



**CENTRAL MAINE  
POWER**

An AVANGRID Company

# Customer Guide

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

## Now it makes sense to me

Understanding how your energy dollars are spent can help you make decisions about how you use energy in your home. We have **FREE** tools available to help you figure out your energy usage, reduce costs and save!

### SEE your energy use

Powered by your smart meter, our **FREE** online **Energy Manager** lets you view your usage by the month, day or hour and get tips to save electricity.


### GET Alerts to help you save

Sign up for **FREE Usage Alerts** to receive energy use updates and receive an alert if you exceed a certain amount of usage or cost so you can make changes to help reduce your energy costs. And, you can text us anytime once enrolled and we will tell you your monthly usage instantly!



Our **FREE** tools can help you understand and manage your energy use.

**How much does it cost to run my dryer every month? Example:**

5,000 Watt Clothes Dryer 

5,000 Watts /1,000 = 5 kWh

5 kWh X 24 hrs/month = 120 kWh/mo.

X 0.157 cents\*/kWh = \$18.84 (cost/mo.)

\*The total cost per kWh for customers taking standard offer service is 15.7 cents. Check your bill to see the price you are paying for supply.

## USE our online energy calculator

To calculate the cost of energy to power commonly-used appliances in your home, try our online energy calculator. Just visit [cmpco.com](http://cmpco.com), click on **Smart Energy** and then click on **Energy Calculator**.

Learn more about energy use and savings by visiting [cmpco.com](http://cmpco.com) and click on **Smart Energy**.

### Consider this about heat

**pumps:** *Used properly throughout the winter, you should expect to see an increase in electricity costs that is offset by lower heating fuel costs.*

## Learn about heat pumps at [efficiencymaine.com](http://efficiencymaine.com)

Considering a ductless heat pump to heat and cool your home? Go to [efficiencymaine.com](http://efficiencymaine.com) to learn more and to qualify for a **rebate of up to \$750**.

The Efficiency Maine website also offers a list of the most popular high-performance heat pump models, a tool to compare home heating costs, and tips to get the most out of your system with information on thermostat settings and routine maintenance.

Learn more at [efficiencymaine.com](http://efficiencymaine.com) or call Efficiency Maine at **866.376.2463**.



## Stay informed with Outage Alerts

Sign up for our **FREE Outage Alerts** service and we'll keep you informed if the power goes out. You will:



- Receive an alert by text, email, phone or all three
- See an estimated time of restoration so you can plan
- Get an alert when your power has been restored

With **Outage Alerts**, you can check the status of an outage by simply texting **STATUS** to **267898**. Sign up today at **cmpco.com** so you'll be prepared for whatever may come tomorrow.



## A dozen reasons to enroll in eBill

Why aren't you signed up for **eBill**? Enroll today at **cmpco.com**.

### eBill is:

1. FREE
2. Secure
3. Delivered to your secure email box
4. Accessible from anywhere
5. Accessible at any time

### You can:

6. View, pay and store bills online
7. Combine multiple bills to make one payment
8. Access 36 months of bills
9. Print only what you need

### You get:

10. Notified when your bill is available
11. A reminder when your bill is due
12. Less paper clutter

Add **AutoPay** to your payment options and your bill will be paid on time every month. You won't have to lift a finger!



Melody, Customer Service Representative.

## #IamCMP

Meet Melody, a Customer Service Representative at CMP. Every day, Melody is focused on providing you with the best experience when you contact us.

Many of our services are offered online or through our automated phone service. And, for those times you need to speak with us, Melody and the team are right here ready to help you.

Follow our **#IamCMP** series here or via facebook [@facebook.com/centralmainepower](https://www.facebook.com/centralmainepower) to meet more of our employees who are dedicated to serving you. **#IamCMP**