

“Senator Lawrence,
Representative Berry, and members of the Joint
Committee on Energy, Utilities, and Technology:
My name is Sabrina Gould I reside in Pittsfield, Maine,
and I am here to testify in support of An Act to
Create the Pine Tree Power Company.

It’s time for a change, I work too hard to spend as much time as I do fight and
stressing about my CMP bill.

I have spent more time and energy fighting the outrageous bills with CMP then I
can even express. I have had to keep extensive documents of every call to keep track
of the contradicting information given to me. I have also had to use those documents to
file complaints against representatives for their horrendous customer service. I have
reps laugh out loud at me, cut me off and even one disconnected the call for no reason.

I grew up in a home of 6 people, one being on full time life support for 6+ years
and watched my parents complain about their \$300 bill. I cannot fathom having a \$300
bill as that would be low for my home I share with my husband.

My initial problem started from January – March 2018 when my pipes burst, and
I was forced to move from my home until spring. Those 3 months my home was vacant,
with minor appliances running, and no heat. I went from paying an average of \$75-\$100
a month, to over \$300. It took over two years of requesting CMP and having the MPUC
ask CMP to check my meter. Our bills went from that \$300 to \$800 and even \$1000.
After the 2 years of fighting I had fallen thousands of dollars behind and was told by the
MPUC there was “nothing wrong, hire an electrician for proof that our system in
inaccurate”. If I had been told that 2 years prior maybe I would have found a resolution.
Or could have afforded to pay an electrician to prove CMP wrong. I cannot understand
how the justification in the “set aside” amounts where not considered obvious billing
errors, as there were hundreds of dollars monthly “set aside” from my account alone just
from comparing the last years bills.

I work full time and am a full-time student and live with just my husband and we
do not qualify for financial assistance. We went from paying less than an average of
\$100 a month, to bills over \$800 in the winter months. We use a pellet stove set on a
stove temp setting, it does not fluctuate in power use. Those bills are more than our
mortgage and car payment combined. In the summer we are lucky to pay less than
\$400. We have upgraded appliances and done everything within finances to save
money.

If this continues, we will be forced to move into an area with a different power
company or state all together. How is that right? We love our Maine Life and CMP is
ruining Maine. We deserve better.
Thank you for taking the time to read my testimony.