



**CENTRAL MAINE  
POWER**

An AVANGRID Company

# Customer Guide

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

## We were ready

When **Tropical Storm Isaias** bore down on Maine last month, we were prepared. With sustained winds causing severe tree damage and thousands of power outages, during already challenging times as a result of COVID-19, recovery efforts were immediately under way.

With our dedicated lineworkers and support staff – including a COVID Safety Officer – and the assistance of more than 350 mutual aid workers, which included Canadian crews, we stayed focused on public safety, supported each other and worked together to restore power as quickly and safely as possible. In fact, **more than 100,000 total outages were restored in the first 24 hours** and crews continued working around the clock until all power was restored.

We're proud of everyone who worked to restore power and we thank all of our customers for your encouragement, patience and support.

*power on*



“We communicate detailed information about dangerous, downed power lines and road closures to CMP. My experience is that the CMP crews are very responsive and go to extreme lengths to keep citizens safe while restoring power as quickly as is humanly possible. There's a dedication from the CMP crews that you just don't see everywhere.”

Art Cleaves, York County Energy Management Director

# Manage your energy use at home or away with Usage Alerts

Autumn is a great time of year to explore. The crisp morning air and mild sunny days are just right for a quick getaway or a staycation. While you're at home or on the go, you can manage your energy use with our **FREE Usage Alerts** made possible by your smart meter.

With **Usage Alerts** you can receive an alert by text message, email, phone or all three!

- **Usage Updates:** Receive weekly updates with your usage, estimated cost, and daily averages for the current billing period
- **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
- **Usage Amount Exceeded:** Set a monthly electricity usage or dollar amount, and we'll notify you if/when you exceed that amount



Sign up for **Usage Alerts** today, and you'll be able to text **USAGE** to **267-898** for an update anytime!



Visit [cmpco.com](http://cmpco.com) to learn more.

## Helping today's young people prepare for tomorrow

### Energy resources for educators, parents and kids

Whether your students are learning in person at school or virtually at home, these free resources are just a click away at [cmpco.com/schools](http://cmpco.com/schools).

There you'll find:

- Information about the power of electricity with our interactive **Electric Universe**.
- **Watts the Wizard** safety posters to print and color.
- Watch CMP's very own Mr. Mike Shutts, Manager of Environmental Health and Safety, talk about what to do – and more importantly – what NOT to do around power lines in our online "**Safety City**" demonstration.



## Paying your bill is easy

You want ease and convenience when paying your CMP bill. We have options to help you do just that.



Enroll in **eBill** and you'll be able to 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 pay itself. Your bill will be paid automatically, securely and on time every month.

Sign up today by visiting [cmpco.com](http://cmpco.com).