

STATE OF MAINE
PUBLIC UTILITIES COMMISSION


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CASD MEMO No. 2024-05

To: All Public Utilities

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

Date: March 26, 2024

Re: Procedural Changes to CASD Communication Process

The purpose of this CASD Memo is to inform utilities of upcoming changes to the CASD’s communication procedures regarding electronic and written correspondence between the CASD staff and the public. For security reasons, CASD staff will no longer include their full names in correspondence with the public. Rather, they will use either their first name only or their initials. Furthermore, we kindly request that all correspondence, including all Variance and Winter Requests to Disconnect, be directed to the “CASD” instead of being addressed personally to the Director or the Deputy Director.

To implement this change, the CASD will be transitioning to a more secure email platform. This will not alter the content or the nature of the communications, but there will be a slight change in our email addresses. Our Specialists will utilize new email addresses with the naming convention: CASD1.PUC@maine.gov and so forth, instead of having their full names identified when interacting with the public. CASD staff will continue to use their full names in correspondence with utilities.

We are committed to timely and open communications; rest assured that despite this change, you can continue to expect the same level of communication and service from our CASD Specialists. You are encouraged to reach out to the CASD, as usual, with all inquiries or assistance requests.

Should you have any questions or concerns, please feel free to contact me at: Ebrahim.Habib@maine.gov or at (207) 287-4934.

EH/kp