

Having difficulty paying your CMP bill? We can help.

Please let us know if you can't pay your bill, don't wait. Contact us at **800.686.4044**. We can help.

Avoid disconnection:

Establish a payment arrangement today. We may offer you options to pay your winter electric bills in monthly installments that you can reasonably afford.

Manage your usage:

Powered by your smart meter, our free Energy Manager and Usage Alerts tools can help you understand and manage your electricity usage. Go to **cmpco.com** for more information and to sign up.

We may also refer you to agencies that provide low or no cost measures to reduce your energy use.

Seek assistance:

You may be entitled to financial assistance from state or local government agencies or other private sources to help you pay your utility bills.

For more information about financial assistance, please call **211** or visit **211maine.org**.

To avoid any disruption of your service, please contact us. Failure to contact us may result in disconnection of your service, with permission from the MPUC.

Our courteous and helpful Customer Care Representatives, like Melody, are always willing to help.



cmpco.com

You may qualify for our **Electricity Lifeline Program** (ELP), which provides electricity bill credits or other services, if your household qualifies for the Low Income Home Energy Assistance Program (LIHEAP).

Contact your local Community Action Program (CAP) Agency to apply for ELP to help pay your electric bill.

Your local CAP Agency will determine your eligibility for ELP based on your annual cost of electricity and your household income. Please visit cmpco.com or call 211 to find the CAP Agency nearest you.

Arrearage Management Program (AMP)

Customers who qualify for LIHEAP may also be eligible to participate in CMP's AMP, designed to reduce arrears for eligible customers who make on time monthly payments for their current bills.

Oxygen Pump/Ventilator Assistance Program

Customers who qualify for CMP's Electricity Lifeline Program may also be eligible to participate in our Oxygen Pump/Ventilator Assistance Program.

To receive the oxygen pump/ventilator benefit, your certification must be renewed annually for each program year. The certification form must be completed and signed by a physician.

We're here to help

If at any time you have questions about your account, please contact us at **800.686.4044**. If you are not satisfied with our response, you have the right to appeal to the Consumer Assistance and Safety Division of the Maine Public Utilities Commission (MPUC) at 800.452.4699. Please give us the opportunity to respond to your concerns before submitting a dispute to the MPUC.

