

Customer Guide

An AVANGRID Company

Manage your account anytime, anywhere with our new Mobile App

We can help you manage your energy bill

With our free and convenient services and tools, managing your energy bill is easy as 1, 2, 3 – and 4!

- 1. **Powerful Savings.** Track your energy usage online, hour-by-hour, day-by-day with **Energy Manager** and **Usage Alerts**. With these free online tools, you can understand your usage and get helpful tips for managing your electricity use. Enroll today at **cmpco.com**.
- Help With Your Bill. You'll find a complete list of our assistance programs when you visit the Help With Bill section of our website at cmpco.com. We also recommend calling 2-1-1 Maine or visiting 211maine.org and your local Community Action Program (CAP) Agency for more information on assistance programs. There are also state and local government agencies, and private sources offering help.
- 3. **No Surprises.** Lock in your electricity bill with **SimplePay** and pay the same amount each month*. **SimplePay** bases your bill on your average monthly electricity usage over the past year. It's a great way to manage your budget! Enroll today at **cmpco.com** or by calling our automated line at **1.800.750.4000** and press option 3. It's easy, convenient and available 24/7!
- 4. **Supply Price Options.** Manage the price you pay for the supply portion of your electricity bill by shopping for your electricity supplier. You may be able to find a supplier with a lower price than what you're currently paying. For more information, visit the **Choose a Supplier** section at **cmpco.com**.

*We will review your account periodically and adjust to reflect changes in electricity usage. Certain restrictions may apply.

With Outage Alerts you'll know

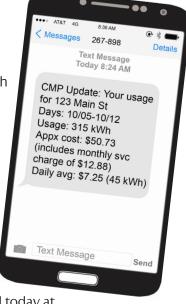
We are continuously working to improve our electricity delivery system so we can deliver power to you through even the most severe weather.

When a powerful storm strikes, we offer tools to keep you informed, so you can plan. You'll know if you have time for a board game or puzzle before the lights come back on!

Join the thousands of customers who are in the know with **Outage Alerts**.

- Receive an alert if the power goes out. You choose how you want to receive your alert; by text, email, phone, or all three.
- Check the status of an outage anytime from anywhere by simply texting **STATUS** to **267-898**.
- You'll get an alert confirming power has been restored.

With **Outage Alerts** you get the information you need, your way, so you can be ready for any storm. Visit **cmpco.com** to enroll today.





For convenience, ease and safety, give eBill a try today

When you sign up for **eBill**, our FREE online billing service, you'll receive the same information as your paper bill, plus a whole lot more. And you can access this information from the comfort and security of your home.

With eBill you can:

- View, pay and store your bills online
- Access 36 months of bills and print only what you need



Add **AutoPay** and your bill will be paid automatically, securely and on time every month.

our **Mobile App**. It's easy, convenient and available 24/7!

Sign up online or use



Power On

We're making investments and improvements in our electric delivery system to build a stronger, smarter electric grid.

Recent projects include:

- We've replaced nearly 600 aging poles with new stronger poles that will better withstand severe weather conditions.
- We've completed enhanced Tree Care work in 13 towns and our staff of Arborists continue this work throughout our service territory.
- We've added new smart technology to better isolate power outages so fewer customers are impacted while we work to safely restore power.



Our employees like Lloyd Hendrix, Manager, Resiliency Field Projects, are dedicated to the continued improvement of our grid.



CMP donates \$5,000 to local area food bank

We donated \$5,000 to the **Hallowell Food Bank** in support of their efforts to make fresh and nutritious food available to people in need. The **Hallowell Food Bank** is run by volunteers and serves the greater Hallowell area.

"We are thrilled and honored to have CMP recognize us," said Jeanne Langsdorf, director of the **Hallowell Food Bank**. "The first thing we are looking to do with this donation is purchase a walk-in freezer."

"With recommendations and suggestions from our employees, we were able to focus in on small town food banks," said Amy Marston, CMP Manager of Public Affairs. "Hallowell Food Bank was a great employee suggestion."

The Avangrid Foundation and CMP work hard to support the communities in which our employees and customers live across central Maine. To read more about our community support, visit us at **cmpco.com/ourcompany**.

