



Welcome

 **Central Maine
Power**
An Avangrid company



Welcome to Central Maine Power

You are important to us. In this booklet, we provide valuable information about CMP including our services, your rights and responsibilities as our customer, and how to contact us when you need us. Visit us at cmpco.com to learn more about the topics discussed in this booklet, as well as other valuable CMP information.

We deliver electricity to more than **650,000** Mainers. Every hour of every day, we deliver the electricity you depend on across more than **23,000** miles of distribution lines, **2,900** miles of transmission lines, and **200** substations encompassing an **11,000** square-mile service territory in **14** counties and **346** cities, towns, townships and plantations.



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Acronyms

- ANSI** American National Standards Institute
- CAA** Community Action Agency
- CASD** Consumer Assistance and Safety Division
- CEP** Competitive Electricity Provider
- CMP** Central Maine Power
- MPUC** Maine Public Utilities Commission
- OPA** Office of the Public Advocate
- SOP** Standard Offer Provider

Helpful Links

- cmpco.com/Alerts
- cmpco.com/ChooseYourSupplier
- cmpco.com/Claims
- cmpco.com/eBill
- cmpco.com/HelpWithBill
- cmpco.com/Lifelight
- cmpco.com/MovingOut
- cmpco.com/Outages
- cmpco.com/PayInPerson
- cmpco.com/PayToday
- cmpco.com/PowerQuality
- cmpco.com/Pricing
- cmpco.com/SampleBill
- cmpco.com/TermsAndConditions



Your bill

Each month we will send you a bill based on your electricity use. Your bill can fluctuate from month to month, based on your usage and on the number of days in the billing cycle. If we are unable to read your meter due to inaccessibility, extreme weather conditions or emergencies, you will receive a bill based on an estimated meter reading.

Understanding the different components of your electricity bill will help you understand your cost.

Your total bill is made up of two parts – delivery charges from CMP and supply charges from your chosen supplier. To see a sample bill and a full explanation of all the components of a bill, visit cmpco.com/SampleBill.

- A When is this bill due?**
Your amount due and due date can be found here.
- B Is there a prior balance?**
Under Your Account Summary on page 1 of your bill, your Prior Balance or Balance Forward is listed, along with any payments that were received since your last bill was issued. Payments received after the current bill was issued will be reflected on the following month's bill.
- C What is "Your Messages" on my bill?**
"Your Messages" include important messages about your account and doing business with us. Many of these messages change monthly, so we encourage you to review them each month.
- D Why is this line in blue?**
The supply charge is in **blue** to help illustrate that supply charges are not CMP charges. You can learn more information about your supplier on the supplier page of your bill.
- E Where can I find my usage by month?**
Your Monthly Usage Summary shows your graphed monthly consumption for this year and the last two years. The table shows your average daily use each month. An asterisk indicates your usage has been estimated.



CENTRAL MAINE POWER

Manage your account online: cmpco.com
Customer Service: 800.750.4000
Outage reporting line: 800.696.1000

Your Messages

The average residential CMP Delivery amount includes about \$8 per month in non-CMP costs to support Maine public policy initiatives including net energy billing subsidies, low income assistance and energy efficiency. Learn more about CMP rates and public policy costs at cmpco.com/PublicPolicyCosts.

On January 1, 2024, the CMP delivery price and the non-CMP Standard Offer Supply price decreased for residential customers. Please visit cmpco.com/Pricing for all rate class pricing.

If you need help paying your bill, you may be eligible for funds through the Home Energy Assistance Program, our Arrearage Management Program or our Electricity Lifeline Program. For more information, please visit cmpco.com/HelpWithBill, call us at 800.750.4000, or contact your local Community Action Agency.

View and pay your bill at home or on the go. With eBill, you can access your account at any time from your computer or mobile device. It's fast, secure, convenient and good for the planet. Sign up today by using our Mobile App or visiting cmpco.com/eBill.

