has been no resolution to my billing problem. Daryll Arnold, a CMP rep, blamed every function and appliance. The last function he could blame was a "sewer pump". I do not have a sewer pump but that was never acknowledged.

As of bill 05.13.2021, CMP says my balance is \$6061.59.

The MPUC agreed, on my behalf in May of 2020, to a Special Level Payment of \$217. I disputed this agreement within the allotted time frame stating this would put me in hardship and setting me up to fail but, I have not heard back from the MPUC on this dispute to this day and it has now been a year.

This is a small portion of the problems I have had with CMP and the MPUC and I am willing to answer any and all questions you may have.

Thank you for your time.

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