



Online Account Services

Emera Maine's Online Services allow Maine Public District customers to:

- View and pay your bill online, as well as view bill history
- Receive monthly email notification when your bill is ready
- Option to go green by eliminating your paper bill

Online Services is a great way to manage your bill online and go green.

Learn more by visiting www.emeramaine.com > My Account

> Online Services

Address and envelope for bill payments.

Mailing your payment is as easy as 1, 2, 3:

1. Detach the top portion of your bill.
2. Write your account number on your check (please, NO CASH).
3. Mail your check and bill stub in the return envelope to:

Emera Maine
PO Box 11031
Lewiston, ME 04243-9483

Payment options made easy.

Choose the one that's best for you!

- Via US Postal Service using the method described above.
- One-time payment online using your checking account information.
- Automatic monthly deduction from your checking account (see form below.)

Of course, many financial institutions also offer bill payment services.

Contact your bank or credit union to learn more about the options available to you. A list of payment agencies also is available on our website: www.emeramaine.com > My Account > Ways to Pay

Please note: Emera Maine does not accept credit card payments in the Maine Public District and all payments must be received in US funds.

AUTOMATIC BILL PAYMENT AUTHORIZATION FORM

To take advantage of our monthly, automatic bill payment option, we must have your signature on file. Please complete the form below and return with your monthly bill payment. It will become effective the next billing cycle.

Your Name: _____

Utility Account #: _____

Daytime Phone #: _____

Name on Bank Account: _____

Bank Name: _____ Checking Savings

Bank Account #: _____

Bank Routing #: _____

Signature: _____

Please provide a voided check. Thank you.



Amber F. –
Proudly Bringing Power
to the People of Maine

Customer Contact Center - Happy to Help

Our knowledgeable and friendly customer service representatives are available to assist you between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. Call us at (207) 973-2000 or 1-855-EMERA-11. You may also email us at custserv@emeramaine.com.

Definition of Terms

Delivery Service: Transmission and distribution service provided by Emera Maine under rates approved by the Maine Public Utilities Commission (MPUC). Delivery service does not include electricity supply.

Electricity Supply: Electricity provided by suppliers licensed by the MPUC. Customers may choose an electricity supplier.

E & R Charge: This is for establishing or reestablishing electricity delivery service to a customer at his/her location, as approved by the MPUC.

Estimated Bill: If we are unable to obtain an actual meter reading, the amount of your bill will be estimated based on past usage. If past usage is unavailable, the estimate will be based on usage characteristics of your location.

About Your Bill

Bills: Bills for electricity delivery service are computed based on rates approved by the Maine Public Utilities Commission. Complete rate schedules are available on our website at www.emeramaine.com.

Late Payment: The amount not paid by the "Due Date" listed on the front of your bill will be subject to a late payment charge on the unpaid balance. The effective annual rate is noted on the front of your bill.

Life-Support Systems: If any member of your household depends on electricity for a life-support system, please notify us. Being part of this program will guard against unnecessary or accidental disconnection of electric service.

Account Number: Have your account number ready when inquiring about your bill or making changes to your service.

Returned Check Fee: \$5.00