Put your bill on autopilot with AutoPay and your electricity bill will be paid on time, every time. It's safe, secure and convenient. No mailing delays. Sign up today at cmpco.com/AutoPay.

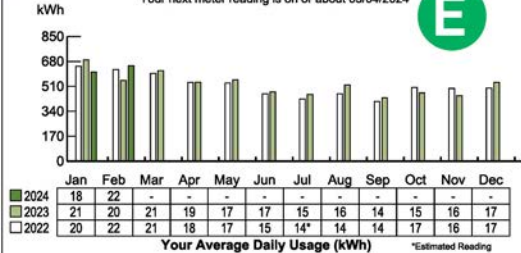
Account Number	Service Location	Amount Due	Date Due
1234-5678-910	JANE DOE 123 MAIN ST	\$143.42	02/28/2024
Invoice Number	ANYTOWN ME 04074		
600000031590			

Your Account Summary

Prior Balance	\$171.45
Payments received through 02/01/2024	\$171.45
Balance Forward	\$0.00
CMP Delivery	+\$72.98
<i>Non-CMP Supplier Standard Offer</i>	+\$70.44
Please pay by 02/28/2024	\$143.42

Your Monthly Usage Summary(kWh)

Your next meter reading is on or about 03/04/2024



Please return this stub with your payment. Please allow 7 to 10 business days for processing. Do not send cash or coins, and do not return with staples or paper clips. Thank you.

Central Maine Power
PO Box 847810
Boston, MA 02284-7810

JANE DOE
123 MAIN ST
ANYTOWN ME 04074

Account Number	1234-5678-910
Date Due	09/19/2023
Amount Due	\$152.98
Amount Paid	

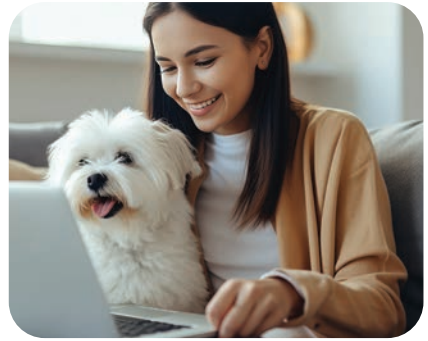
The example above is the first page of a bill for an average residential customer. To see a sample and explanation of a full bill, please visit cmpco.com/SampleBill. You can also find a printable version in our online Energy Library.

Delivery pricing and pricing options

We offer a variety of pricing options for our residential customers. You can choose one that fits your lifestyle, including optional pricing plans to support the adoption of new technologies like heat pumps and electric vehicle charging stations.

Minimum costs, pricing options, one-time fees, and the cost of any additional services may be reviewed at cmpco.com/Pricing.

The MPUC approves the rates we charge for electricity delivery. We cannot change our delivery rates without approval from the MPUC.

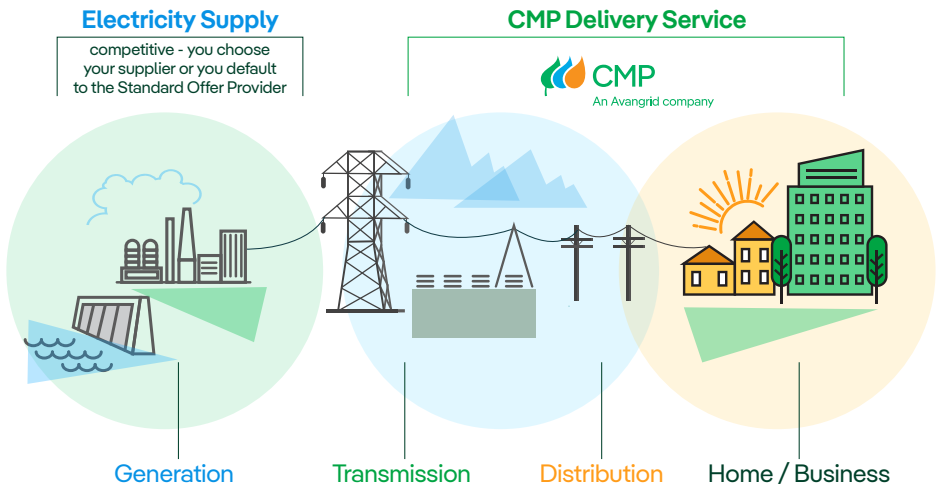


Choose your supplier

We do not supply your electricity. You may choose a CEP for your energy supply, or you will be enrolled in the default supplier SOP. Prices for SOP supply are determined by the MPUC each year through a competitive bidding process.

