



Home checklist

- Make sure your flashlights and battery-powered radios have fresh batteries, and are ready to use and easy to find. Stock extra batteries, too.
- Have candles, lamps and matches handy. Instruct family members in their proper use to reduce the risk of accidental fires.
- Every home should have fire safety equipment: fire extinguishers, baking soda and heavy blankets.
- Store drinking water in extra bottles or plastic containers. If you have an electric water pump, fill pails, kettles, bathtubs and sink with water for other uses.
- Stock up on canned and dried foods that require no refrigeration and little or no cooking. Be sure you have an old-fashioned, manual can opener on hand.
- Make plans for emergency heating and cooking.
- Put extra blankets and your warmest clothes where you can find them easily. Layering clothing is a great way to stay warm.



Don't get caught in the dark without this number

To report an outage, please call:

1-800-696-1000

For billing or other questions, please call:

1-800-750-4000

Take a few minutes now to have this information handy if you need to report a power outage.

First find a recent bill from CMP and look for the 13-digit account number in the upper left-hand corner. Write that number next to the "Account #" area printed on the label above.

Once you fill in your account information, attach the label to any surface handy to your phone. Remember, cordless phones don't work during a power outage.

Note: For best results, use a ball-point pen or a permanent marker. To avoid smudging, let the ink dry before handling the label.

Then find the name in the section on the bill labeled "Service Location" in the upper right-hand corner. Write that name in the area next to "Account Name" on the label.

Sample bill

Central Maine Power
customer assistance line
1-800-750-4000
To report a power outage: 1-800-696-1000

Read cycle: 05

Customer Meter Summary		Meter Reading	Total kWh
Prior Meter Reading	81097	81097	736
Number of Days	30		
		\$103.32	\$103.32
		\$42.93	\$0.00
		\$106.79	\$106.79
		\$106.79	\$106.79
			\$106.79

Account Summary

Prior balance			
Payments received through 05/08/09	thank you		
Balance forward		\$40.85	\$40.85
New charges		\$42.93	\$0.00
Electricity Supply			
Electricity Delivery			
Total new charges		\$42.93	\$0.00
Current Account Balance:		\$42.93	\$0.00

Service Location: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Page: 001 of 003

Central Maine Power Delivery Service Account Detail

Account Number: 211-000-0000-001

Bill to: 211-000-0000-001

Service Location: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Name: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Address: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Phone: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Email: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Fax: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Zip: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account City: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account State: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Country: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Postal Code: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Cycle: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Date: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Period: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Frequency: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Method: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Type: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Status: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Reason: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Comment: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Reference: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Description: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Amount: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Currency: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Unit: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Date: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Time: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Location: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Contact: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Phone: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Email: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Fax: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Zip: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing City: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing State: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Country: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Postal Code: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Cycle: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Date: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Period: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Frequency: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Method: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Type: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Status: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Reason: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Comment: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Reference: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Description: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Amount: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Currency: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Unit: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Date: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Time: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Location: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Contact: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Phone: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Email: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Fax: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Zip: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing City: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing State: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Country: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

Account Billing Billing Postal Code: J.O. CUSTOMER, 12 ANYWHERE RD, ANYTOWN STATE, Service location

A few tips for staying warm and safe if the power goes out



**CENTRAL MAINE
POWER**

Maine's electric competition law allows customers to choose their electricity suppliers beginning March 1, 2000. CMP sold its power plants to comply with this legislation.

But CMP is still on the line for you repairing downed wires and restoring power to customers, no matter who provides their electricity. Regardless of your supplier, the Standard Offer or a competitive provider, there's just one number to call during an outage:

1-800-696-1000

Please note: Cordless phones don't work during a power outage.

Be safe

Blustery winds, snow, ice and skidding vehicles can interrupt your power. If your power does go out, it's good to follow a few simple safety measures.

- Watch out for live wires! If you come upon electrical wires dangling from poles or lying on the ground, stay away — they may still be energized. If you do see a downed power line, be sure to call CMP right away. And remember, "No line is safe to touch, ever."

- A wire on your car? If an electrical wire falls on your car when you are in it, stay right there. Wait for a CMP employee or a law enforcement official to make sure the line is de-energized. If your car catches fire, jump clear without touching the car and the ground at the same time. This will help avoid a serious electrical shock.

- Turn off and unplug all your major electrical appliances to eliminate potential hazard of fire when power returns. Don't forget the computer.

- Leave one light or a radio switched on so you will know when power returns.

- When you use an emergency heating source — woodstove, fireplace, or kerosene heater — keep spare fuel away from the flames. Be sure to ventilate properly and have fire safety equipment nearby. Never leave a fire unattended.

- Grills belong outside. Don't use grills or campstoves indoors — they can give off harmful gases. Use them in a sheltered, ventilated location away from your house and other buildings.

- Stand-by generators? Make sure your generator has a double-throw switch, so there is no electrical connection between your home and CMP. Before you start the generator up, check that all wires are properly grounded and that proper ventilation has been provided. Be sure to pull the main fuses or turn off the main circuit breaker. This will protect your home from damage — and keep CMP lineworkers safe. Better yet, have a professional electrician install the generator system and check it out before the winter storm season begins.

