



**CENTRAL MAINE  
POWER**

**New! Sign up for Outage Alerts at [cmpco.com](http://cmpco.com)**

August 2018

# Customer Guide

Save paper — sign up for eBill and view this guide online, too!

## CMP receives storm recovery recognition

At CMP, we work hard to restore power as quickly and safely as possible in outage situations. On October 29, 2017, we were put to the test when a severe storm hit Maine. It was all hands on deck to make repairs and restore power to 404,000 customers.

We were recently presented with the Emergency Recovery Award from Edison Electric Institute (EEI) for our “extraordinary efforts to restore power to customers after service disruptions caused by severe weather conditions or other natural events.”



*Chad Bickford, CMP  
lineworker, working in  
Winthrop, ME*

We will continue to be focused on our customers and work hard every day to provide safe, reliable electricity delivery service —no matter what the weather!



*Emergency Recovery Award*

***“We’re proud of our restoration efforts after the storm — and very proud to receive this distinguished award.”  
— Doug Herling, President and CEO,  
Central Maine Power***

Sign up for **FREE Outage Alerts** and if powerful storms cause outages, we’ll keep you informed. Visit [cmpco.com](http://cmpco.com) for more information.

## The price you pay for electricity delivery service has gone down

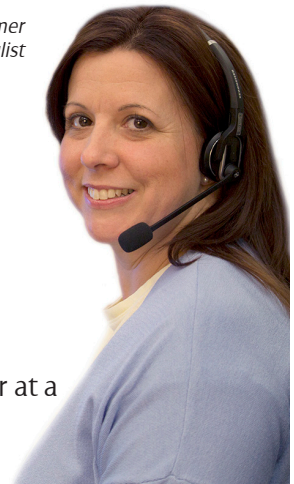
On July 1, the price you pay for electricity delivery service went down. Most residential customers (Residential Rate A) will see a price cut of 1.3%.

This price cut is driven by Federal tax law changes and the settlement of all costs related to the October Windstorm—and the savings have been passed on to you.

We will continue our commitment to focus on investments in the electric delivery system and efficient operations to provide you with safe, reliable, high-quality power at a good value to you.

For more information on the delivery price decrease, please visit [cmpco.com](http://cmpco.com).

*Melody M., Customer  
Service Specialist*



## A reliable power system for Maine's future

We continue our efforts to invest in a stronger, smarter power grid as we get ready to launch our Transforming Energy project; a significant investment to strengthen Maine's power grid and prevent power outages that happen during severe weather.

This project will include:



- Replacing thousands of wooden poles across our service territory with new stronger poles.
- Increased Tree Care that will address the clearance zones, and increased use of wire designed to reduce power interruptions from trees coming in contact with lines.
- Planned system automation upgrades that will support faster restoration times during outages.

Watch for more information on the Transforming Energy project in the months to come.

---

## Track your energy savings — sign up today

If you'd like to save money on energy costs, we have two **FREE** services that can help. They are convenient and easy to use — and powered by your smart meter!



With our **FREE Usage Alerts** you'll receive weekly updates of your energy use, an alert if you exceed a set amount of usage or cost, and notification if you show changes in your daily usage.

Once you see how much energy you're using, **Energy Manager** can help you understand how you use electricity and help you save. Get free energy-savings tips and see your usage by category, such as lighting, electronics and laundry.

Sign up for **FREE Usage Alerts** and **Energy Manager** today at [cmpco.com](http://cmpco.com) and get ready for a summer full of savings!

*Jay C., Portland, uses our FREE Energy Manager and Usage Alerts services to save on electricity costs at his home.*

---

## Stretch out your summer! Our payment options can help

If you're trying to fit in a few more activities this summer, our **FREE** payment options can help.

Sign up for **eBill** and we'll let you know when your bill is due with a reminder notification. All you need is your cell phone and you can make a payment wherever you are.

With **AutoPay**, your secure payment will be automatically deducted from your bank account each month. You don't even have to think about it.

Stay focused on summer fun and sign up for our **FREE** payment options at [cmpco.com](http://cmpco.com).

