

An AVANGRID Company

Customer Guide

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

Get Energy Smart

Your electricity usage varies from day to day, depending on your daily habits, the weather and the time of year.

Powered by your smart meter, here are some things you can do to help you understand and manage your electricity usage:

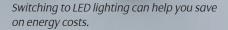


Try **Usage Alerts**, our **FREE** service that will help you manage your electricity use. You can receive an alert by text, email or phone if you exceed a set amount of usage or costs. Then you can make adjustments and save!

Check out Energy Manager, our FREE online tool that tracks your energy usage hour-by-hour, day-by-day. You will also get energy-saving tips that will help you learn how simple changes to the way you use energy can lead to savings.

We have a growing list of customers who are saving money and energy with **Usage Alerts** and **Energy Manager**. Sign up for our **FREE** services today at **cmpco.com** so you can start saving on energy costs now!







Win a \$100 bill credit!

This month, when you sign up for eBill, our FREE paperless billing service, we'll randomly select three lucky customers to win a \$100 bill credit!

With eBill, you can get a reminder when your bill is due, combine multiple bills to make only one payment, view 36 months of bills online and print only what you need. Sign up today at cmpco.com.

Rules and eligibility: Three winners will be randomly selected from all CMP accounts enrolled in CMP's eBill service. Each CMP account enrolled in eBill counts, so customers with eBill for multiple CMP accounts will have multiple entries. One winner per CMP account number per 12-month period. CMP reserves the right to discontinue the drawing at any time. Winners' names may be used in future CMP publications. Winners will be notified by phone. Employees of Central Maine Power, AVANGRID and Iberdrola and their immediate families are not eligible.



Power on: We are here to help! New extended hours for our **Customer Care Center**

Do you have questions or need help with your electric bill? Our Customer Care Center is now open extended hours Monday through Friday evenings until 6:00 p.m. We are here to help you set up a payment plan, learn what assistance is available and how you can apply, and learn how to see your daily and monthly usage online. Extended hours make it easier for you to connect with us! power on

Tree Care helps deliver reliable service

We use a variety of techniques to clear trees, branches and shrubs from our lines. If you prefer that we don't use herbicides on transmission corridors next to your property, we won't. With a Landowner Maintenance Agreement, you have the option of clearing trees and shrubs on your own. For more information, visit: cmpco.com Or write to: CMP Vegetation Management, 83 Edison Drive, Augusta, ME 04336



Whether we are answering your questions about your account, restoring outages caused by a storm, 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.

Linda Ball, Vice President, Customer Service; John C., Line Operations; President and CEO, Doug Herling; Brian R., Vegetation Management; and Melody M., Customer Service



