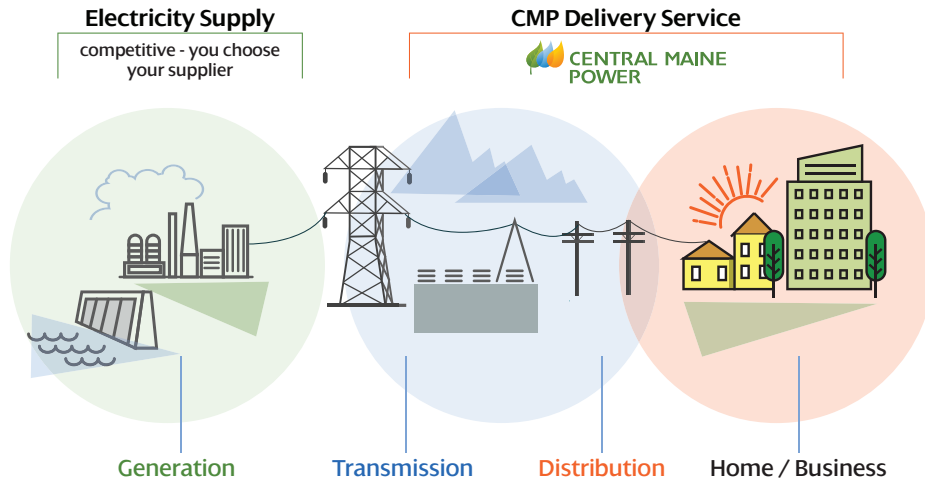


# Electricity Supply and Delivery - what's the difference?

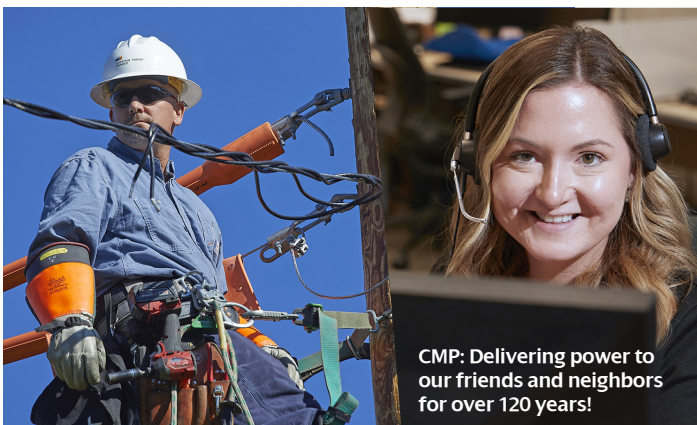
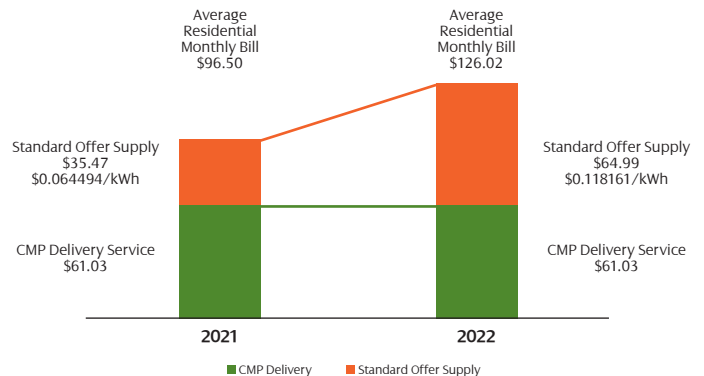
Since 2000, Maine utilities have been prohibited by law from generating or supplying power to customers. While **CMP delivers the power** to you, other companies – not **CMP** – supply the electricity you use. CMP does not make money from electricity supply and does not control the cost. Most suppliers, including the **Standard Offer Provider (SOP)**, have their charges included in the billing statement that **CMP** sends you each month. **CMP** collects your payments for supplier charges and sends your payment to the supplier.



In 2022, the price of **Standard Offer Supply** is going up. Your supply charges are reflected on page 3 of your monthly statement, the supplier page. **CMP** collects and sends your payment on to the supplier you have selected – **CMP** does not make money on electricity supply.

Average residential monthly electric bill based on 550 kWh. CMP delivery costs include customer charge, transmission, distribution, and other regulated costs such as Energy Efficiency programs and Low-Income Assistance programs.

## Your Electric Bill includes Supply and Delivery



Whether you choose the **SOP** or a **Competitive Energy Provider**, you can count on **CMP** to deliver electricity to your home or business. From our system engineers to our line workers in the field, we're working every day to make sure our delivery system is safe and reliable. Our Customer Care Representatives are ready to help and our 24-hour Communication Center is always ready to manage emergency situations.



An AVANGRID Company



## Help with your bill

While **CMP** does not control the supply price of energy, we do have free services to help you understand and manage your energy use which can help you control your costs. Visit [cmpco.com/HelpWithBill](https://cmpco.com/HelpWithBill) for more information.

Your monthly bill is based on the price of electricity and the amount of energy you use. Here are some ways to manage your monthly bill:

- 1. Use less energy:** With **Energy Manager**, you can view your detailed electricity use and learn about ways to save. Our **Usage Alerts** help you track your usage and cost weekly so you can make adjustments. Both of these services are free. Enroll today at [cmpco.com](https://cmpco.com) by logging into your account and setting your preferences.
- 2. Shop for a better supply price:** Mainers choose their electricity suppliers. For information regarding electricity supply options, please visit the **Office of the Public Advocate** website at: [maine.gov/meopa/electricity/electricity-supply](https://maine.gov/meopa/electricity/electricity-supply) or call them at **207.624.3687**.
- 3. Get assistance:** If you or someone you know is having trouble managing energy bills, we have payment plans and programs that can help:
  - **Contact us:** We may be able to set you up on a payment plan to help you get caught up and manage your payments this winter.
  - **Call 2-1-1 for more information.** For heating assistance and other information about services available throughout Maine, call **2-1-1**, text your zip code to **898211** or visit [211maine.org](https://211maine.org).
  - **Contact your local Community Action Agency (CAA)** to apply for assistance through these programs:
    - Emergency Rental Assistance Program (ERA)** - Maine's **ERA** has expanded eligibility criteria! This program provides federal funding to help pay rent and utility costs for eligible Maine renters. Visit [mainehousing.org/covidrent](https://mainehousing.org/covidrent), or find your local **CAA**. You can also use the **ERA** income calculator to check income eligibility for your local area.
    - Home Energy Assistance Program (HEAP)** - **HEAP** provides federal grant money to qualified customers to help pay their heating costs and may also assist with weatherization needs. Qualifying for **HEAP** is the first step to be eligible to apply for the additional programs below.
    - Electricity Lifeline Program (ELP)** - CMP's **ELP Program** offers qualified customers a credit of up to \$900 annually on their electric bill.
    - Oxygen Pump / Ventilator Assistance Program** - Customers who qualify for CMP's **ELP** may also be eligible to participate in our **Oxygen Pump/Ventilator Assistance Program**, which provides additional bill credits to customers who must use an oxygen pump or ventilator for at least 8 hours per day for health-related reasons.
    - Arrearage Management Program (AMP)** - The **AMP** helps qualified customers reduce their past due balance by as much as \$300 each month, as long as current monthly payments are made on time.

Visit [cmpco.com/HelpWithBill](https://cmpco.com/HelpWithBill) for more information on each of these programs.