

Customer Guide

An AVANGRID Company

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

The energy to power your day



Get up! Exercise for 30 minutes on your treadmill = 5¢



Heat it up! Cook your lunch for 5 minutes in your microwave = 1



Catch up! Watch the news or your favorite tv show for an hour = 1°



Cool down! Run your ceiling fan for an hour = Less than 1¢

The total cost per kWh for residential Rate A customers taking Standard Offer Supply is 14 cents, as of June 30, 2021. Actual cost per kWh may vary depending on your delivery or supply price - check your bill for your actual price per kWh.

eBill makes my life easier

Here are ways eBill can make your life easier, too:

- 1. Get your bill quickly and securely
- 2. Viewing and paying your bill is easy
- 3. All your account information is at your fingertips
- 4. By adding AutoPay, your bill is always paid on time Sign up today at **cmpco.com**. What are you waiting for?

I prefer hard copies when it comes to reading a newspaper or a book, but I don't miss my CMP paper bills at all! We've been on eBill and AutoPay for years. Our bill is delivered instantly, and always paid on time. This is one thing I don't even need to think about.

Maggie A., eBill customer



With our FREE Mobile App, you can:

- Easily enroll in eBill to view and pay your bill
- Enroll in **SimplePay** and know what your payment will be each month
- Report an outage, and get estimated times of restoration so you can plan

Text APP to 267-898 and we'll send you a link to download our app quickly and easily.

Power On: Improving Reliability

Every day, we're making improvements and enhancements to the electricity delivery system so the power you depend on is there when you need it.

Recently, our crews set poles and built new lines from a substation at Brown's Crossing in Farmingdale. For the 3,300 customers who receive power from this substation, the work performed will strengthen the system and reduce power outages.

We continue to improve our electricity delivery system every day to serve you better. Visit **cmpco.com** to learn more.





Do you need help managing your electricity bill?

This past year has presented challenges to many of our customers, so we want to make sure you have all the tools you need to better manage your electricity bills. We provide payment arrangements, **Energy Manager**, **SimplePay**, **Arrears Management Program (AMP)**, **Electricity Lifeline Program (ELP)**, and Maine's new emergency program for renters.

Please visit **cmpco.com/HelpWithBill** to learn more about our assistance programs and services available to help you manage your energy bills and reduce your energy costs. Or call us at **800.750.4000** Monday through Friday from 7:30 a.m. to 6 p.m. to speak with a Customer Care representative about your options.

Maine's Emergency Rental Assistance Program

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

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

- You rent your home, apartment, or lot that your home is on.
- At least one person in your household qualified for unemployment benefits, 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 for your specific area.
- You are having difficulty paying your rent or utilities.

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



Thank you to our lineworkers!

July 10 is Lineworker Appreciation Day. Every day our lineworkers face challenges that require technical expertise and a focus on both their own safety and that of their coworkers. They make sure you have the high quality, reliable and safe power you need to power on.



