June 2021

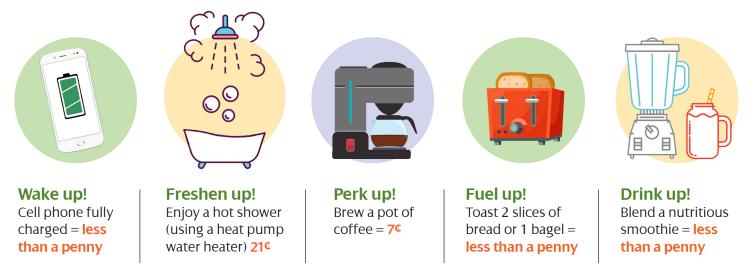
Customer Guide

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



An AVANGRID Company

The energy to start your day Power your day for just pennies



The total cost per kWh for residential Rate A customers taking Standard Offer Supply is 14 cents. Actual cost per kWh may vary depending on your delivery or supply price - check your bill for your actual price per kWh.

Energy-efficient heat pump water heater rebates

When you're ready for that morning shower, an energy-efficient heat pump water heater can provide plenty of hot water and can help you save on water-heating costs. Don't have a heat pump water heater? Visit efficiencymaine.com and search heat pump water heater. You could save \$750 with a rebate.

Manage your energy bill anytime, anywhere with our Mobile App

With our FREE **Mobile App**, managing your account is easy, convenient and many of our great services are available right at your fingertips.

With our app you can:

- Enroll in eBill, AutoPay and SimplePay.
- View and pay your bill.
- **Report an outage** and know your **Estimated Times of Restoration** automatically so you can plan.

To download our **Mobile App**, just text **APP** to **267-898** and we'll send you a link to download the app quickly and easily.







Melody M., Customer Service Representative

New assistance program available

If you rent your home and need assistance with your electric bill, new funding is now available through Maine's **Emergency Rental Assistance** program.

You may be eligible for assistance if you meet all of the following:

- You rent your home, apartment, or the lot that your home is on.
- At least one person in your household qualified for unemployment benefits, or had their income reduced, had significant costs, or experienced other financial hardship due to the pandemic.
- Your household income is at or below 80% of the median income in your area.
- You are having difficulty paying your rent or utilities.

For more information about the program please visit **mainehousing.org**.



The power to give



Jim Wright, Supervisor, Transmission Operations and Maintenance, holds the drone that located a fallen tree on a remote stretch of our transmission line during a storm last winter near Skowhegan. (photo courtesy of Coutts Bros.)

In honor of National Pride Month, we are proud to support the EqualityMaine Foundation as a top-level visionary sponsor with a donation of \$20,000 to support community educational programming and services. Our values align with EqualityMaine as we strive to create safe, welcoming environments that promote equality for LGBTQ citizens in our workplace and communities.

To learn more about EqualityMaine, please visit equalitymaine.org.

