



CENTRAL MAINE  
POWER

# Customer Guide

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

## Weather any storm with FREE Outage Alerts

When powerful winter storms strike, we want you to be ready with **Outage Alerts**.

Powered by your smart meter, when you sign up for **Outage Alerts**, you will receive:

- An alert by text, phone and/or email if the power goes out
- An estimated time of restoration so you can plan
- A notice when power is restored, and more!

**Outage Alerts** is a free and easy to use service that will keep you up-to-date on outage situations anytime, anywhere. You can even receive an instant update on an outage by texting **STATUS** to **267898**.

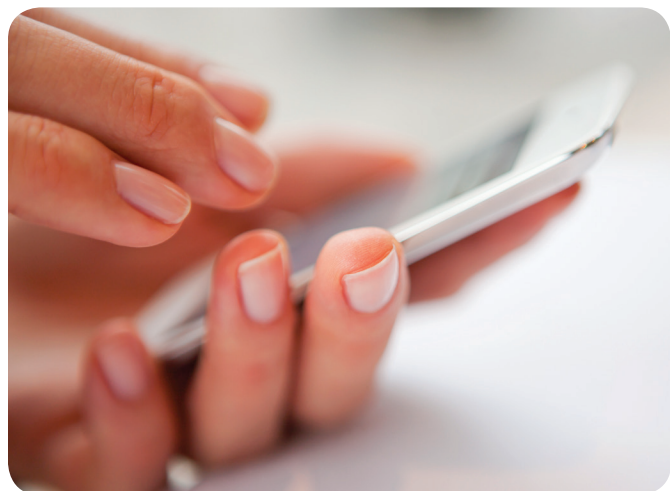
Sign up for **Outage Alerts** at [cmpco.com](http://cmpco.com) now so you can be ready later.



*Outage Alerts provide peace of mind for Nana Jan. If the power goes out when her granddaughter Sophia is visiting, Jan knows she will receive an alert and an estimated time of restoration.*

## Track your energy use and save

If you'd like to save money on energy costs, we have **TWO FREE SERVICES** that can help. They're convenient, easy to use — and powered by your smart meter!



**Usage Alerts** provides you with weekly energy use updates, an alert if you exceed a set amount of usage or cost and notifies you of changes in your daily use. You can also get on-demand usage information by texting key word **USAGE** to **267898** and get the usage information you need right away.

Once you see how much energy you're using, **Energy Manager** can help you understand how you're using electricity and help you save. Get free energy-saving tips and see your use by category, such as lighting, electronics and laundry.

Sign up for FREE **Usage Alerts** and **Energy Manager** today at [cmpco.com](http://cmpco.com) and start saving now.



## This winter, check your inbox, not your mailbox

When the winter chill takes over and the snow starts to pile up, avoid trudging out to your mailbox. Stay safe and warm with **eBill**, our **FREE** paperless billing service.

With **eBill**, you can view your bills online from wherever you are, print your bill only when you need to, group multiple bills to make one payment and export your **eBill** data to your own spreadsheet. We'll even send you a text notification to let you know when your bill is due so you won't miss a payment.

This winter, make it easy to view and pay your bill. Sign up for **eBill** today at [cmpco.com](http://cmpco.com).

*With eBill, check your inbox from the comfort of your home this winter!*



## Staying ahead of a storm

Here's what you should know about storm readiness.



### WHAT WE DO



We manage vegetation to prevent trees and limbs from taking down power lines.



We inspect our poles and maintain and replace them as necessary.



We monitor forecasts and start preparing early when a major storm is forecast.



When a storm is on the way, we stock up on supplies and fuel and get our vehicles ready to roll.



### WHAT YOU CAN DO



Prepare a "storm kit" with lanterns, first-aid supplies, a flashlight, a battery-operated radio and a manual can-opener.



Maintain a 3-day supply of non-perishable food and water, along with any medications you need. Stock up on batteries, too.



Sign up for **FREE** Outage Alerts. Once you are signed up, you can text **STATUS** to 267898 for instant updates.



If a storm is in the forecast, fuel up your vehicles and charge your mobile devices.



If you're seeking assistance with your energy costs during the heating season, contact your local **Community Action Program** agency. You may qualify for help to keep you warm and safe this winter.