

Introducing our NEW mobile app

Our same great service is now at your fingertips. Our new app makes it even easier to manage your account! No matter where you are or what you are doing, you can:

- [View and pay your bill](#) in three clicks.
- [Report an outage](#) and monitor your power status.
- [Login using secure Touch or Face™](#) access so you don't have to remember your account number every time.
- [Update your account profile](#) and preferences to meet your needs.

Download today by searching **Central Maine Power** at the App Store or get it on Google Play.



We guarantee it!

We have enhanced our **Customer Service Guarantee** for you.

We guarantee:

- **The amount of your bill is accurate** and that it 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.
- **Our scheduled appointments with you.** 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.
- **Your new service connection date.** If we don't connect your new electric service by the date promised, the delivery charges on your first electric bill will be free (up to \$250).



Melody M., Customer Service Representative

We are committed to providing you with timely, courteous customer service and accurate bills. If, at any time, we don't live up to our commitment, we want to hear from you and resolve your concern. At **CMP**, we back our quality customer service with our guarantee.

power on

Questions about summer energy use? Find the answers with Usage Alerts!

Thanks to **Usage Alerts**, you can monitor and manage how you use electricity. Powered by your Smart Meter, we can provide you with detailed usage and estimated cost information in the following ways:



- **Usage Update:** Receive automatic weekly updates with your usage, estimated cost, and daily averages for the current billing period.
- **Usage Amount Exceeded:** Set a monthly electricity usage or dollar amount and we'll notify you if you exceed that amount.
- **Usage Change:** We'll notify you of big changes to your daily usage if your daily usage is 50% higher or 75% lower than your past 30-day average usage for three days in a row.

You can receive an alert by text, email, phone, or all three! Once enrolled, you can also text **USAGE** to **267-898** for an update anytime. Enroll now at cmpco.com.

Safe, reliable service you can count on

Throughout the COVID -19 pandemic, we have been working to maintain the quality service, safety and reliability you expect. We are enhancing our business practices put in place at the start of the pandemic to keep everyone safe.

Our employees, crews and contractors are following CDC best practices and adhering to all applicable state requirements.

We look forward to serving your energy needs, now and well into the future.

Power on with our payment options

For ease and convenience when managing your electric bill, sign up for our payment options.

Enroll in eBill and you'll be able to view, pay and store your bills online for easy access. You'll also get a reminder when your bill is due so you won't miss a payment.

Add AutoPay and let your bill pay itself. Your bill will be paid automatically, securely and on time every month. You won't have to do a thing!

Visit cmpco.com to learn more.

power on

Make your summer a smart summer with a high performance heat pump

Considering a ductless heat pump? Go to efficiencymaine.com to learn about how a heat pump can heat and cool your home. At efficiencymaine.com you can:

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



Do you already have one of the 45,000 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**.