

TERMS AND CONDITIONS FOR LOW INCOME ASSISTANCE PROGRAM

56. Low Income Assistance ProgramI. General Program Description

- a. Eastern Maine Electric Cooperative offers a Low-Income Assistance Program (LIAP) for qualifying low-income consumers. The purpose of this program is to provide financial assistance to low income, residential consumers in paying their electric bill. The program is in conjunction with the statewide low-income assistance program as mandated in Chapter 314 of the Maine Public Utilities Commission's Rules.
- b. The cost to the company is set by order of the Maine Public Utilities Commission.
- c. Maine State Housing Authority (MSHA), operating through the Community Action Agencies (CAA) or other designated entities, shall administer the LIAP. MSHA/CAA shall determine consumer eligibility to participate in the LIAP and the income level in relation to the federal poverty level and inform EMEC of such. EMEC shall also receive documentation (a properly filled out letter from Maine Department of Health and Human Services (DHHS) to the consumer) from consumers who meet DHHS eligibility to participate in the LIAP as stated in Chapter 314 of the Maine Public Utilities Commission's Rules and Regulations.
- d. The annual minimum benefit amount that eligible participants may receive is five (\$5) dollars.

II. Program Availability

The program is available to consumers taking residential service on a continuing year-round basis who meet the following two eligibility criteria:

- a. The consumer or member of the consumer's household must meet the eligibility as detailed in Chapter 314 of the Maine Public Utilities Commission's Rules.; and
- b. The consumer is not receiving a housing subsidy that limits the household's total housing cost, including utilities, to a fixed percentage of the household's income with the exception of customers who qualify for participation in EMEC's Oxygen Pump and Ventilator Program. These customers are eligible to participate in both the LIAP, as well as the Oxygen Pump and Ventilator Programs.

III. Program Participation Requirements

A participant must agree and abide by the following conditions in order to receive a benefit under the Program:

- a. Take service from the Company under Rate R.
- b. Be eligible for, qualify for, and receive LIHEAP benefits during the Program year or be eligible in accordance with Chapter 314 of the Maine Public Utilities Commission's Rules..
- c. Allow the Company and CAP agencies to mutually share pertinent information about the consumer.

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IV. Program Benefit

Starting on October 1, 2018, the LIAP benefit amounts shall be calculated based on the default allocation model described in Chapter 314 of the Commission's Rules.

The first benefit amount will be applied as a credit on the consumer's bill in the following month after receiving notification of eligibility from the CAA or properly filled out DHHS letter from the eligible consumer. The second benefit, if any exist, will be applied annually as a credit on the consumer's July, August, or September bill, conditioned upon the consumer having an active electric account at the time of applying the second benefit. The second benefit should be applied after all first benefits have been applied.

V. Program Administration

The Program is designed to provide a total annual benefit amount as determined by the MPUC in Chapter 314 of its Rules and Regulations.

VI. Oxygen Pump and Ventilator Program

- A. In accordance with and as more described in Chapter 314 Section 4(K) customers on an oxygen pump or ventilator for a minimum of eight (8) hours of a 24-hour period will be given a credit on their electric bill intended to be the full cost to operate such equipment. Based on the hours of operation, Chapter 314 includes as Table 1, the Oxygen Pump Usage Chart of kWh usage; and as Table 2, the Ventilator Usage Chart of kWh usage.
- B. The Oxygen and Ventilator Program will be administered in conjunction with MSHA.