

COVID-19 and our commitment to you

As the coronavirus outbreak continues to unfold, we are following our emergency response plans and taking the steps necessary to continue to provide safe and reliable service to you.

We also encourage you to use our digital tools to manage your account:

- Visit cmpco.com to pay your bill, end service and more.
- Call our self-service number **800.750.4000** anytime 24/7 to pay your bill, check your account balance and more.
- Make a one-time payment online at your convenience. You may also enroll in **eBill** to continue receiving and paying your bill online.

Your safety is our priority. We encourage everyone to practice simple, preventative measures as recommended by public health authorities. We have instructed our employees in personal hygiene and social-distancing techniques, and have provided resources to help stop the spread of the virus at work and in the community. If you have a service appointment at your home or business, and you are ill, please contact us so we can reschedule or take appropriate measures.

We understand the concern and uncertainty you may be experiencing as a result of this situation and want to help. We encourage you to visit our website, cmpco.com to learn about **programs and resources that can help you manage your bills** and understand your energy costs. If you are concerned about paying your bill, call us at **800.750.4000** Monday through Friday 7:30 a.m. to 6 p.m. to speak with a representative about your options. At this time, we have suspended all late payment charges, notices of disconnection, disconnections of service for non-payment and reconnection fees. Please continue to monitor your account and usage, and please pay what you are able.

We will continue to monitor the situation and will take additional measures as necessary, following guidance from public health authorities.



Over the years we've weathered many storms together, we'll get through this, too

We will have the most up to date information including press releases and our contingency plans available in the News section of our website.

Visit cmpco.com for the latest updates.



Online tools are easy to use Try eBill



Join more than 210,000 customers enrolled in **eBill**, our paperless billing service. View up to 36 months of your bills online and print only when you need to. It's the most environmentally-friendly way to receive your bill.

Sign up today at cmpco.com.

Happy 50th anniversary Earth Day

Today's connected world is becoming ever more electrified, and this will continue as we adopt innovations like electric vehicles, smart grids and battery storage. We support energy from cleaner sources in a reliable, affordable and sustainable way and we are actively pursuing solutions for delivering renewable energy.

We are part of a company that has pledged to reduce emissions intensity 25% by 2020, and to be 100% carbon neutral by 2035, becoming the first U.S. utility to set a goal for carbon neutrality. It is one of the ways we *Power On*.



Lowering our carbon footprint with electric vehicles. Shown here: Chevy Bolt, Chevy Volt and Hyundai Kona.

Don't dig into trouble, know what's below

Whether you're a contractor or homeowner, a safe job starts with **Dig Safe**. This free, statewide service identifies any underground utilities and protects you and others from injury.

It's easy. Call **811** or visit digsafe.com before you dig. State law requires you give at least 72 hours notice, not including weekends and legal holidays, before starting your project.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

It's the law. Accidentally digging into underground utilities can cause personal injury, environmental harm and costly damage.

