



**CENTRAL MAINE  
POWER**

February 2022

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# **CENTRAL MAINE POWER**

## **Low Income Customer Assistance Programs**

# Customer Assistance Programs

## HEAP

Home Energy Assistance Program

- Help with home heating costs and energy-related repairs
- Federally funded with \$90M in 2021/2022
- Apply at local [CAA](#) (Community Action Agency).

Poverty Level	Household Size									
	1	2	3	4	5	6	7	8	9	10
1 MONTH	\$2,433	\$3,181	\$3,930	\$4,678	\$5,427	\$6,175	\$6,315	\$6,456	\$6,596	\$6,736

## LIAP (ELP)

Low Income Assistance Program (CMP's Electricity Lifeline Program)

- Must be HEAP-eligible
- Up to \$900 annual credit based on household income and estimated electricity usage
- Minimum benefit of \$100 to HEAP-eligible applicants
- See [ELP fact sheet](#) for more information
- Apply at local [CAA](#)
- 2020/21 Program Year \$5.18M disbursed to 15,241 customers
- Average benefit = \$340

# Customer Assistance Programs

<p><b>AMP</b> Arrearage Management Program</p>	<ul style="list-style-type: none"><li>• Qualified customers pay their current monthly bill on time and receive a credit of 1/12 of their arrears balance</li><li>• Credit of up to \$300/month or \$3600/year</li><li>• Access to household budget counseling by CAA</li><li>• See <a href="#">AMP fact sheet</a> for more information</li><li>• Apply online or by phone</li><li>• 2020/2021 Program Year Arrears Forgiven = \$675k</li><li>• Average monthly forgiven per customer = \$165</li></ul>
<p><b>NEB Credits</b> Net Energy Billing Credits</p>	<ul style="list-style-type: none"><li>• Expiring NEB credits are monetized annually and applied as a credit to AMP customer accounts to cover current balance due and AMP arrears</li><li>• Credits to be applied in the April timeframe, with 2022 being the first year of the program</li><li>• Approximate value = \$300k</li><li>• Approximate average credit per AMP customer = \$700</li></ul>

# COVID Recovery Customer Assistance Programs

<p><b>ERA</b> Emergency Rental Assistance Program</p>	<ul style="list-style-type: none"><li>• Federal funding for up to 15 months of rent and utility costs for eligible renters impacted by Covid</li><li>• Apply online or at local <a href="#">CAA</a></li><li>• Income eligibility based on 80% of median income <i>by area</i></li><li>• Use the ERA <a href="#">income calculator</a> to check income eligibility.</li><li>• Funding of approximately \$200M available through 2025</li></ul>
<p><b>HAF</b> Homeowners Assistance Fund</p>	<ul style="list-style-type: none"><li>• Federal funding program for homeowner and utility costs for eligible homeowners</li><li>• Overall plan <b>in development</b> by the Maine Bureau of Consumer Protection</li><li>• Funding of approximately \$50M available</li></ul>

# Proposed Assistance Changes

<p><b>Energy Supply Relief Credit</b> <b>2022-00043</b></p>	<ul style="list-style-type: none"><li>• One-time \$90 bill credit to approximately 90k CMP and Versant customers receiving SNAP, TANF or MaineCare, or enrolled in LIAP in the current program year or previous program year</li><li>• Designed to provide emergency rate relief from SOP price increase to customers at or below 150% of Federal Poverty Level</li><li>• Total benefit to CMP and Versant customers ~ \$8M</li></ul>
<p><b>2021-00400</b> Amendments to Statewide Low-Income Assistance Plan Rule (Chapter 314)</p>	<ul style="list-style-type: none"><li>• Expands program eligibility criteria to include customers who are at or below 150% of the poverty guidelines and who participate in any DHHS administered program.</li><li>• MPUC proposed to increase the overall funding amount of the program from \$7,871,938 to \$11,871,938 to allow for the increase in participants (\$4M increased spend)</li><li>• CMP has preliminary results from DHHS that indicates 62,432 CMP customers would qualify for LIAP benefits under the current proposal. CMP provided LIAP benefits to 15,241 in the last program year.</li></ul>