



Customer Guide

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

You can't manage the weather, but you can manage your energy use

It's not too late to take control and manage your energy use this winter. Powered by your smart meter, our FREE services can help you do just that.



Energy Manager

Access energy information for your home or business. View your use by the month, day or even the hour. Categorize your use and receive tips to help you save.



Usage Alerts

Receive energy use updates (choose the options and preferences that work for you). Get an alert if you exceed a set amount of use or cost. Be notified of changes in your daily use.



SimplePay

Even out your energy costs over 12 months. Know what your bill will be every month – no surprises!



For ease and convenience, add our **eBill** service to view, pay and store your bills online. Then save time, money and never pay a late fee by signing up for **AutoPay**. Your payment will be made automatically each month. Sign up for our FREE services today at cmpco.com.



Click on the bell to stay informed



Signing up for our free **Outage Alerts** service is as easy as ringing a bell, and it's a great way to stay informed if your power goes out.

With **Outage Alerts**, you will receive:

- An outage alert by text, phone or email – or all three
- An estimated time of restoration
- A notice when your power has been restored

To sign up for **Outage Alerts**, log into your account at cmpco.com, and then click on the Alerts bell to manage and set up your Alerts preferences. It's that easy to stay informed!



Our new website offers ease and convenience

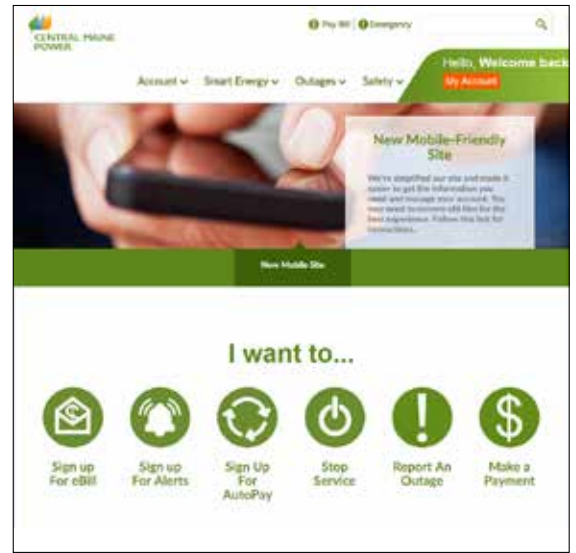
We recently updated our website with you in mind. We're proud of the work we've done to offer you improved navigation, the ability to view our website from any device, and easy management of your account — and, we have a fresh new look as well!

We still offer the same great products and services you've come to expect, such as our convenient **Payment Options, Usage and Outage Alerts** and **Energy Manager** to name a few. These improvements are a little something extra to make your experience on our website better, more convenient and easy.

Look at what some of our customers have to say, then visit cmpco.com and take a look!

"I just want to tell you that your new system for paying the bills here is GREAT!!! I just LOVE IT!!! Much better than the old one. TY so very much for updating it."

"The modern look and feel is a big improvement over the previous layout and functionality. The historical energy usage graph on the website is great as it is dynamic and I no longer have to download a bill to see a static graph."



Electrical Lineworker Technology students practice their climbing skills

Training Maine students \$250,000 grant benefits lineworker program

Kennebec Valley Community College (KVCC) in Fairfield recently celebrated the completion of renovations to the Nutter Field House and the addition of new classroom space dedicated to the Electrical Lineworker Technology Program. A \$250,000 grant from the Avangrid Foundation, contributed in \$50,000 increments over 5 years, helped fund the \$1.39 million renovation. The success of this program has provided lineworkers with the education, skills and commitment to safety needed to fill available positions.

To see other ways we give back to our communities, please visit cmpco.com.

Our Tree Care program helps keep the lights on

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, visit cmpco.com or 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: _____