Charges for electricity supply are shown in **blue** on your CMP bill. However, these are not CMP charges. CMP is required by law to bill and collect payments for electricity supply. We pay the supplier for you. We do not profit from these charges. Some suppliers may choose to send you a separate bill for your electricity supply.

For more information about your supply choices, visit cmpco.com/ChooseYourSupplier.



Billing and payment options

eBill is our preferred billing method where you receive your bill promptly and securely to your email. Or, you can choose to receive a paper bill by mail.

Sign up for **eBill** today!

SimplePay Budget Plan

Make level monthly payments based on your average usage over the past 12 months.

Ways to pay

We offer a variety of ways for you to pay your bill. Choose how you want to pay your bill to fit your lifestyle and to make it easy for you.

Pay with AutoPay

Automatic payments are the easiest way to pay your bill on time each month. Your payment will be automatically deducted from your bank account.

Pay in Mobile App

You can download our FREE Mobile App at the **App Store** or **Google Play** or text **APP** to **267898** to have a download link sent to your phone.

Pay online

You can make an online payment at cmpco.com/PayToday.

Pay in person

You may pay your bill in person at a payment agency authorized by CMP. Visit cmpco.com/PayInPerson to find an agency near you.

Pay by mail

You can mail your payment to:
Central Maine Power Company
P.O. Box 847810
Boston, MA 02284-7810



Assistance programs

You may qualify for help paying your electricity bill. The best source of information is to call **211** or your local CAA. Call MaineHousing at **800.452.4668** for the name and phone number of your local agency, or find your local CAA online at cmpco.com/HelpWithBill.

- **Home Energy Assistance Program (HEAP)**

HEAP offers income-qualified customers heating assistance, repairs and weatherization. Apply for HEAP with your local CAA.

- **Energy Crisis Intervention Program (ECIP)**

Assistance for qualified HEAP customers facing disconnection of service. Apply through your local CAA.

- **Electricity Lifeline Program (ELP)**

ELP offers income-qualified customers a credit on their electric bill based on household income and estimated electricity usage. Apply for ELP with your local CAA.

- **Oxygen Pump / Ventilator Program**

This program provides financial assistance if, for health-related reasons, you use an oxygen pump or ventilator for at least 8 hours each day. You must qualify for ELP to be considered for this benefit. A certification form must be completed and signed by your physician annually. ELP participants living in subsidized housing may also qualify for this benefit. Contact your local CAA to apply.

- **Arrearage Management Program (AMP)**

AMP offers qualified customers help in reducing a past due balance. For every in full and on-time payment made, we apply an additional credit to reduce the past due balance to help you manage your account.

Call 211 for information

If you or someone you know needs help, call **211** for information related to possible assistance resources throughout Maine. **211** is Maine's 24/7 health and human services information and referral system.



Payment arrangements

You may be eligible to pay off your balance in installments with a reasonable and affordable payment arrangement that works for you. Please call us at **800.686.4044**, we can help. We consider the following when establishing a payment arrangement:

- Ability to pay
- Previous payment history
- Reasons for non-payment
- Size of the overdue amount
- Length of time the bill has been unpaid
- Whether disconnection would pose a danger to the household



We tailor payment arrangements to meet your particular needs and situation. You receive a written copy of the payment arrangement you agreed to.

From November 15 through April 15, you may be eligible for a special payment arrangement. This special payment arrangement eases the burden of higher winter electricity bills by spreading the cost of additional winter usage over the summer months.

Security Deposits

In some circumstances, a security deposit may be required.

If we require a security deposit, we will:

- Provide information about the amount, terms (if it is due in full or in installments), and possible payment options for the security deposit
- Explain what to do if you have questions or concerns
- Credit your account monthly with the interest earned on security deposits paid in cash
- Offer methods of paying the security deposit

The typical residential security deposit amount is the sum of two consecutive months with the highest usage in the past year at the location. Customers may choose to pay the security deposit amount in full or in three (3) installments. Customers already using a payment arrangement for outstanding bills may be asked to pay the deposit in full.

We will return a security deposit to a residential customer after 12 consecutive on-time and in-full payments. If an account with a security deposit is closed, the security deposit will be applied to the existing account balance and we'll refund any remaining security deposit amount, including accrued interest, within 30 days of closing the account.

A security deposit for a non-residential customer is equal to two of the highest bills during a recent 12-month period for a similar business. The security deposit may be paid by cash or other methods that are included in the deposit disclosure letter. It will be refunded after five (5) years of consecutive, on-time and in-full payments for a small businesses and held for the life of a medium or larger business.

Late payments

If payment is not received by the due date on the bill, a late fee will be assessed on the unpaid balance. The amount of the late fee is established by the MPUC.

Medical emergencies

If you or a member of your household notifies us of a medical emergency at your service address, we may not disconnect the electric service. This can be declared by phone. A registered physician or a physician's agent must certify the medical emergency within three (3) business days. The Certificate of Medical Emergency form can be found at cmpeco.com/HelpWithBill.

Disconnection can be postponed for up to 30 days per medical emergency. This does not cancel the bill, but it will give you time to manage your account. We will refer you to your local CAA and [211](#) for assistance. A customer may certify up to three (3) medical emergencies per household over a 12-month period.



Disconnection of service (due to an unpaid balance)

Technology allows meters to be connected and disconnected remotely. We don't want to disconnect anyone's service and we work with our customers to resolve payment concerns. Please call us at **800.686.4044** if you need help with your electric bill or visit cmpco.com/HelpWithBill for a list of assistance programs that may work for you. We will begin disconnection procedures if a customer:

- Does not pay or agree to a payment arrangement for an overdue bill
- Does not make payments according to an agreed upon payment arrangement
- Does not pay, arrange for payment, or provide someone who is willing to guarantee the security deposit payment
- Uses electric service without being identified as an authorized user on the account
- Refuses access to CMP's property
- Tampers with CMP's property
- Obtains service without payment
- Creates a safety hazard or interferes with CMP's infrastructure
- Misrepresents their identity to get service
- Does not comply with a decision made by the MPUC or its CASD

From November 15 through April 15, residential electricity service cannot be disconnected without permission from the MPUC.

We will not disconnect a customer for:

- Non-basic service charges, such as merchandise or services that are not regulated by the MPUC
- Estimated usage (unless the customer refuses access to the meter or does not pay an estimated bill which has been verified by an actual reading)
- A disputed bill amount until the dispute is resolved. However, the undisputed portion of the bill is still due.

We also will not disconnect services of a tenant at the request of their landlord, unless we first give the tenant the opportunity to put the account in their name and the tenant fails to do so. We will not charge a tenant for their landlord's unpaid bill or bills.

In most cases, we will notify a customer, at least 14 days (seven (7) days for non-residential) before a stated disconnection date. However, we may disconnect within three (3) business days for the following reasons:

- A broken payment arrangement
- An unpaid deposit or guarantor of payment
- Insufficient funds on a returned payment
- Not in compliance with a decision from the MPUC or its CASD
- Receiving service without applying to become a CMP customer

If you are behind on your bill, please contact us at **800.686.4044** and speak with a representative about how we can help.

