



Customer Guide



Energy-efficient lighting is a great value

Energy-efficient lighting can keep your home safe and secure for just pennies a night. It's a great value and an easy way to create a welcoming entrance. Outdoor lighting can brighten areas such as driveways, walkways and stairs to keep family and guests safe.

To make sure you have the most energy-efficient lighting to save you money on electricity costs, consider using LED (light-emitting diodes) bulbs instead of incandescent bulbs. By switching, you'll reduce your energy use, improve the quality of your lighting – and SAVE money.

Consider making the switch to LED bulbs and start reducing your energy use, improve the quality of your lighting and SAVE money for years to come!

Rebates on Heat Pumps from Efficiency Maine!

Considering a heat pump? Visit efficiencymaine.com and learn about this popular way to heat and cool your home. Rebates are even available to help with installation!

The Efficiency Maine website includes:

- Heat Pump selection - selecting a high-efficiency unit will improve heat output during the coldest months and will help keep energy costs low year-round
- The Compare Home Heating Costs tool to help you estimate your potential savings
- Vendor Locator tool with over 400 heat pump installers registered with Efficiency Maine statewide
- Energy Loans with rates as low as 4.99% fixed APR and as little as \$33 per month for a \$3,000 project, with no upfront costs or fees
- Rebates! The average cost to install a single-zone heat pump is approximately \$3,000 after a \$500 rebate from Efficiency Maine. Rebates for \$750 are also available for multi-zone units.
- User Tips to learn how to get the most out of your system, including tips on thermostat setting and routine maintenance

Get a \$500 rebate NOW!

Join the growing number of Maine homeowners heating with heat pumps and find out more about other rebates at efficiencymaine.com or call Efficiency Maine at 866-376-2463.

If you're seeking assistance to help with energy costs during the heating season, contact your local **Community Action Program agency**. You may qualify for help to keep you warm and safe this winter.

What does SmartGrid mean to you? A stronger, more reliable electricity delivery system

Every day we invest in our electricity delivery system and make improvements and enhancements so the power you depend on is there when you need it.

We're currently working to make the electricity grid stronger and increase reliability in Lewiston/Auburn — Maine's third largest metropolitan area. The new Larrabee Road substation is part of our Lewiston Loop, a system investment that will:

- Provide the community with greater capacity to support the growing population and economic development efforts in the area
- Facilitate the replacement of the 95+ year old substation
- Improve reliability, operation and security of the entire electric grid

When completed, the Lewiston Loop project will serve the Lewiston and Auburn area and surrounding communities well for many years to come.



Darren Milliken, Lineworker and Erik Hall, Supervisor Substation Automation and Tech Support, review plans for upcoming work at Larrabee Road Substation in Lewiston.

New bill is based on feedback from you

We've been busy enhancing our bill based on suggestions from our customers — like you. While the layout of your bill will look a little different when the changes have been made, many of the features you're accustomed to seeing have not changed. You'll still be on the same bill schedule, have the same due date and receive your bill in the same envelope. We're just making it a bit easier and more useful for you! Visit cmpco.com for more information on our improvements to your bill.

Convenient display of how to contact us

Simplified Account Summary makes it easier to understand your payments and charges

See your electricity supplier here

Maintained separate page with clear and concise information about your electricity supplier

Easy to read metering information

Maintained important information about your service

Your account messages on the front page so you get the information you need right away

CENTRAL MAINE POWER

Manage your account online at: cmpco.com
 Customer assistance line: 1.800.750.4000
 Report outages online or call: 1.800.686.1000

Your Messages
 View your electricity usage day by day, hour by hour on-line with Energy Manager. Your personal Energy Manager is powered by your smart meter and provides the information you need to manage your energy use and save money. Visit cmpco.com to enroll in this free service.

Our FREE **Outage Alerts** will keep you informed if the power goes out. Receive alerts by text, email or phone, see estimated restoration times, get an alert when power is restored and much more. Sign up for Outage Alerts today at cmpco.com.

Busy schedule? **Save time!** Sign up for eBill and AutoPay. Your secure payment will be made automatically, on time, each month, and you won't even have to file the paperwork. Signing up is easy. Just go to cmpco.com for details. You'll help the environment by saving paper, too.

