



# **Bangor Hydro Customer Service Center**

207-947-2414  
1-800-499-6600  
Email: [custserv@bhe.com](mailto:custserv@bhe.com)  
Pay Online at [www.bhe.com](http://www.bhe.com)

## **Account Information**

Account Number:

Service Address:

Read Cycle: 14M

Next Planned Meter Read: 17-JUN-2010

## **Customer Account Summary**

Previous Statement Balance	Payments (-) Thank You	Adjustments (+/-)	Balance Before New Charges	New Charges	Current Account Balance	Total Now Due
\$79.24	\$79.24	\$0.00	\$0.00	\$97.24	\$97.24	\$97.24

## **Energy Comparison**

	This Month	Last Month	One Year Ago
KWH	567	462	488
Service Days	33	28	30
KWH Per Day	17.2	16.5	16.3
Cost Per Day	2.95	2.83	2.83

## **Residential Service (Service 1)**

Meter Number	Units	For Service From	To	Days	Meter Reading Current	Previous	Constant KWH
007147239	1	04/14/10	05/17/10	33	19310	18743	1 567

## **Message from Bangor Hydro**

## **Bangor Hydro Delivery (Service 1 Rate Code A000)**

Distribution Energy	567 kWh @ 0.0654900	\$37.13
Transmission	567 kWh @ 0.0182000	\$10.32
Balance Forward		\$0.00
<b>Total Bangor Hydro Delivery Charges Due</b>		<b>\$47.45</b>

## **Message from your Supplier**

## **Standard Offer Supply (Service 1 Rate Code 1000 Class S)**

Your electricity price for Standard Offer service for the period of March 1, 2010 through Feb. 28, 2011 is \$0.0878204 per kWh. For information on buying green power go to <a href="http://www.maine.gov/greenpower">www.maine.gov/greenpower</a>	Electricity Supply	567 kWh @ 0.0878204	\$49.79
	Balance Forward		\$0.00
	<b>Total Standard Offer Supply Charges Due</b>		<b>\$49.79</b>

Please detach this stub and return with your payment. Be sure the address on the reverse side shows in the window of the return envelope.

Bangor Hydro Delivery		Supply		Total Delivery and Supply	Please Pay
\$47.45	+	\$49.79	=	\$97.24	\$97.24
<div>To Avoid Late Charges Please Pay By</div> <div>Please Write Amount Paid Thank You!</div>					Due Date
					18-JUN-2010
					Account Number
					Amount Paid

## HOW TO CONTACT US

Bangor Hydro's Customer Service Center is open 7:00 a.m.-6:00 p.m., Monday-Friday.

If you have questions about your bill or any matter relating to your electric service, please call or write us at:

Customer Service Center  
PO Box 932  
Bangor, ME 04402-0932  
207-947-2414 or  
toll free @ 1-800-499-6600

Please mail bill payments to:

Bangor Hydro  
PO Box 11008  
Lewiston, ME 04243-9459

For automated account information  
please call our TouchInfo line:  
207-947-2414  
or 1-800-499-6600

To report a power outage, please call:  
207-973-2020  
or 1-800-499-6600

We invite you to visit our website at:  
[www.bhe.com](http://www.bhe.com)

## CUSTOMER INFORMATION

**Late Payment Charge** -- Amounts not paid by the "Due Date" may be subject to a late charge on the unpaid balance. The late charge rate is 0.9375 percent per month, and the "Due Date" is printed on the front of the bill.

**Payment Arrangement** -- If you have trouble paying your electric bill, you should contact our Customer Service Center. A payment arrangement may be available to help you.

**Moving** -- Please let Bangor Hydro know. You are responsible for any usage at your billing location until you tell us the account should be closed.

**Rates** -- Bills are computed based on rates approved by the Maine Public Utilities Commission. Copies of the complete rate schedule are available online at [www.bhe.com](http://www.bhe.com).

**Right to Dispute Your Bill** -- If you wish to dispute your electric service bill, please call or write us at the address above. We will investigate your complaint and inform you of the results. If you are not satisfied with the results of our investigation, you may appeal to the Maine Public Utilities Commission, Consumer Assistance Division, 242 State Street, State House Station 18, Augusta, Maine 04333-0018.

**Sales Tax** -- For residential customers 25 kWh per day are exempt from Maine State sales tax, as defined by Maine State law.

**Electronic Fund Transfer** -- When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check and it will not be returned with your checking account statement. If you choose to opt out of the electronic payment option please contact Customer Service.

**Make-up Bills** -- A corrected bill issued for a previously unbilled service, caused by a bill error, entitles you to the right to a payment arrangement for the previously unbilled amount.

## DEFINITION OF TERMS

**Delivery Service** -- The charges for services from the transmission and distribution utility (Bangor Hydro).

**Supplier Service** -- The charges for electric energy and capacity from the supplier of your choice.

**Estimated Bill** -- If we are unable to obtain a scheduled meter reading, we will estimate the amount of kWh consumed based on past usage.

**kWh (kilowatt-hour)** -- The amount of electricity you use is measured in kilowatt-hours (kWh) by a meter. For example, a 100 Watt light bulb used for 10 hours will consume 1,000 Watt-hours, or one kWh.

## SUPPLIER MESSAGE

The Maine Public Utilities Commission administers competitive bidding for Standard Offer Electricity supply. Standard Offer electricity is provided as follows:

**Small Class** - FPL Energy Power Marketing Inc. 34%, Integrys Energy 33%, and New Brunswick Power Generation Corporation 33%

**Medium Class** - Dominion Retail Inc. 100%

**Large Class** - Dominion Retail Inc. 100%

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BANGOR HYDRO ELECTRIC COMPANY  
PO BOX 11008  
LEWISTON, ME 04243-9459