



STATE OF MAINE  
PUBLIC UTILITIES COMMISSION

Philip L. Bartlett, II  
CHAIRMAN

R. Bruce Williamson  
Randall D. Davis  
COMMISSIONERS

Harry Lanphear  
ADMINISTRATIVE DIRECTOR

April 3, 2020

## Notice to Maine Public Utilities Regarding Utility Operations During the COVID-19 State of Civil Emergency

As a consequence of the COVID-19 pandemic and the resulting State of Civil Emergency declared by the Governor on March 15, 2020,<sup>1</sup> the Maine Public Utilities Commission and its Consumer Assistance and Safety Division have received numerous requests from public utilities regarding their operations during the Civil Emergency.

The Commission emphasizes that public utilities provide "essential services" under the Governor's declaration and must continue to provide such services. To the extent that the current Civil Emergency and related Governor Executive Orders require waivers or clarification of the Commission's rules, the public utility may submit a request for a waiver or clarification to the Commission for resolution. To the extent that a public utility's terms and conditions need to be modified as a result of the Civil Emergency, the public utility may file with the Commission to modify or suspend such terms and conditions.

The Commission emphasizes, however, that it is not a public health agency and is, therefore, not in a position to provide guidance to public utilities regarding health safety restrictions and precautions regarding their employees and customers. Similarly, the Commission is not in a position to interpret the Governor's executive orders regarding the pandemic.

In this regard, the Commission urges Maine's public utilities that have business questions related to COVID-19, to call **BUSINESS ANSWERS at 800-872-3838** or send an email to [\*\*business.answers@maine.gov\*\*](mailto:business.answers@maine.gov).

In addition, as public health intersects with the business world in various ways, from licensing to worksite wellness programs to plans for maintaining operations during a public health emergency, utilities may find additional helpful information from Maine's Center for Disease Control at <https://www.maine.gov/dhhs/mecdc/navtabs/business-work.shtml>

*/s/Harry Lanphear*  
Administrative Director

---

<sup>1</sup> Proclamation of State of Civil Emergency to Further Protect Public Health (Mar. 15, 2020), <https://www.maine.gov/governor/mills/sites/maine.gov.governor.mills/files/inline-files/Proclamation%20of%20State%20of%20Civil%20Emergency%20To%20Further%20Protect%20Public%20Health.pdf>.