



**CENTRAL MAINE
POWER**

An AVANGRID Company

Customer Guide

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

We're ready and we want you to be ready, too

We are constantly working to improve our electricity delivery system so we can deliver power to you every day and through any storm. When a powerful storm does cause an outage, we offer tools to keep you informed, so you can plan.



Outage Alerts

- Receive an alert by text, email, phone — or all three if the power goes out — you get to choose how you want them!
- Once signed up, check the status of an outage anytime from anywhere by simply texting **STATUS** to **697348**
- Get an alert when power is restored



Outage Central

- Report an outage
- See detailed outage locations with Outage Maps
- View weather conditions and get estimated restoration times
- Follow us on Facebook and Twitter for the latest information

Get the information you need, your way. Visit cmpco.com, then click on Outages to access Outage Central and all the information you need to be ready for any storm.



Sam W., Lineworker
Augusta

Your friends and neighbors at CMP

Meet Sam, a line worker at CMP with 22 years of experience. During a storm that causes power outages, Sam and his teammates work around the clock to safely restore power to you.

Sam and his crew know that you depend on electricity to get you through your day and during storms are committed to restoring power as quickly and safely as possible.

Follow our [#iamCMP](https://twitter.com/iamCMP) series here or via Facebook [@facebook.com/centralmainepower](https://www.facebook.com/centralmainepower) to meet more of our employees who are dedicated to serving you. [#iamCMP](https://twitter.com/iamCMP)

Good news! Electricity Supply price is going down on January 1

If you are a residential or small business customer with Standard Offer supply service, **your supply price is going down by 19%** starting January 1, 2020.

To learn more about your supply choice options and Standard Offer pricing, visit [cmpco.com/Account/Understand Your Bill/Choose A Supplier](http://cmpco.com/Account/UnderstandYourBill/ChooseASupplier).

To learn more about electricity supply and delivery, visit cmpco.com.

Check your inbox, not your mailbox

Simply sign up for **eBill**.



eBill is:

- FREE
- Delivered to your secure email box
- Accessible anytime, anywhere



Add **AutoPay** to your payment options and your bill will be paid automatically on time every month.



Enroll in **eBill** – and **AutoPay** – today at cmpco.com.



Mary Brayall, Avangrid Foundation and CMP President Doug Herling at the Grand Opening of the new distribution center in Hampden, ME.

CMP, Avangrid Foundation donate \$100,000 to end hunger

CMP and the **Avangrid Foundation** have donated \$100,000 toward the funding of a new distribution center for the **Good Shepherd Food Bank**.

Good Shepherd celebrated its grand opening of the new \$5 million distribution center in Hampden, ME, this past fall, where **CMP** President and CEO Doug Herling was recognized for his service on the project's steering committee.

The **Good Shepherd Food Bank** works with more than 400 partner agencies across the state, including food pantries, schools and senior programs, to provide meals to hungry Mainers. In 2018, the organization distributed more than 25 million meals throughout Maine.

Energy Assistance Programs are here to help

Are you – or someone you know – having trouble managing energy bills? We have programs available to help our customers stay safe and warm this winter.



- Our **Arrears Management Program** offers income-eligible customers help in reducing their past due balance.
- Our **Electricity Lifeline Program** offers eligible customers help with their electricity bill based on household income and estimated electricity usage.

To apply for either of these programs, please make an appointment at your local **Community Action Program (CAP) agency**. To find your local CAP agency, call **211** or visit 211maine.org.