



CENTRAL MAINE
POWER

August 2019

Customer Guide

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

“With Outage Alerts, I don’t have to worry...”

I don’t live in the same town as my parents and I want to make sure they are always safe, so I asked my parents to sign up for CMP’s **FREE Outage Alerts** service, and add my phone number to their contact list.

With **Outage Alerts**, I don’t have to worry. If their power goes out, I get an alert and I can check on them. I also get an estimated time of restoration, and an alert when their power is back on. Then, to make sure all is well, I simply give them a call.

Learn how our **FREE Outage Alerts** can help you — and others — then sign up today at cmpco.com.

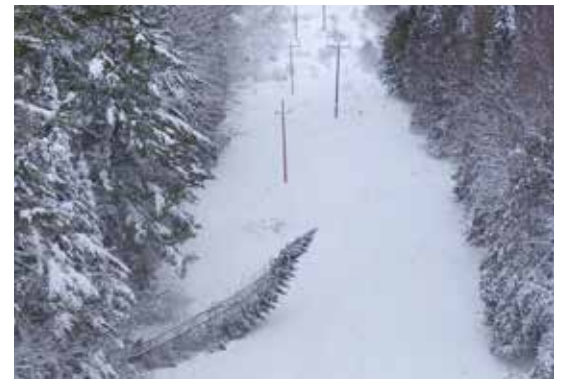


Technology transforms service from the ground up

We are using the innovative technology of drones in the air to assist our hard-working crews on the ground providing you with safe, reliable power.

We use drones to safely and efficiently inspect poles. And in the winter, when the going gets even tougher, we have used drones to locate trees that have come down on our lines and caused power outages.

Sending a drone to remote areas helps us restore your power **faster** so you have safe, reliable power when you need it.



Jim Wright, Supervisor, Transmission Operations and Maintenance, holds the drone that located a fallen tree on a remote stretch of our transmission line during a storm last winter near Skowhegan. (photo courtesy of Coutts Bros.)

Save time and money with an online account

We offer a large selection of online services that can help you do both. Peggy, Miguel and Randall set up their online accounts to meet their specific needs. You can do the same.



Peggy set up her online account with **eBill**. Now she gets a reminder when her bill is due, and she can view 36 months of bills online, printing only what she needs.



Miguel set up his account with **eBill** and **AutoPay**, so his bill is paid automatically, on time every month. He doesn't have to lift a finger!



Randall signed up for **Usage Alerts** and receives a weekly text with his usage information thanks to his smart meter.

Join Peggy, Miguel, and Randall by customizing your online account today. **Simply scan the QR code on this page** with your cell phone and be directed instantly to our login page. You may also visit **cmpco.com** to customize your account.



Learn about heat pumps at efficiencymaine.com

Considering a ductless heat pump? Go to efficiencymaine.com to learn about this way to heat and cool your home. The Efficiency Maine website offers:

- **Find a list** of the highest efficiency models
- **Compare Home Heating Costs** tool to estimate potential energy savings
- **View videos** demonstrating the technology
- **Review case studies** of installations in Maine



The average cost to install a single-zone heat pump is approximately \$3,000 after a \$500 rebate from Efficiency Maine, but the actual cost can vary.

Do you already have one of the 30,000 high-efficiency ductless heat pumps installed in Maine? Learn how to get the most out of your system with Efficiency Maine's **Ductless Heat Pump User Tips**, including tips on thermostat settings and routine maintenance.

Learn more at efficiencymaine.com or call Efficiency Maine at **866.376.2463**.