If the lights go out

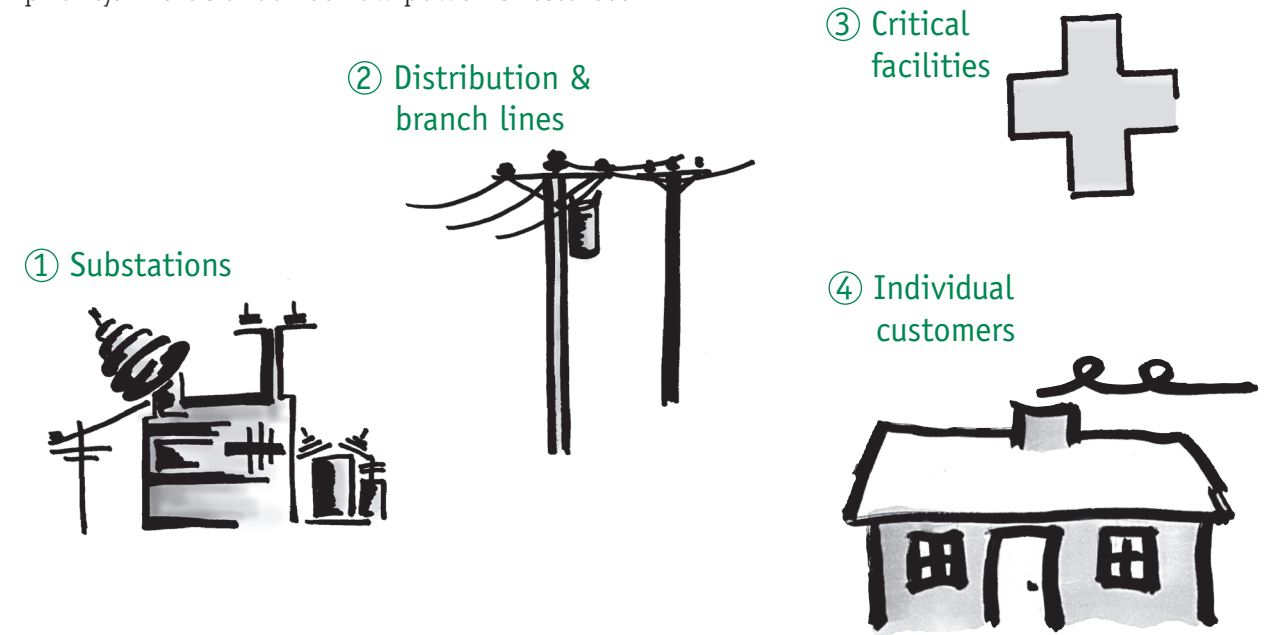


- First, check in with your neighbors. Look down your street or give the neighbors a call. Are their lights out, too?

- If not, check your fuses and circuit breakers. It may not be the storm; you may have a blown fuse. Do not touch breakers while standing in water or on any wet surfaces.

How CMP restores power

CMP's Emergency Service Restoration Plan aims to help our crews repair downed lines and restore power to customers within the shortest time possible. While restoring everyone's power is important, getting critical facilities back on line — places like hospitals and shelters — has to be a priority. Here's a look at how power is restored:



① Electricity gets to homes from a series of substations that serve as relay points as power travels to communities throughout the region. Another top priority is repairing damage to those substations so electricity will flow to the distribution and branch lines beyond.

② Distribution and branch lines carry electricity to your neighborhood on its way to your home. We restore distribution lines called "primary feeders" first, because they serve many neighborhoods. Then we repair and restore power to branch lines that extend from those primary feeders.

③ As a first customer priority, our crews are dispatched to restore power where it is critical to protect life and keep the community safe:

hospitals, nursing homes, emergency shelters, police and fire stations.

④ Sometimes restoring service to substations and transmission lines — including primary feeders and branch lines — is just the beginning. Breaks also may occur in your neighborhood where many single lines supply individual homes. Our crews assess damage to entire neighborhoods by driving down individual streets to identify these single line problems. Then they return to the exact location of damage after distribution and branch lines are back in service.

Note: You may still need to call CMP or an electrician, if damage has occurred to the line from the street to your meter.

Coping with a long outage



- Dress warmly, and stay dry.
- Keep the refrigerator shut. The freezer, too. Open them only when necessary. If the outage lasts more than a few hours, cover the refrigerator and freezer with blankets or old newspapers to keep in the cold.

- Let nature do the trick. If it's cold, you can store foods in a shed or garage. If it's below freezing, keep frozen foods outside in wooden or metal containers — but be sure to place containers out of direct sunlight.

- Use water sparingly. Water that you use for cooking or washing may be used again for flushing the toilet.

- Don't forget the pipes! If it's cold out and heat is off for an extended period, wrap water pipes with insulation. In very cold weather, let the faucet drip or drain the pipes — remember to save the water!