We will disconnect without notice in cases of unauthorized use (meter tampering), dangerous conditions, or if the customer requests disconnection. A disconnection notice will state the date of disconnection and is valid for 10 business days after that date. Disconnection notices inform customers how to avoid disconnection, how to dispute a bill or the disconnection itself, and about available assistance. We do not disconnect service for credit reasons on a Friday, a weekend, a legal holiday, the day before a legal holiday, or on any day that our office is not open for business.

If you are moving out, please contact us at least one (1) business day in advance to end service. You can also make the request on our website at: cmpco.com/MovingOut.

Reconnection of service

Our Customer Care Center hours are 7:30 a.m. to 6 p.m., Monday through Friday. We will work to reconnect service on the same day as the request is made, if the request is received before 5 p.m. If the request is received after 5 p.m. or on weekends or holidays, we will make every attempt to reconnect on the same day remotely, and guarantee a reconnection by 5 p.m. the next business day.



For your safety, we recommend that the main breaker be turned off prior to any reconnection of service. Appliances that have been left on will resume operation once service is turned on.

Customers who are disconnected for non-payment, unauthorized use, or theft of service may need to pay a security deposit to be reconnected.

When both a security deposit and an unpaid balance are required, the customer may pay the smaller amount in full and enter into a payment arrangement for the larger amount. We do charge a fee for reconnection of service. Please check with CMP for fees.



Your service

As your electricity delivery company, we build and maintain a smart, strong, resilient electricity grid, safely deliver power to your home or business, repair storm damage, and ensure the safety and reliability of our infrastructure.

Interruption of service

We are proud to provide safe and reliable electric power. Occasionally service may be interrupted due to extreme weather, accidents or planned maintenance. Visit our website at cmpco.com/Outages for more outage news and resources.

Report an outage

We know that experiencing an outage at any time can be an inconvenience and we will work as quickly and safely as possible to restore your power. Smart meters know when the power goes out and will automatically send a notification of the outage. While you don't have to report a power outage, you can do so in a number of ways:

- Sign up for **Outage Alerts** and we'll let you know if your power is out
- Download our **Mobile App** to report an outage
- Visit our website at cmpco.com/Outages
- Call us at **800.696.1000**
- Or let your smart meter do it for you!

Claims

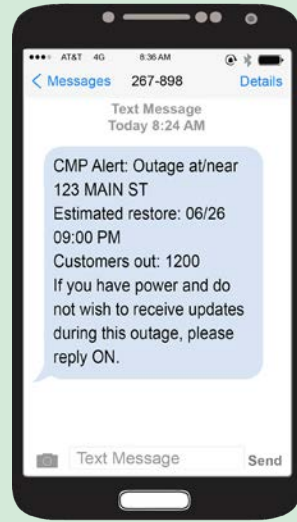
We will consider claims for damages caused by a service interruption, except when the interruption is beyond the our control. For complete details, please see Section 18.7 of our Terms and Conditions at cmpco.com/TermsAndConditions. You may file claims for any such damages at cmpco.com/Claims.

Power quality

Severe storms, lightning, high winds, power equipment failures and motor vehicle accidents hitting utility poles can cause power line disturbances. Most electrical devices can tolerate short-term power disturbances without any noticeable effects. However, more serious disturbances can cause equipment damage. We encourage you to use adequate equipment such as a whole house surge protector to protect electrical items in your home. We are not liable for damage caused to items within your house. To learn about protective equipment, please visit cmpco.com/PowerQuality.

Sign up for Outage Alerts

We'll tell you when the power is out at your service location, the estimated restoration time, when your power has been restored and what caused the outage. You can also report an outage by texting 'OUT'. Visit cmpco.com/Alerts to sign up.



Download our Mobile App

Our **Mobile App** makes it easy to manage your account.