Account Number	Service Location	Amount Due	Date Due
3536-7832-653	Customer 123 Main St. Town, ME 00000	\$77.00	

Your Account Summary

Prior balance	\$59.54
Payments received through 10/12/16 - thank you	-\$59.54
Balance forward	\$0.00
Electricity Delivery - Central Maine Power	+\$43.82
Electricity Supply - Standard Offer	+\$33.18
Total Charges	\$77.00

Please pay by 11/08/2016 **\$77.00**

Your Monthly Usage Summary Your next meter reading is scheduled for 11/11

Month	2015 (kWh)	2016 (kWh)
Dec	21	21
Jan	21	20
Feb	20	19
Mar	19	19
Apr	19	17
May	17	16
Jun	16	16
Jul	16	16
Aug	16	16
Sep	16	16
Oct	16	16
Nov	16	16

Your Average Daily Usage (kWh)

Year	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2015	22	23	22	21	19	17	15	14	16	18	18	19
2016	21	21	20	19	19	17	16	16	16	16	16	16

Account Information

Account Number	3536-7832-653
Date Due	11/08/16
Amount Due	\$77.00
Amount Paid	

Customer: 123 Main St., Town, ME 00000
 Central Maine Power
 PO Box 847810
 Boston, MA 02264-7810

Please do not write below this line.

Bill Date 10/12/16 Invoice Number 94836 Account Number 3536-7832-653 Page 2 of 3

Your Central Maine Power Delivery Service Account Detail

	\$28.61
	-\$28.61
	\$0.00

Wh @ \$12.88 +\$12.88
 @ \$0.066541 +\$30.94
\$43.82

Your Meter Details Read Cycle XX

Meter Number	Read Date	Meter Reading	Prior Read Date	Prior Meter Reading	Number of Days	Total kWh
L000000000	10/11/16	9444	09/09/16	8929	32	515

Customer Information About Your Delivery Service
 Delivery rates are approved by the Maine Public Utilities Commission. For bills that cover both CMP electricity delivery and electricity supply, CMP forwards energy supply payments to the appropriate energy supplier. For a schedule of CMP delivery rates, visit www.cmpco.com or call us at 1.800.750.4000. TTY for the deaf: 1.800.445.5631.

Questions?
 To ask a question or dispute a bill, you can call email customer.service@cmpco.com, or call 1.800.750.4000, or write to CMP Customer Service, 83 Edison Drive, Augusta, ME 04336.

What's a kilowatt-hour?
 Electric power is measured in watts. 1000 watts of power used for 1 hour is a kilowatt-hour (kWh) of energy. Example: a 100 watt bulb lit

Late-payment charge
 Bills are due upon receipt. A rate of 0.892% will be applied each month to the unpaid balance after 25 days from receipt.

Estimated Bills
 When we cannot read your meter, we will estimate your usage for the month. You have the right to read your own meter. Visit www.cmpco.com for more information, or call 1.800.750.4000.

Payment Arrangements
 If you have trouble paying your bill, a payment plan may help. Call 1.800.686.4044 for more information.

Mail Address Changes
 Please "X" for mail address changes and fill in your new mailing address information below.

Sign up for Automatic payments
 To sign up for automatic payments, please mark an "X" in the box, and sign and date below.

Signed: _____ Date: _____
 Pay my bill (check one): ___ when my bill arrives
 ___ # of days before due date (circle one below)

4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
 (Example: Circle "15" to pay your bill 15 days before the due date. It does NOT mean your bill will be paid on the 15th of each month.)

Please let us know if you are moving or need to stop service. You are responsible for any usage at your billing location until you tell us the account should be closed. Call a Customer Representative at 1.800.750.4000

To complete your enrollment, please:
 1. Include a VOIDED check with this pay stub.
 2. Allow up to 30 days for processing.

Please do not write below this line.

Bill Date 10/12/16 Invoice Number 94836 Page 3 of 3

Your Electricity Supply Account Detail
 You have chosen NextEra as your electricity supplier.

Customer Support Hours: 8:00 a.m. to 5:00 p.m.
 Phone number: (000) 000-0000

Your NextEra Account Number: 123456789
 Customer: 123 Main St., Town, ME 00000

Prior balance for NextEra
 Payments received - thank you \$0,000.00
 Balance forward -\$0,000.00
\$0,000.00

New supply charges
 (Supplier Rate Code) (9/10/16 to 10/11/16)
 Energy Charge 515 kWh @ \$0.06443 +\$0,000.00
 Maine Sales Tax +\$0,000.00
Total new supply charges +\$0,000.00

NextEra Account Balance **\$0,000.00**

Messages About Your Electricity Supply
 Central Maine Power provides billing services for your electricity supplier. Supply payments are forwarded on your behalf, in accordance with the Maine Public Utilities Commission (MPUC) rules.

Our enhanced bill is available online, too! Sign up to receive your bill electronically.

