

Customer Guide

An AVANGRID Company M

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

What's stopping you?

Why not join the more than 260,000 customers who are enjoying the benefits of our free, paperless **eBill** service?



MYTH #1 VS FACT

You won't know when you have a bill due.

You'll get a notice in your email inbox as soon as your statement is ready to view. No more waiting for the mail.





FACT

You will forget to pay your bill.

We'll send you an email when your new bill is ready for review and payment.





FACT

You will miss your paper statement.

You can still print what you need. (No more envelopes!) Reducing paper use is good for our planet!

eBill is so easy – even easier than remembering to bring your reusable bags into the store with you!

What are you waiting for? It's easy to sign up for **eBill** with our FREE **Mobile App**. Download the app by texting **APP** to **267898**.

EARTH DAY FACT



Our eBill customers saved 46.8 tons* of paper in 2021.

* Assumes 3-page bill per customer per month for 12 months.

Look what our customers are saying about our Mobile App



"New #homeowner geek out: the @cmpco app is wicked helpful: enrolled in paperless billing, auto-pay, and outage alerts — and I can see my payment history and set alerts when I exceed a certain usage per month by COST! [Very] happy with this app experience." - Chris C., Westbrook





Power on!

Look for these improvements in your neighborhood

We work every day to deliver your energy safely and reliably. We also strive to keep the air clean in our communities by helping to install electric vehicle (EV) charging stations and convert streetlights to LEDs across the state.



Electric Vehicle Charging Stations

Since May of 2021, when we launched our pilot 60-plug pilot program, we have helped to fund the installation of 48 EV charging stations at 13 locations across the state. We will be installing 12 more stations at one location in 2022. Since the pilot program was so successful, we may offer an ongoing incentive program in the future.

Electric vehicles and plug-in hybrid electric vehicles offer low maintenance, low environmental impact and good fuel economy. We want to make charging your electric or plug-in hybrid electric vehicle easy and convenient.

LED Streetlights

To date, we have helped 178 towns, cities and villages convert 34,168 streetlights to LEDs. LED streetlights cost 30-40% less to operate than non-LED streetlights, they have long lives resulting in less outages, require less maintenance and they even reduce carbon monoxide emissions.

Don't dig into trouble, know what's below



Whether you're a contractor or homeowner, a safe job starts with **Dig Safe**. This free, statewide service identifies any underground utilities and protects you and others from injury.

It's easy. Call 811 or visit digsafe.com before you dig. State law requires you give at least 72 hours notice, not including weekends and legal holidays, before starting your project.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

It's the law. Accidently digging into underground utilities can cause personal injury, environmental harm and costly damage.

Save some green

While outside temperatures are still cool, now is the perfect time to think about staying cool inside this summer. Heat pumps deliver heat and Air Conditioning all in one energy-efficient technology, so you can save some green – energy and money – while staying comfortable all year long.



Visit **efficiencymaine.com/heat-pumps** or call **866.376.2463** to learn more about rebates, find a contractor, and estimate your savings.