- Access and view your account real-time with secure **Touch or Face ID™** access
- Update your account profile (email address, mailing address and phone number) and manage your personal preferences
- Report or check on the status of your outage
- Enable **Outage Quickview** to easily stay informed without needing to log into your account
- Pay your bill quickly, easily and securely





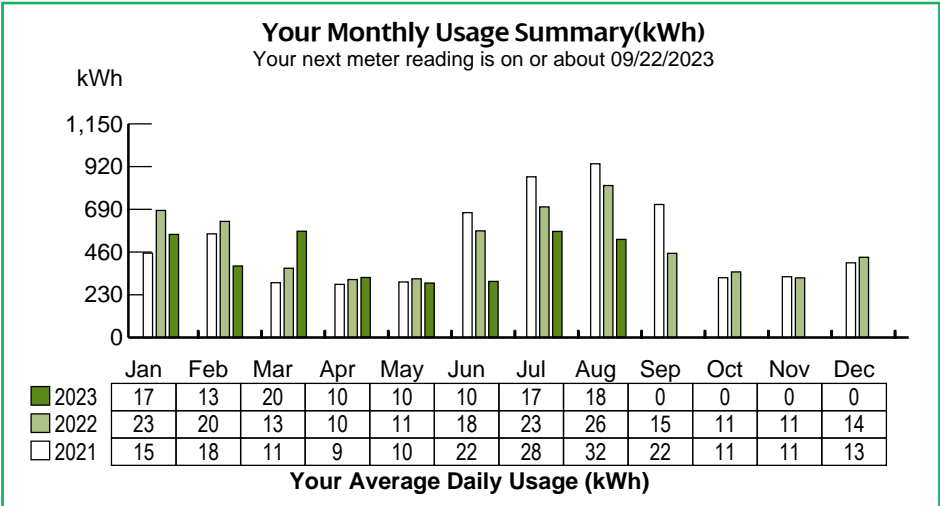
Your usage

Our meters

We test our meters regularly to ensure they are operating within accordance with ANSI and MPUC accuracy standards. Historically, our meters have been found to be more than 99.9% accurate. You may request a free meter accuracy test once every 12 months.

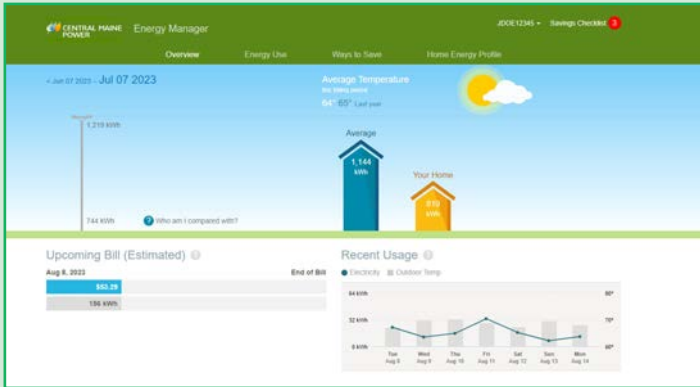
If you have questions on how to read your meter or your opt-out meter, please call us at **800.750.4000** or email us at customer.service@cmpco.com.

A graph of your month-by-month usage is provided on each month's bill, going back up to three (3) years. You can confirm the accuracy of your bills and monitor your electricity use by using our FREE services like **Usage Alerts** and **Energy Manager** or by reading your own meter and using the comparison chart on your bill.



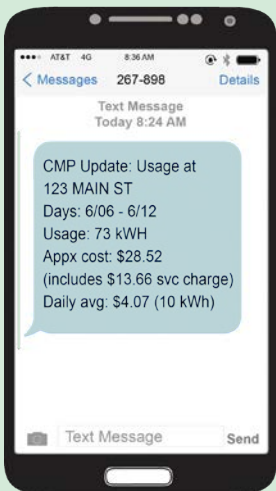
View your usage online with our **FREE Energy Manager**

Get detailed information about your monthly, daily and hourly electricity usage, manage your electricity use with online tools, and compare your usage to other typical users. Visit cmpco.com/EnergyManager to enroll.



Sign up for **Usage Alerts**

We can update you weekly on how much electricity you've used since your last bill, so you can anticipate your bill amount and you can set usage or cost targets for yourself. You can choose which alerts you want to receive and how you want to receive them – by text, email, phone or any combination of the three. Visit cmpco.com/Alerts to sign up.



