

Customer Guide

An AVANGRID Company

Manage your account anytime, anywhere with our **new Mobile App**!

We can help you with our savings tool kit!

Help with your bill



Visit cmpco.com/helpwithbill to learn about these programs:

- Arrears Management Program for eligible customers
- **Electricity Lifeline Program** for eligible customers

Manage your account



- Download our FREE Mobile App by texting APP to 267-898
- Enroll in eBill and AutoPay for ease and convenience

Other services



- Pay online no fees
- **Enroll in Outage Alerts**

Visit cmpco.com to learn more about our other services

SimplePay



- Avoid seasonal ups and downs
- Spread your energy costs out evenly over 12 months
- Know what your electricity bill will be in advance

Enroll today at cmpco.com, or by calling our automated line at 800.750.4000 and press option 3

Understand your energy usage



- **Enroll in Energy Manager and Usage Alerts**
- Shop for your electricity

We didn't think we could make it any easier ... but we just did!

Our FREE Mobile App makes it even easier to manage your account. With our app, our same great services are available at your fingertips.

No matter where you are or what you are doing you can:

- You can view and pay your bill
- Enroll in eBill, AutoPay and/or SimplePay
- Access outage information to stay informed

And it's easy to download the app, too! Just text APP to 267-898. and we'll send you a link to download the app quickly and easily.





If the power goes out, you won't be left in the dark

When winter storms are predicted, it's important to know what Mother Nature is sending our way – and preparation is key!

Be prepared ahead of time by signing up for our FREE **Outage Alerts**. Just follow these easy sign-up steps and stay informed during outages.

- 1. Visit cmpco.com/outages and sign up for Outage Alerts.
- 2. Choose how you want to receive your alert: by text, email, phone, or all three!
- 3. You can access outage information by texting **STATUS** to **267-898**.

Stay informed—with our help. Sign up for Free Outage Alerts today at cmpco.com!

Outage Alerts is a great tool to have – if the power goes out, we receive a text that gives us an idea of when we expect the power to come back on which helps us manage through a storm. – Mark G., Outage Alerts Customer





CMP employee, Angie Lyon, Manager, GIS Operations, presents a check to the Jackman Food Pantry.

Count on us

We have a long-standing tradition of giving back to the communities we serve and are proud to have supported over 100 Maine non-profits in 2020.

The following donations have helped address food insecurity in Maine:

- A donation of \$200,000 to the United Way of Maine with \$175,000 earmarked for Meals on Wheels provided nutritious meals to homebound adults in our communities.
- A \$110,000 donation to Full Plates Full Potential helped feed Maine children who get their meals through federal child nutrition programs.
- More than \$50,000 was dedicated to local food banks in our service territory.

Our Tree Care program helps keep the lights on

Falling branches and uprooted trees are the number one cause of power outages. To provide you with safe, reliable electric service, our qualified contractors prune and remove trees along public roads using standards endorsed by the Tree Care Industry Association.

If you would like us to consult with you before* pruning near your home, return this form. If you already sent a form to us, we still have it on file, so you don't need to send us another one.

*If trees cause power outages or pose an immediate hazard to safety or service reliability, we must perform emergency tree work and will not be able to contact landowners beforehand.

Yes, please consult with me before non-emergency pruning or removing trees along public road(s) bordering my property.

Please send this form **separately from your bill payment** to: Central Maine Power Company, Tree Care, 83 Edison Drive, Augusta, ME 04336

Name:
Address:
City/Town:
Phone
Number:
Account
Number:





