



**CENTRAL MAINE  
POWER**

An AVANGRID Company

# Customer Guide

Manage your account anytime, anywhere with our **new mobile app!**

## Power On

We are committed to providing safe, reliable electricity to you. With more than 24,000 miles of power lines, we are always working to reduce outages and keep our lines in tip-top shape.

This year, we have:

- Installed equipment to prevent outages caused by power lines coming into quick contact from wind-blown branches. This reduces the number of customers impacted by tree-related outages and allows for faster response if an outage occurs.
- Placed more animal guards on our poles to reduce outages caused by small animals coming in contact with our equipment. This work will continue through the fall as well.
- Inspected our transmission lines using helicopters and drones. During these biannual inspections, we use infrared cameras that help us find and fix potential problems before they cause outages.

Providing safe, reliable power when you need it is a top priority and we'll continue making improvements to better serve our communities.



With our **FREE Outage Alerts** service you can text **STATUS** to 267-898 to find out your restoration time anytime, anywhere.

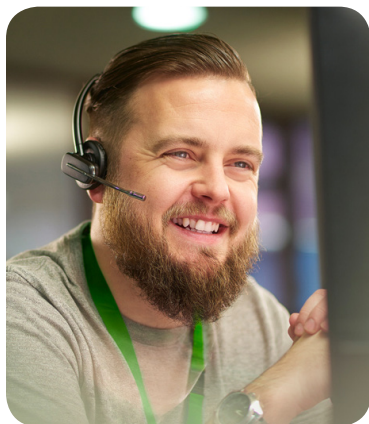
## Connect with us in a snap

No matter where you are or what you're doing, with our **Mobile App** you can:

- View and pay your bill in just three clicks.
- Report an outage and monitor your power status.
- Enroll in our FREE billing services – **eBill** and **AutoPay**.
- Update your account profile and preferences to meet your needs.

Jump at the chance to download our new **Mobile App** today by texting **APP** to **267-898**. We'll send you a link so that you can download the app. You can also search **Central Maine Power** at the App Store or get it on Google Play. You'll be off and running before you know it with our new **Mobile App!**





## We're here to help

If you're concerned about paying your bill, please call us at **800.750.4000** Monday through Friday from 7:30 a.m. - 6 p.m. to speak with one of our Customer Care Representatives about your options.

We have programs available to help including:

- Our **Electricity Lifeline Program** offers eligible customers help with their bill based on household income and estimated electricity usage.

To apply, please make an appointment at your local Community Action Program (CAP) agency or call 211 or visit [211maine.org](http://211maine.org).

## Start saving with a heat pump water heater

If your electric water heater is more than 10 years old or is leaking, it may be time to consider replacing it with an energy-efficient heat pump water heater.

Tens of thousands of Mainers own a heat pump water heater. They're popular because they produce lots of hot water, help dehumidify your home and can save you more than \$3,000\* over their 10-year life.

**With an Efficiency Maine instant rebate of \$850**, heat pump water heaters are now discounted to as low as \$249 in some retail stores. That's less than the price of a traditional electric water heater. For heat pump water heaters purchased in stores that do not offer a discount, Efficiency Maine offers a \$750 mail-in rebate.

To learn more about this popular water heater rebate or to find a participating retailer or an installer near you, visit [efficiencymaine.com](http://efficiencymaine.com) or call **866.376.2463**.

\*Source: [energystar.gov](http://energystar.gov)

## Simple Savings Tips

As the days get shorter and temperatures get cooler, we may use more energy by having the lights on longer and adjusting the thermostat to keep warm. Here are some easy actions you can take to decrease your energy use and ultimately your electricity bill.

Things you can do today:

- Sign up for **Energy Manager** and **Usage Alerts** and know your weekly, daily and hourly usage.
- Clean or replace filters in your furnace, or heat pump so they run more efficiently.
- Use power strips so you can easily turn off devices like computers and monitors when not in use.
- Install a programmable or Smart thermostat to easily match temperature settings with your schedule.

Visit [cmpco.com](http://cmpco.com) for more ways to understand and manage your usage.

## Paying your bill is easy

When you enroll in free online services, it's easy to manage your monthly bills so you can spend time doing things you enjoy.

With **eBill**, you can view, pay, and store your bills online for easy access. You'll also get a reminder notification when your bill is due so you won't miss a payment.

Add **AutoPay** and let your bill take care of itself. Your bill will be paid automatically, securely and on time every month.

Enroll in **eBill** today by visiting [cmpco.com](http://cmpco.com), **or by calling our automated line** at **1.800.750.4000** and press option 3. It's easy, convenient and available 24/7!