Efficiency Maine

Efficiency Maine is the independent administrator for energy efficiency programs in Maine. Their mission is to lower the cost and environmental impacts of energy in Maine by promoting cost-effective energy efficiency and alternative energy systems. Efficiency Maine provides incentives for qualifying high-efficiency lighting, appliances, water heaters, heat pumps, ductless heat pumps, geothermal heating systems and more. Find out about available incentives by visiting EfficiencyMaine.com or calling Efficiency Maine at **866.376.2463**.





Special programs

Customer Service Guarantee

We are committed to providing you with timely, accurate and courteous customer service.

If, at any time, we don't live up to our commitment, we want to hear from you. At CMP, we back our quality customer service with the following guarantees:

We Guarantee the amount of your bill is accurate and will be delivered on time. If there is ever a mistake we will, of course, correct it. We will also provide you with an additional credit of \$25 to apologize for the error.

We Guarantee your new service connection date. If we don't connect your new electric service by the date promised, a credit of \$250 will be applied to your account.

We Guarantee our scheduled appointments. If we can't keep a scheduled appointment, we'll let you know at least 4 hours in advance. If we don't notify you, we'll credit \$25 towards your account.

Storms and emergencies: When there's a widespread outage, our top priority is restoring power to our customers. Therefore, our guarantee does not apply for scheduled appointments or new service connection dates when we suspend normal business operations because of storm conditions or other emergencies.

For your safety and the safety of our employees, certain appointments may be rescheduled due to weather conditions that pose a safety hazard. Thank you for your understanding.

Friend Alert program

When you sign up for our Friend Alert Third Party Notification Program, a friend, agency or organization you designate will receive a copy of any important notices we may send you. The person who's designated to receive such notices is not responsible for payment of the bill. Call us at **800.750.4000** for more information.

Lifelight program

If someone in your household is on a life support system, call us at **800.750.4000** (except in emergencies when you should call **911**). If we know you or someone in your home is on life support or has medical equipment that requires electricity to operate, we will notify you in advance of planned outages so you can be ready with a backup plan. In the event of an unplanned outage, we will notify you if the outage is expected to last for an extended amount of time, so that you can consider alternative plans. Visit us at cmpco.com/Lifelight for more information and to obtain enrollment forms.

Translation services

We want you to be comfortable talking with us. If you prefer to speak in a language other than English, just let us know what your preferred language is, and we'll be happy to get a translator on the line with us.





Concerns / Contact us

Concerns

If you have any questions or concerns about your service account, please call us at **800.750.4000**. We will answer any questions you may have and investigate your concerns.

If you disagree with our resolution of a dispute, you have the right to appeal to the CASD of the MPUC. The CASD investigates and resolves complaints, educates the public and ensures utilities remain in compliance with state statutes and commission rules. To contact the CASD, call **800.452.4699**, email at **CASD.PUC@maine.gov**, write to 18 State House Station, Augusta, ME 04330-0018 or visit **maine.gov/mpuc**. Before you contact the CASD, please give us the opportunity to work with you to resolve your concern.

We cannot disconnect your service for a disputed amount. However, you are responsible for the portion of the bill that is not in dispute. If you contact us before a disconnection and we cannot agree on a payment arrangement or other plan to avoid the disconnection, you may appeal to the CASD as described above.

Contact us

Our friendly and knowledgeable Customer Care Representatives are happy to answer your questions!

Email

customer.service@cmpco.com

Residential accounts

800.750.4000

Commercial accounts

800.565.3181

To discuss credit related issues

800.686.4044

To report problems with your electric service, an outage, or an emergency

800.696.1000

Web address

cmpco.com

Mailing address

83 Edison Drive, Augusta, ME 04336

Follow us on:





**Central Maine
Power**

An Avangrid company

83 Edison Drive / Augusta, ME 04336