

Customer Guide

An AVANGRID Company

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Thank you

Devastating spring storms among most destructive in last 40 years

The devasting spring storms in early April resulted in extensive damage to the electricity delivery system, causing more than 280,000 customers to lose power. A team of over 2,000 worked around-the-clock, in challenging weather conditions, to restore power and didn't stop until every home was powered on.

Thank you for the resolve, patience and support that you demonstrated during this event.









Photos taken April 10, 2020, following a storm that brought strong winds and heavy wet snow.



Supporting critical services during COVID-19

We are committed to helping the communities we serve.

- Donated \$200,000 to the United Ways of Maine, directed to statewide Meals on Wheels programs to address increasing food insecurity among older Mainers
- Donated \$100,000 to Full Plates Full Potential to help feed Maine children who
 get their meals through federal child nutrition programs
- Donated 6,000 N95 respirator and surgical masks to Maine Emergency Management Agency
- Increased efforts to maintain service to critical facilities including hospitals and virus test equipment manufacturers in Maine

Together, we will Power On.





CMP's donation supports Meals on Wheels



We're here to help

If you are concerned about paying your bill, we have programs to help you manage your energy bill. Please call us at **800.750.4000** Monday through Friday 7:30 a.m. to 6 p.m. to speak with a representative about your options.

As schedules and habits change, your energy use may change, too

Staying at home likely impacted your energy use for the last two months. If you were home more than usual, you were likely using more energy to stay safe, comfortable, productive and entertained.

The good news is that we have **FREE** tools available to help you understand and manage your energy use.





Powered by your smart meter, with our **FREE Usage Alerts**

you'll receive weekly energy use updates, an alert if you exceed your set amount of usage or cost, and a notification of your daily usage changes. Once enrolled, you can check on your usage in an instant, whenever it's convenient for you. Simply text the keyword **USAGE** to **267-898** and get the information you need in seconds.



With our **FREE Energy Manager**, you can view your energy use by hour, by day, by month – powered by your smart meter. You'll have access to energy information for your home or business and can make changes that count without sacrificing comfort. Visit **cmpco.com** to enroll today.

Is it time to replace your electric water heater? Consider an energy-efficient heat pump water heater

An efficient heat pump water heater costs less to operate than conventional electric water heaters, saving a four-person household more than \$3,000 over ten years according to ENERGY STAR®. If you'd like to see how much your household might save, check out Efficiency Maine's "Compare Water Heating Options" calculator at efficiencymaine.com.



More than 25,000 Mainers are already saving on water heating costs with a heat pump water heater. Find out more about energy efficiency rebates and ways to reduce energy bills at efficiencymaine.com or by calling 866.376.2463.

Thank you

Thank you to all the men and women in our communities working on the front-lines of COVID-19 for making our safety your priority. We are grateful and our hats are off to you.





