

Customer Guide

An AVANGRID Company

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

Energy summer school: How to save on your bill

Learning to save energy and manage your electric bills while staying cool and comfortable are the lessons for this summer. You're sure to get an "A" when you try our summer energy-savings tips, and check out our free programs and services listed below.

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 energy use to help reduce your bill. Sign up today at **cmpco.com/ EnergyManager**.

For more energy-savings tips and programs, visit **cmpco.com/UnderstandYourUsage** or **efficiencymaine.com/at-home/energy-money-savings-tips**.

ENERGY-SAVINGS TIPS
 ✓ Set your air conditioning at 78° or higher. Each degree above 75° saves you 3% of the energy used to cool your home.
 ✓ Turn your air conditioner up a few degrees when you leave home.
 ✓ Close your draperies and shades on hot, sunny days.

Help is available

There are free programs and services available to help you get caught up and manage your energy costs. Below are a few of the resources designed to help. For a full list of programs visit cmpco.com/HelpWlthBill.

 If you rent your home and need assistance with your electric bill, funding is still available through Maine's Emergency Rental Assistance Program. For more information about the program please visit mainehousing.org.



Our Customer Care team is ready to help.

- The Maine Homeowner Assistance Fund Program is a free, federal relief program for homeowners financially impacted by COVID-19 who are behind on their mortgage, housing, property tax or utility payments and are at risk of foreclosure. The program can provide up to \$25,000 per eligible household. To apply for the program, visit Maine.gov/HomeAssist.
- 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.



Your service, your way

Have you signed up for MyAccount yet? MyAccount allows you to easily manage and customize your account by updating your billing, payment and alert preferences, all in one place.

You can:

- Access your information 24 hours a day
- View and pay your bill securely
- Sign up for eBill, AutoPay and more
- Find ways to save on energy costs
- Use your account login to set up our free Mobile App
- Manage Outage Alerts



With MyAccount, you can manage your account on any device – tablet, computer or phone – anywhere, anytime – it's so easy!

Visit **cmpco.com/MyAccount** and get started today!



CMP volunteers spent a clean-up day at Pine Tree Camp to help the organization prepare for its summer camp session.

Supporting our community

At **Pine Tree Camp** in Rome, Maine, children and adults with physical disabilities are able to enjoy recreational activities such as swimming, fishing, kayaking, hiking, boating and even camping in a tent under the stars in a completely accessible environment.

To help the organization prepare for its summer camp session, 22 **CMP** volunteers spent a day at Pine Tree Camp where they raked, built fire pits, did trail work and cleaned up the grounds.

We're proud to support **Pine Tree Camp** and other community service programs with one goal in mind: to care for the people we serve.

BEFORE THE STORM Be Prepared

Preparation makes life easier.

If a severe storm is in the forecast, consider these suggestions:



FULLY CHARGE mobile devices, tablets and portable chargers.



KEEP FLASHLIGHTS, a battery-powered radio and fresh batteries handy.



FILL CONTAINERS with drinking water and keep a three-day supply of non-perishable food.



Sign up for FREE **Outage Alerts** at **cmpco.com/alerts**. Once you are signed up, you can text **STATUS** to **267898** for instant updates.

