



STATE OF MAINE
PUBLIC UTILITIES COMMISSION


Philip L. Bartlett, II
CHAIRMAN

Harry Lanphear
ADMINISTRATIVE DIRECTOR

Randall D. Davis
Patrick Scully
COMMISSIONERS

CASD Memo 2023-04

To: All Maine Electric Utilities

From: Ebrahim Habib, Deputy Director 
Consumer Assistance and Safety Division (CASD)

Date: February 15, 2023

Re: Update to LIAP Application Process

The purpose of this memo is to advise all participating Electric Utilities in Maine that the Public Utilities Commission (PUC) has established a new application process for customers who participate in a DHHS means-tested program to apply for the Low-Income Assistance Program (LIAP) through our website. This application process will get more eligible customers enrolled in the LIAP program. As you well know, the LIAP helps qualified low-income electricity consumers pay for electricity costs. Customers who participate in a DHHS means-tested program with a household income at or less than 75% of the Federal Poverty Guidelines may qualify for LIAP. The PUC, in consultation with DHHS, has established this application process to enroll eligible customers who do not have a copy of the DHHS eligibility letter mailed last fall, or who have become eligible for a DHHS means-tested program after the eligibility letters were mailed.

Utilities are encouraged to direct customers who contact them and believe that they may be eligible to participate in the utility’s LIAP, due to the customer’s participation in a DHHS means-tested program, to the PUC website to apply, at: <https://www.maine.gov/mpuc/consumer-assistance/programs#electricity>. A screen shot of the webpage is attached to this memo. Once the customer applies, that application will be reviewed for eligibility by DHHS. Once DHHS determines eligibility, the CASD will then send out a letter notifying the customer of their eligibility status and will also send a request to the utility via email to enroll eligible customers in the utilities’ LIAP.

The CASD looks forward to working with the utilities and DHHS to ensure that customers in need, who are eligible for participation in the LIAP, are enrolled in the program. Each utility is asked to reply to this memo with their current email address to which the CASD will send the enrollment requests.

If you have any questions regarding this memo, please contact me at: Ebrahim.habib@maine.gov.

EH/kp
Attachment

ELECTRICITY

LIHEAP

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income renters and homeowners pay for heating costs, including electric heat as well as oil, propane, natural gas, and other sources. LIHEAP is not intended to pay your heating costs in full but can help to reduce them. LIHEAP is administered by the Maine State Housing Authority (MSHA) and your local Community Action Agency.

[FIND A COMMUNITY ACTION AGENCY NEAR YOU](#)

LIAP

The Low-Income Assistance Program (LIAP) helps qualified low-income electricity consumers pay for electricity costs. Eligibility for LIAP is based on eligibility for LIHEAP and/or participation in a DHHS means tested programs with a household income at or less than 75% of the Federal Poverty Guidelines. [Customers who participate in a DHHS program can apply for the LIAP by clicking here.](#) Other customers should contact their local community action agency to apply for LIHEAP and LIAP.

If qualified for LIAP, you will receive a credit on the bill you receive from your electric utility based on your income and electricity usage. Contact your utility or your local Community Action Agency to check eligibility and apply.

[FIND A COMMUNITY ACTION AGENCY NEAR YOU](#)