



CENTRAL MAINE
POWER

Customer Guide

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



Resolve to be energy fit

It's a brand new year! We have an easy New Year's resolution for you: Get your energy use in shape for 2019 and beyond with our FREE services.

Know your own power with FREE **Energy Manager**. Powered by your smart meter, you can track your energy use by the month, day or even by the hour. Categorize your use and receive simple tips for managing your energy use.

Get in shape with **Usage Alerts**. You'll receive alerts of your energy use by text, email, phone, or all three, an alert if you exceed a set amount of usage or cost, and notification of big changes in your daily energy use. Get on demand usage information with our texting option, too. Then take steps to save.

Stay in shape with **SimplePay** and you'll pay the same amount every month – no surprises. Add **AutoPay** and your payment will be made automatically, securely and on time every month.

To learn more and sign up for any of our FREE services, visit cmpco.com.

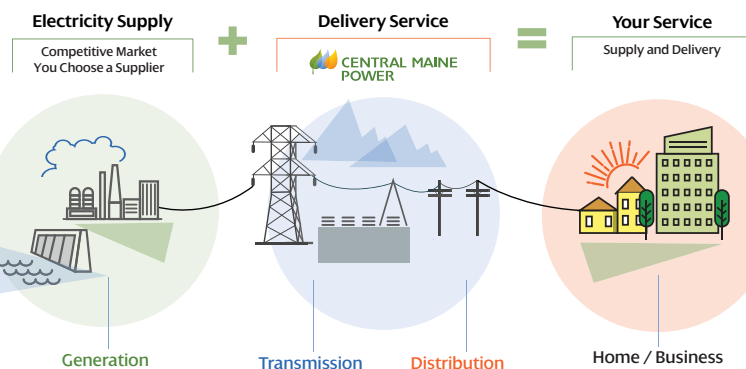
CMP is committed to stable prices

The price you pay for electricity delivery service, the service you receive from CMP, remains stable – that's good news.

We want you to be aware that electricity supply price, the price of the energy supplied to you by companies other than CMP, will go up January 1st for customers supplied by Standard Offer Service.

The Maine Public Utilities Commission is responsible for setting the price of Standard Offer Supply, and has set the 2019 price. The energy supply price for residential and small businesses, secured through a competitive bidding process, is set to increase the supply portion of your bill by 13.7%. This does not mean your total bill will go up by 13% as this increase applies only to electricity supply. We encourage you to shop for supply service and use our FREE tools to understand and manage your energy use.

CMP is proud to be part of the development of clean energy supply for the Northeast through our investment in infrastructure with the New England Clean Energy Connect project. This project will bring new, clean hydropower energy to the New England region and will help reduce future supply increases by replacing expensive, fossil-fueled generation. Learn more about New England Clean Energy Connect by visiting www.necleanenergyconnect.org.



Are you using a heat pump to heat your home?

If so, it's important to understand that they work a little differently than conventional heating systems.

- **Set the heat pump thermostat** a bit higher than the thermostat on your central system, and then leave the setting alone throughout the winter. Heat pumps don't work as efficiently if you turn them off and on, or if you change the temperature settings frequently.
- **Rinse the filters** periodically and clear any leaves or debris off the outside unit to ensure efficient operation.

According to Efficiency Maine, if you use a modern, high-efficiency heat pump properly throughout the winter, you should expect to see an increase in your electric bill that is offset by lower heating fuel costs. Visit efficiencymaine.com to view online videos and user tips explaining how to set your thermostats and operate your heat pump for maximum savings.

We'll keep you informed

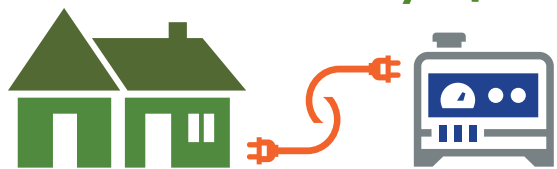
When you sign up for our FREE **Outage Alerts**, you'll receive an alert by **text**, **phone** or **email** if your power goes out, an estimated time of restoration, and a notice when power is restored.

Plus you can text **STATUS** to **267898** anytime for an instant update. It's easy, safe and secure. Visit cmpco.com to sign up or to learn more.



CMP Alert: Outage at / near 50 MAIN ST
Estimated restore: 1:00 pm
Customers out: 1052
Cause: weather

Generator safety tips



- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload your generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home, unless the generator has a properly installed open-transition transfer switch.
- Use properly sized extension cords in good condition.

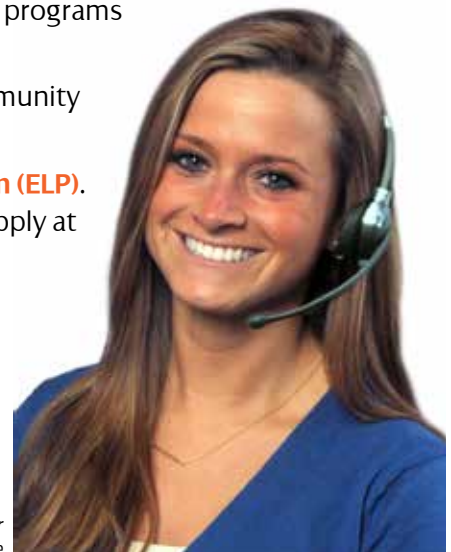
Please visit cmpco.com for more generator safety tips.

Need help? You may qualify for one of our programs

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

- Apply for the **Home Energy Assistance Program (HEAP)** at your local Community Action Program (CAP) agency.
- If you qualify for **HEAP**, you may qualify for our **Electricity Lifeline Program (ELP)**. Benefits are based on household income and estimated electricity usage. Apply at your local CAP agency.
- The **Arrears Management Program (AMP)** offers qualified low-income customers help in reducing past due balances on electricity bills. Visit your local CAP agency to apply.
- Call **2-1-1**, Maine's confidential information and referral service. You may be entitled to financial assistance from state or local government agencies or other private sources to help you pay your electricity bill.

For more information, visit cmpco.com.



Lauren, Customer Service Representative