



An AVANGRID Company

Customer Guide

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

Power On

You count on us to deliver power to run your homes and businesses every day. Our dedicated team in Maine — over 1,000 strong — is working together to meet your needs for the comfort, productivity, safety and convenience you depend on. That's what motivates us to serve each of you every day.

Whether we are restoring outages caused by a storm, answering your questions about your account, working steadily to build a stronger, smarter grid across the state, or helping community organizations provide for those in need, CMP will **Power On** for you.



President and CEO, Doug Herling (center) with Linda Ball, Vice President, Customer Service; Melody M., Customer Service; John C., Line Operations; Brian R., Vegetation Management; and Liliane Y., Line Projects.

Ready – Set – Know

When a winter storm is coming our way, preparation is key!

Prepare ahead of any storm by signing up today for our **FREE Outage Alerts** service. It takes only minutes to sign up and if winter storms cause power outages, you will:

- Receive an alert by text, email, phone or all three.
- See your estimated restoration time so you can plan.
- Get an instant update by texting **STATUS** to **267-898**.
- Receive an alert when your power has been restored.

With this information right at your fingertips, you may even be able to put the batteries, bread and milk back on the shelf at the store! Be prepared. Sign up for **FREE Outage Alerts** today at cmpco.com.



No need for extra bread. Text STATUS for an instant update on your power status!

"I made the switch to eBill and I am so happy I did!"

- View, pay and store my bills online (no more trips to the mailbox).
- Easily access 36 months of bills.
- Print only what I need.
- Receive reminders when bill is due.

*I made the switch to eBill once I realized all the benefits and I'm sorry I didn't do it sooner! Signing up was a breeze. I still have all the information that was on my paper bill without all the clutter, and I can view my bill online whenever I choose. The reminder notification I get when my bill is due helps me keep my payments on track every month. Thanks for offering this free service, CMP!
– Lori R., Old Orchard Beach*

Sign up for **eBill** today at cmpco.com. Sign up for **AutoPay**, too. Your payment is made automatically every month. You don't need to do anything!



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, 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: _____