

# Lifelight Program

Central Maine Power Company's free **Lifelight Program** provides you with a notification when we anticipate an interruption of service lasting more than five (5) hours, so you can plan. If you have life-sustaining equipment in your home, enroll for our **Lifelight Program** today.

## **Lifelight qualification**

If you or someone in your home requires medical equipment described as "life-sustaining equipment," you may qualify for our **Lifelight Program**. Some examples of life-sustaining equipment are oxygen machines, electric intravenous pumps, CPAP machines and/or nebulizers.

## **Lifelight Program**

As a **Lifelight Program** participant, you will be notified of planned outages for scheduled maintenance or repairs. In addition, we will contact you during power outages expected to last longer than five (5) hours, so you can be prepared.

## **How to enroll**

To join the program, ask your healthcare provider to complete a **Lifelight Certificate of Medical Equipment form**. You can find this form on our website at [cmpco.com/lifelight](http://cmpco.com/lifelight) or by contacting us at **800.750.4000** during our business hours, Monday – Friday, 7:30 am - 6 pm.



*Customer Service Representatives call Lifelight customers to tell them about planned electrical maintenance outages and extended emergency outages so they can prepare.*



**CENTRAL MAINE  
POWER**

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# What to expect with Lifelight

## *Moving*

If you are moving to a new location, and have life-sustaining equipment in your household, call us at **800.750.4000** to have your enrollment in **Lifelight** transferred to your new address.

## *Unplanned outages*

*(storms, accidents, equipment failure)*

When an unplanned power outage occurs, our line crews work as quickly and safely as possible to repair our lines. During these outages we may need to repair transmission and distribution lines before we can repair the lines that service your location. We will make every attempt to notify you during an extended outage with information and helpful tips. We recommend that you have a backup plan in place for your life-sustaining equipment.

## *Planned outages*

*(equipment upgrades, tree trimming, general maintenance)*

During planned outages, we will call to notify you at least 24 hours in advance so you can plan.

## *How to de-enroll*

If you no longer need the **Lifelight Program**, please let us know. We will update our records. You can re-enroll at anytime.

## *Want more information about the Lifelight Program?*

- Visit our website at [cmpco.com/lifelight](https://cmpco.com/lifelight)
- Call us at **800.750.4000**
- Email us at [customer.service@cmpco.com](mailto:customer.service@cmpco.com)

## *Backup plans tips:*

- Check out the safety checklist at [cmpco.com/outagechecklist](https://cmpco.com/outagechecklist)
- Be sure to sign up for **Outage Alerts** at [cmpco.com/alerts](https://cmpco.com/alerts)

