



**CENTRAL MAINE
POWER**

An AVANGRID Company

Customer Guide

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

Maybe you should try our app?

Why should you try our FREE **Mobile App**? Why not! It's easy, convenient and many of our great services are available in the palm of your hand – anywhere, anytime!

No matter where you are or what you are doing, with our **Mobile App** you can:

- Enroll in **eBill**, **AutoPay** and **SimplePay**.
- **New!** Receive updated **Estimated Times of Restoration** automatically if you have an outage.

And it's easy to download the app. Just text **APP** to **267-898** and we'll send you a link to download the app quickly and easily.



Some highs and lows are fun, but not so much when it comes to your energy bill!

It's nice to know what to expect

In these challenging, ever-changing times, we don't always know what to expect. But when you enroll in our free **SimplePay** service, you will know what to expect in your energy bill every month.

When you sign up for **SimplePay**, we will:

- Calculate your yearly bill based on last year's electricity use and divide your yearly bill into 12 equal payments.
- Review your account every 6 months and, if necessary, adjust your monthly payment according to recent usage and energy prices.

It's easy to enroll! Sign up using our FREE **Mobile App**, log into your account at **cmpco.com** or call our self-service line at **800.750.4000** and press option 3.

We're here to help you manage your energy bill

If you're having trouble managing your electricity bill, we have programs to help you. Please 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. Or visit **cmpco.com/HelpWithBill** to learn about our programs and services available to help you manage your electricity bills and reduce energy costs.



If you're having trouble paying your electric bill or rent, help is available. We are working with Maine State Housing to help eligible Maine renters receive assistance for rent and past due electric expenses through the **Emergency Rental Assistance Program**.

Visit the Maine State Housing website at **mainehousing.org** for more information about the program.

Providing safe, reliable power to you

We work to provide safe reliable power to you today, tomorrow and well into the future.

To increase reliability and strengthen our system, we perform the following:

- Routine, scheduled inspections on every pole and wire.
- Visual inspections of the system both on the ground and via helicopter patrols to detect stresses on the system.
- Upgrade aging equipment.
- Replace older poles with newer poles to help harden the system.

You can count on us to continue making investments in our system so you can power your days for years to come.



Community Spotlight

Providing education opportunities for Maine students

In the last year, CMP and the Avangrid Foundation have **awarded over \$80,000 to Maine-based STEM (Science, Technology, Engineering and Math) education initiatives**. Schools that use STEM education as part of their curriculum prepare and inspire students across the state to pursue their passions so they can develop the skills needed to be successful in future careers.

In partnership with such organizations as Kennebec Valley Community College, Challenger Learning Center of Maine, Maine State Science Fair, the University of Maine Foundation, and more, we are investing in Maine's future by giving students the educational tools and resources they need to succeed.

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 may 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: _____