



**CENTRAL MAINE
POWER**

An AVANGRID Company

Customer Guide

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

How can I control my energy use?

We can't control the weather or the market price of energy, but we can help you manage your monthly energy use with our free programs and services, including:

- **Usage Alerts.** Powered by your smart meter, receive an alert if you exceed a set amount of usage or cost, weekly updates of your energy use, and any big changes in your daily use. Once enrolled, text **USAGE** to **267898** anytime for an update. Sign up at cmpco.com/alerts.
- **Energy Manager.** View your hourly or daily energy use online and get tips for managing your use to help reduce your bill. Sign up today at cmpco.com/EnergyManager.

"Energy Manager gives me insight into when I use energy and how my life changes impact my usage, so I'm not surprised when my bill comes. Things like having company for the weekend with the extra cooking and hot water and adding our new heat pump all affect my usage, and Energy Manager shows me how!" — Linda B., CMP Customer



CMP Update: Your usage for 123 Main St
Days: 2/05 - 2/12
Usage: 315 kWh
Appx cost: \$50.73
(includes monthly svc charge of \$12.88)
Daily avg: \$7.25 (45 kWh)



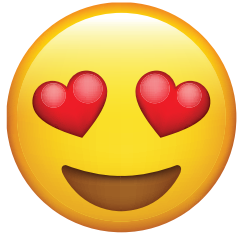
Check out these resources for help with your bill

If you're having difficulty managing your energy bills, there are free programs and services available to help you get caught up and manage your energy costs. Below are just a few resources designed to help. For a full list of programs visit cmpco.com/HelpWithBill.

- 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.
- The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps income-eligible households pay for energy bills, repairs and weatherization. Please contact your local **Community Action Agency** to apply for **HEAP**. Qualifying for **HEAP** is the first step to be eligible to apply for the programs below.
- If you have fallen behind, call us. We have payment plans that will help you get on track. In addition, the **Electricity Lifeline Program** offers eligible customers a credit on their electric bill. And the **Arrearage Management Program** helps eligible customers reduce their past due balance.

Lots to love about eBill

eBill, our paperless billing service, is a great choice. It's safe, secure and fast! You're going to love being able to:



- Sign up for eBill at your convenience at cmpco.com – there is no waiting and no cost to you.
- View and pay your bill with our FREE **Mobile App**. Download it by texting **APP** to **267898**.
- Help the environment. No more paper bills in your mailbox. Print only what you need.
- Pay online anytime or schedule payments automatically with **AutoPay**.

Sign up for eBill today at cmpco.com, or get it on our **Mobile App**. You'll love it!

We've made it easier for you to sign up! Update your billing, payment and alert preferences all in one place. With just a click you can turn services on. Log in to your cmpco.com account and go to Preferences to try it now – and to sign up for eBill!

Power On: Investments for enhanced reliability

Meeting the energy needs of our customers has remained our priority since our company was founded more than a century ago. That's why we're dedicated to investing in our delivery system and making critical upgrades year-round. From replacing our power lines to upgrading to new equipment — it all translates to safe and reliable service for you.

To help us meet that goal, we have constructed a new substation on Broadturn Road in Scarborough. The new substation replaces an aged facility built by Cumberland Light and Power in the 1920's.

Like other new substations, it connects directly to our Control Center in Augusta which enables more responsive operations and enhanced remote monitoring. The new design is also more weather resistant and reduces the likelihood of animals coming into contact with energized components within the substation and disrupting power.



The new substation will support the town's current needs while also providing the capacity for future growth and improved power reliability in this thriving area of Maine.

Our Tree Care program helps keep the lights on

Falling branches and uprooted trees are the number one cause of power outages. To provide you with safe, reliable electric service, our qualified contractors prune and remove trees along public roads using standards endorsed by the Tree Care Industry Association.

If you would like us to consult with you before* pruning near your home, return this form. If you already sent a form to us, we still have it on file, so you don't need to send us another one.

**If trees cause power outages or pose an immediate hazard to safety or service reliability, we must perform emergency tree work and will not be able to contact landowners beforehand.*

Yes, please consult with me before non-emergency pruning or removing trees along public road(s) bordering my property.

Please send this form **separately from your bill payment** to:
Central Maine Power Company, Tree Care, 83 Edison Drive, Augusta, ME 04336

Name: _____

Address: _____

City/Town: _____

Phone Number: _____

Account Number: _____

