



**CENTRAL MAINE  
POWER**

An AVANGRID Company

# Customer Guide

Manage your account anytime, anywhere with our **new Mobile App!**

## Take comfort in these smart solutions

We can't control the weather or the market price of energy supply, but we can help you manage your monthly energy bill with our free programs and services, including:

- **Usage Alerts.** Powered by your smart meter, you can receive weekly updates of your energy use, an alert if you exceed a set amount of usage or cost, and an alert if there are any big changes in your daily use. Once enrolled, text **USAGE** to **267898** anytime for an update. Sign up at [cmpco.com/alerts](https://cmpco.com/alerts).
- **Energy Manager.** Get a detailed view of your electricity usage that can help you better understand how you are using electricity. You can create a checklist of ways to save and get helpful tips for managing your electricity use. Sign up at [cmpco.com/EnergyManager](https://cmpco.com/EnergyManager).
- **Supply Choice.** You can manage the price you pay for the supply portion of your electricity bill by shopping for your electricity supplier. Visit [cmpco.com/choice](https://cmpco.com/choice).

Visit [cmpco.com/UnderstandYourUsage](https://cmpco.com/UnderstandYourUsage) for more information on how to manage your energy use.



## Help is available

If you're having trouble managing your energy bills, you're not alone.

- **Maine Homeowner's Assistance Fund** is accepting applications and has already provided nearly \$600,000 in assistance to homeowners who need help. To apply for the program, please visit [Maine.gov/HomeAssist](https://Maine.gov/HomeAssist).
- **Home Energy Assistance Program (HEAP)** helps income-eligible households pay for energy bills, weatherization and repairs. The program is currently open and accepting applications. **Call 211** Maine or visit [211maine.org](https://211maine.org) and your local **Community Action Agency (CAA)** to apply.
- **Electricity Lifeline Program (ELP)** offers qualified customers a credit on their electric bill based on household income and estimated electricity usage. Apply for **ELP** at your local **CAA**.
- **Payment Plans.** Please call **800.750.4000** to talk with us about our affordable payment plans.

To view a complete list of programs and services, please visit [cmpco.com/HelpWithBill](https://cmpco.com/HelpWithBill).



## There is still time for you to make a difference!

Your **eBill** signup can help end hunger in our communities. For every **eBill** signup we receive in November and December, we'll donate \$1.00, up to \$2,500, to Full Plates Full Potential ([fullplates.org](https://fullplates.org)).

Go to [cmpco.com/eBill](https://cmpco.com/eBill) to sign up today.

*Help us reach our goal! Sign up for eBill today at [cmpco.com/eBill](https://cmpco.com/eBill).*



## Give yourself the gift of convenience

During the busy holiday season take a minute to download our FREE Mobile App and enjoy the convenience of accessing your account at your fingertips, anytime, anywhere.

- Log into the app using Secure Touch or Face ID™
- You don't have to remember your account number
- Access outage information
- View and pay your bill in just a few clicks



Scan here to get our free app!

Don't have a smartphone?

You can still access your online account by visiting [cmpco.com/MyAccount](http://cmpco.com/MyAccount) to sign up now.

## We have one of MaineBiz's 40 Under 40!

Adam Desrosiers, VP Electric Operations, was recognized recently in an annual statewide listing of "40 Under 40" in MaineBiz, a weekly business newspaper. Adam shared his most significant professional accomplishment with MaineBiz, "I am now responsible for around 650 hardworking Mainers, building a completely local leadership team and making sure we're focused on CMP operations every day."

Adam leads by example, empowering his operational team to do what's right for our customers, and giving back to our communities. He frequently volunteers and helps raise funds for the Travis Mills Foundation, a local veteran's organization.



*Adam Desrosiers, VP Electric Operations, leading the team that is dedicated to powering homes and businesses throughout Central and Southern Maine every hour, every day.*



*A floating road rose to the challenge of helping us to improve reliability for our customers.*

## Power On: Innovation to deliver power to island communities

Our innovative "Floating Road" project gave us access to upgrade a wooden structure and keep the lights on for our customers living on the Great Salt Bay.

The project was recognized as "the best of the best" for its creative approach to environmental sensitivities in a waterway, safety considerations on personal and team levels, and keeping "Community in Mind" every step of the way, from planning to construction.