



**CENTRAL MAINE
POWER**

An AVANGRID Company

Customer Guide

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

You've tried new things lately, now try eBill

You have probably tried some new things, like online video meetings or making more online purchases, and you're probably even pretty good at these new skills.

So how about giving **eBill** a try? With **eBill** you can:

- View, pay and store your bills online (no more trips to the mailbox).
- Easily access 36 months of bill history.
- Get a reminder when your bill is due.

Sign up today at cmpco.com.



Powering On for Maine schoolchildren

We're proud of our history of giving back to the communities we serve and this year the need for support has been even greater. In April, we partnered with **Full Plates Full Potential** with a donation of \$100,000 ear-marked for their emergency fund for COVID-19 related school closures.

“ Our guiding principle is that no child should go hungry... CMP's donation is timely and critical for kids. We're in this for the long haul and thanks to CMP, Maine children will continue accessing nutritious meals. —Justin Alford, co-founder of Full Plates Full Potential ”

We are pleased to Power On for Maine - and Maine schoolchildren - when they need us most.

To learn more about how we give back in our communities, please visit cmpco.com. And, if you are interested in supporting Full Plates Full Potential, visit fullplates.org.

Your CMP bill is accurate – we guarantee it

We know that the accuracy and timeliness of your electric bill is important to you – and our team is committed to delivering. Now, we are enhancing our guarantee that your bill will be accurate and delivered on-time.



If we make a mistake, or your bill is delayed, we will promptly fix it. And, as part of our **Customer Service Guarantee**, we will apply a \$25 credit to apologize for the error.

We are committed to meeting your expectations. Learn more about our Customer Service Guarantee at cmpco.com.

power on

Having the kids home from college could be impacting more than just your grocery bill

Stay at home activities and extra people in the household may impact your electricity use. Thanks to **Usage Alerts**, you can monitor and manage how you use electricity. Powered by your Smart Meter, you can access detailed usage and estimated cost information in the following ways:

- **Usage Update:** Receive weekly updates with your usage, estimated cost, and daily averages for the current billing period.
- **Usage Amount Exceeded:** Set a monthly electricity usage or dollar amount and we'll notify you if/when you exceed that amount.
- **Usage Change:** We'll notify you of big changes to your daily usage. Specifically, if your daily usage is 50% higher or 75% lower than your past 30-day average usage for three days in a row.

And you can text **USAGE to 267-898** for an update anytime. Enroll now at cmpco.com.



Mobile substations help shorten, reduce power interruptions



Recently, an animal exploring inside our Monmouth substation made a wrong move that resulted in a power outage. Knowing that extensive repairs had to be made before power could be restored, a mobile substation was put into place so power could be delivered to customers while our crews worked to safely restore power.

We currently have 11 mobile substations that keep the power on when we perform regular maintenance, testing and work on special projects.

Have substation, will travel!

Our mobile substations continue to provide power to our customers with no interruptions as we work to maintain a safe, reliable electricity delivery system.

Thank you to our lineworkers!

July 10 is Lineworker Appreciation Day. Our lineworkers face challenging situations on a daily basis that require technical expertise, intense focus and thorough safety measures to make sure you have safe, reliable, high-quality power every day.