



**CENTRAL MAINE  
POWER**

An AVANGRID Company

# Customer Guide

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

## Power on: Strengthening our grid to meet your energy needs

You count on us to deliver the energy you need, so with every upgrade we make to our system, we are making our grid stronger, smarter and more resilient.

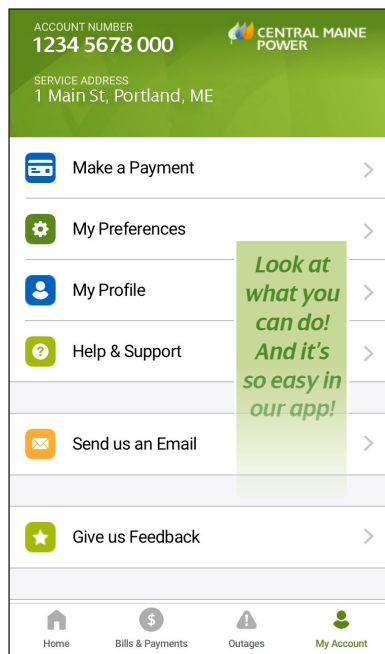
For example, we recently completed work on a new substation on Main Street in East Wilton. This new substation replaces a more than 50-year-old facility on Temple Road in Wilton.



*A stronger, smarter, more resilient system for the power you depend on.*

“We’re committed to building a stronger, smarter, more resilient grid for Maine,” said **Joe Purington, CMP president and CEO**. “Each and every upgrade makes a difference, and for our customers in Wilton, this new substation means improved power reliability they can count on.”

The new substation has enhanced remote monitoring capabilities and connects directly to CMP’s Control Center in Augusta, enabling us to respond faster to issues detected on the system. The new design reduces the likelihood of animals causing outages.



*Look at what you can do! And it's so easy in our app!*

## Do you have our Mobile App yet?

Our free Mobile App makes it even easier to manage your account. With just a few clicks, you can sign up for **eBill**, view and pay your bill, and access outage information.

Download our app with the codes below or text **App** to **267898** to have a download link sent to your phone!

**Simply scan the QR code on this page** with your cell phone camera\* to open the App Store or Google Play where you can download our Mobile App today!

\*Some phones will require you to download a QR code scanner



Scan this QR code to bring you to our Mobile App in the **App Store**



Scan this QR code to bring you to our Mobile App in **Google Play**

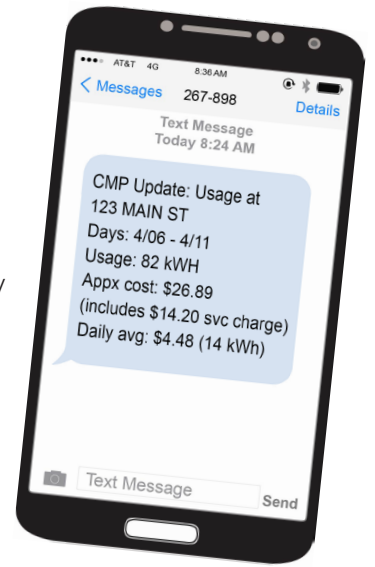
# How can Usage Alerts help you?

Trying to manage your monthly bill? Try our free **Usage Alerts** to stay informed. You can receive alerts and updates about your electricity use and estimated monthly cost. Receive alerts by text, email, phone or all three – it's easy and convenient!

You can choose to receive any or all of the following alerts:

- **Usage Update:** Receive weekly updates with your usage, estimated cost, and daily averages for the current billing period.
- **Usage Amount Exceeded:** Set a monthly electricity usage or dollar amount, and we'll notify you if/when you exceed that amount.
- **Usage Change:** We'll notify you of big changes to your daily usage. Specifically, if your daily usage is 50% higher or 75% lower than your past 30-day average usage for three days in a row.

Visit [cmpco.com](http://cmpco.com) to sign up for **Usage Alerts** today!



## Button up your home

Have you considered insulating your home to help manage your energy use? **Efficiency Maine offers insulation rebates up to \$5,500** for households of any income and up to \$9,600 for qualified low- to moderate-income households.

Visit [efficiencymaine.com/at-home/weatherization](http://efficiencymaine.com/at-home/weatherization) or call **866.376.2463** for more information.

## Our employees pitch in at Habitat for Humanity

Recently, **CMP** volunteers worked with Habitat for Humanity on a single-family home-building project for a deserving family in Freeport.

David and his wife, Marie, made the difficult decision to leave their home country of Rwanda due to fears for their safety. Later this spring, David, Marie, and their three daughters will have a permanent place to call home thanks to Habitat for Humanity. For a time, they lived in a family shelter and are excited to put down roots and use this house as a stepping-stone to achieve even more!

**Avangrid Foundation** is proud to support the building of this new home for David and his family through the foundation's donation to the Habitat for Humanity, and the efforts of our volunteers.



*CMP volunteers helped build David and Marie's house on their team build day!*

**Viewing and paying your bill is easy with eBill and AutoPay!  
Sign up today by visiting [cmpco.com](http://cmpco.com).**