



**CENTRAL MAINE  
POWER**

An AVANGRID Company

# Customer Guide

Manage your account anytime, anywhere with our **new Mobile App!**

## eBill is easy no matter where you are or what you're doing

- With our online, secure delivery **eBill** is paper-free
- Schedule your payment to be made automatically each month or make payments online
- Get automatic notifications when your bill is due
- View 36 months of your bills online anytime

Sign up at [cmpco.com](http://cmpco.com) today. Or use our free **Mobile App** to enroll in just a click. If you don't have our **Mobile App**, just text **APP** to **267-898**, and we'll send you a link to download our app.



*"I've been using eBill for a long time. It has all the same information as my paper bill and I can see my bill whenever it's convenient for me. I also get a reminder when my bill is due so I can pay it quickly and easily then move on to other things. Thanks, CMP. I'm sold on eBill." — Dave L., eBill customer*



## We Power On to keep your power on

A smarter and stronger grid is essential to powering your daily life. We are investing and making improvements so you have the power when and where you need it. We are completing tree care work, replacing poles, using stronger wire, and installing automation devices to manage power remotely.

*Our employees like Lloyd Hendrix, Manager, Resiliency Field Projects, are dedicated to the continued improvement of our grid.*

## How does automation help with power reliability?

No one wants a power outage and automation can help reduce the number of customers impacted by an outage. We are installing devices that help us isolate an outage along a circuit so that fewer customers are impacted while we get power restored.

*Crews in Johnson Township are upgrading the circuit to increase system reliability. Tree wire has been installed to minimize tree-related outages and lines were enhanced to be more resilient to the harsh Maine winters.*



# Questions about summer energy use? Find the answers with Usage Alerts

If you're curious about your summer energy use, you can monitor and manage how you use electricity with our FREE **Usage Alerts**. Powered by your smart meter, we'll provide you with detailed usage and estimated costs in the following ways:



**Usage Update:** Receive automatic weekly updates with your usage, estimated cost, and daily averages for your current billing period.

**Usage Amount Exceeded:** Set a monthly electricity usage or dollar amount and we'll notify you if you exceed that amount.

**Usage Change:** We'll notify you of big changes to your daily usage if your daily usage is 50% higher or 75% lower than your past 30-day average usage for three days in a row.

You can receive an alert by text, email, phone – or all three! Once enrolled, you can also text **USAGE** to **267-898** for an update at any time. Enroll now at [cmpco.com](http://cmpco.com).

## Energy-efficient heat and air conditioning all in one

If you're considering a heat pump, Efficiency Maine is currently offering rebates of up to \$2,400 while funds last.

The Efficiency Maine website offers:

- Information on rebates
- A Compare Home Heating Costs tool to estimate potential energy savings
- A list of the commonly rebated models
- Videos demonstrating heat pump technology



Tens of thousands of heat pumps have been installed in homes and businesses across Maine. Will you be next? Learn more at [efficiencymaine.com](http://efficiencymaine.com) or call Efficiency Maine at **866.376.2463**.



## We have resources to help

We have programs and assistance available to help you understand and manage your energy bill. If you've experienced a change in financial circumstances due to the COVID-19 pandemic, we can help.

- If you rent your home and need assistance with your electric bill, funding is now available through **Maine's Emergency Rental Assistance program**. For more information about the program please visit [mainehousing.org](http://mainehousing.org).
- **Energy Manager** works with your smart meter so you can track your energy usage online.
- With **SimplePay**, you get a bill for the same amount each month, so you always know what your bill will be.
- Our **Electricity Lifeline Program** offers eligible customers a credit on their electric bill.
- Our **Arrears Management Program** offers eligible customers help in reducing their past due balance.

Please visit [cmpco.com/HelpWithBill](http://cmpco.com/HelpWithBill) to learn about our assistance programs and services available to help you manage your energy bills and reduce your energy costs. Or call us at **800.750.4000** Monday through Friday from 7:30 a.m. to 6 p.m. to speak with a Customer Care representative about your options.

