

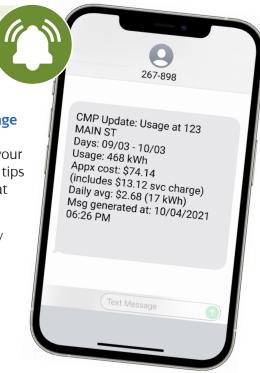
Customer Guide

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

An AVANGRID Company

Our free tools put you in control of your energy bill

- **Reduce your use** Understand and manage your electricity use with **Energy Manager** and **Usage Alerts**. Powered by your smart meter, **Usage** Alerts will send you weekly updates of your energy use, an alert if you exceed a set amount of usage or cost and notify you of big changes in your daily use. Add **Energy Manager** to view your energy use online and get tips for managing your electricity to help reduce your bill. Sign up for both at cmpco.com.
- **Reduce your cost** Shop for your supplier. You have a choice of energy suppliers and may select a supplier and price that works for you. Visit "Choose a Supplier" under "Account" at **cmpco.com** to start shopping today.
- **Check out our payment plans** If you are facing challenges with your bill, we can help. We offer affordable payment plans to help you get caught up and manage your bill. Please call us at 800.750.4000 so we can help.



COVID-19 Relief: Funds are available to help with rent and utility bills



If you rent your home and need assistance with your electric bill, funding is available through Maine's Emergency Rental **Assistance Program**. This program is an excellent opportunity for anyone who has struggled during the COVID-19 pandemic to get help catching up on rent and utility bills.

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.
- One or more people in your household has had financial trouble during the pandemic.
- You are having difficulty paying your rent or utilities.

For more information or to apply for help, please visit mainehousing.org.

Outage Alerts – so you can plan

We are continuously working to improve our electricity delivery system so we can deliver power to you through even the most severe weather.

When a powerful storm strikes, Outage Alerts will keep you informed, so you'll know if you have time for a board game or puzzle before the lights come back on!

- Get the information you need, your way, so you can be informed during any storm.
- Choose how you want to receive your alerts: text, email, phone, or all three.
- Check the status of an outage anytime from anywhere by simply texting STATUS to 267898.
- Receive an alert confirming power has been restored.

Visit **cmpco.com** to enroll today.



Smart savings tips

Here are some easy actions you can take to save on your electricity bill.

- Sign up for Energy Manager and Usage Alerts at **cmpco.com** to know your weekly, daily and hourly usage.
- Install a smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to LEDs.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.

Find more energy-savings tips by visiting cmpco.com and clicking on Smart Energy, then on Energy Savings Tips under Efficiency Resources.

Button up your home

Now is the ideal time to do a home energy assessment to find ways to save on your energy costs.

Efficiency Maine is offering a \$400 rebate when you hire a professional residential registered vendor to do six hours of draft sealing and conduct an energy assessment. That means you can receive \$600 worth of work for only \$200.

If you decide to hire a registered vendor to insulate your home, you could receive an additional \$3,000 in insulation rebates. Oualified households are eligible for rebates from \$600 to \$9,600.

You can find registered insulation and air sealing professionals at efficiencymaine.com or call us at 866.376.2463 to learn more.

For convenience, ease and safety, give eBill a try today

When you sign up for eBill, our FREE online billing service, you'll receive the same information as your paper bill, plus a whole lot more. And you can access this information from the comfort and security of your home.

With eBill you can view, pay and store your bills online and access 36 months of bills, printing only what you need.



Add AutoPay and your bill will be paid automatically, securely and on time every month.

Sign up online or use our Mobile App. It's easy, convenient and available 24/7!

