

Customer Account Summary					Page 1 of 2	BHE
Previous Statement Balance	Payments (—) Thank You	Adjustments (+/—)	Balance Before New Charges (=)	NEW Charges (+)	Current Account Balance	Total Now Due
\$12.65	\$12.65	\$0.00	\$0.00	\$17.29	\$17.29	\$17.29
Account Number	000088888-9999999-4		Service Address	1 COLD COVE BREWER		To Avoid Late Charges Please Pay By 25-AUG-2003

IMA FREEZIN  
000 BURR LN  
FROZEN ME 9999



Customer Service Center

947-2414 (Local)

1-800-499-6600

Email: customerservice@bhe.com

Next Planned Meter Read: 26-AUG-2003  
Read Cycle: 20M

ENERGY COMPARISON				RESIDENTIAL SPACE HEAT (Service 1 Rate Code A032 )								
	This Month	Last Month	One Year Ago	Meter Number	Units	For Service		Days	Meter Reading		Constant	KWH
						From	To		Current	Previous		
KWH	117	63	88	666666666		06/24/03	07/28/03	34	51957	51840	1	117
Service Days	34	28	32									
KWH Per Day	3.44	2.25	2.75									
Cost Per Day	\$0.51	\$0.45	\$0.44									
BANGOR HYDRO DELIVERY SERVICE DETAILS :												
DISTRIBUTION CHARGE									20.647 KWH @ \$0.09010		\$1.86	
DISTRIBUTION CHARGE									96.352 KWH @ \$0.08866		\$8.54	
TRANSMISSION CHARGE									20.647 KWH @ \$0.00777		\$0.16	
TRANSMISSION CHARGE									96.352 KWH @ \$0.00918		\$0.88	
MAINE SALES TAX												
Total Charges											\$0.00	
BHE DELIVERY PREVIOUS BALANCE :									\$9.50			
Payment Applied :									\$9.50			
Adjustments :									\$0.00			
Balance Forward :									\$0.00			
Total New Delivery Charges :									\$11.44			
BANGOR HYDRO DELIVERY CHARGES NOW DUE :									\$11.44			

See Reverse Side For Further Information

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

Total BHE Delivery Services	+	Total Electricity Supply billed by BHE	=	TOTAL DELIVERY AND SUPPLY	Please Pay
\$11.44		\$5.85		\$17.29	\$17.29

IMA FREEZIN

BANGOR HYDRO  
PO BOX 9900  
BANGOR ME 04402-9000

Due Date
25-AUG-2003
Account Number
000088888-9999999-4
Amount Paid

Please Write Amount Paid  
Thank You!



000022800 0045862 0000001729 1

#### HOW TO CONTACT US

Bangor Hydro's Customer Service Center is open 7:00 a.m. - 7:00 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  
947-2414 (Bangor Exchange)  
or toll free @ 1-800-499-6600

To report a power outage, please call:  
973-2020 (Bangor Exchange)  
or 1-800-440-1111

For automated account information  
please call our TouchInfo line:  
973-2900 (Bangor Exchange)  
or 1-800-249-0043 (Maine)

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

#### MOVING?

Contact our Customer Service Center.

You will be responsible for the electric service used until you properly notify us that you are moving. If you plan to move, you should notify us a few days in advance of the day on which you will move to assure that your account is promptly closed. If your meter is inside, please make an appointment for its disconnection. Thank you.

#### 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 1.0625 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.

**Rates**—Bills are computed based on rates approved by the Maine Public Utilities Commission. Copies of the complete rate schedule are available upon request.

**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.

**Acceptance of Payment by Check**—Bangor Hydro (BHE) hereby rejects any written conditions stated on a check or other negotiable instrument rendered by the customer unless such conditions are explicitly accepted in a separate writing by an authorized BHE representative.

**Service Interruptions**—We are available 24 hours a day. Telephone lines are quickly filled during major power outages and it may take you several tries before reaching our operators at our Customer Service Center. After you have determined the cause of your outage is not a tripped circuit breaker or blown fuse, please call 1-800-440-1111. "Be Prepared for a Power Outage" brochures are available upon request.

**Change in Account Information**—Any change to customer name, mailing address, or phone number must be reported to our Customer Service Center.

#### DEFINITION OF TERMS

**Delivery Service**—The charges for services from the transmission and distribution utility (BHE).

**Electricity Supply**—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.

**Prorating**—Prorating occurs when your cost per kWh changes and the total energy for the bill was consumed under two different rates. The number of days on each rate is counted. Calculations are then run on the current rate and the prior rate. The percent of time for each rate is applied to the total kWh consumed, to calculate the total bill.

# ELECTRICITY SUPPLY INFORMATION

Page 2 of 2 Supply

## Standard Offer Electricity Supply

Account Number	000088888-9999999-4		
Service Address	1 COLD COVE		To Avoid Late Charges
	BREWER		Please Pay By
			25-AUG-2003

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Meter		STANDARD OFFER SUPPLY (Service 1 Price Code 1032 Class S)			Meter Reading			
Number	Units	From	To	Days	Current	Previous	Constant	KWH
666666666		06/24/03	07/28/03	34	51957	51840	1	117

### STANDARD OFFER SUPPLIER SERVICE DETAILS :

ELECTRICITY SUPPLY 117 KWH @ \$0.05000 \$5.85

MAINE SALES TAX \$0.00  
Total Charges \$5.85

STANDARD OFFER PREVIOUS BALANCE : \$3.15  
Payment Applied : \$3.15  
Adjustments : \$0.00  
Balance Forward : \$0.00  
Total New Supplier Charges : \$5.85  
**STANDARD OFFER SUPPLY CHARGES NOW DUE : \$5.85**

"Green"? Go 100% Renewable and 100% Maine!  
Constellation Power Source, Inc. - a leading electricity supplier in New England - and  
Renewable Energy now offer "green" power from Maine renewable sources.  
For more information, contact Maine Renewable Energy at (207) 772-6190 or visit [www.energymaine.com](http://www.energymaine.com).

The Maine Public Utilities Commission administers competitive bidding for Standard Offer electricity supply. Beginning March 1, 2002, Standard Offer electricity supply is provided for the Small Class by Constellation Power Source Maine, LLC, and for the Medium and Large Classes by Select Energy Inc. Bangor Hydro provides billing and collection services for your standard offer electricity provider, and forwards the the collections to the provider according to Maine Public Utility Commission rules.