



CENTRAL MAINE
POWER

Customer Guide

Save paper — sign up for eBill and view this guide online, too!

February 2018

Have you signed up for Outage Alerts?

Instant updates are available right now!

No matter what the groundhog said, Old Man Winter and his storms are not through with us yet. Sign up for our FREE **Outage Alerts** service today and you'll have all the information you need at your fingertips — without freezing them off!

You've got the power if your power goes out. Just text the keyword **STATUS** to **267898** and we'll send you a text alert with the latest outage information. Go ahead, give it a try now even if your power is on. We'll let you know that we have no outages detected and how to report an outage.

Visit cmpco.com and sign up today!



Here's another way we provide information that meets your needs

Our enhanced customer care system will provide outage updates specific to your account when you call us. We simply need the phone number associated with your account to provide this enhanced service. To update your phone number, please visit cmpco.com/youraccount and log in to your account to make the change. Not registered yet? Click **Register Now** to set up your login. You'll be all set to receive outage updates when you call.



With eBill, check your inbox from the comfort of your home this winter!

Sign up for eBill now for your chance to win \$100!

Enroll in **eBill**, our FREE online billing service, in the month of February and you'll be automatically entered for a chance to **win a \$100 bill credit!** **eBill** is convenient, safe and secure. And, you won't have to check your mail box this winter for your paper bill!

For complete contest details and to enroll in **eBill**, visit cmpco.com. Enter by February 28, 2018, for your chance to win.



Track your energy savings — sign up today!

We have FREE services to help you save on energy costs — all powered by your smart meter.

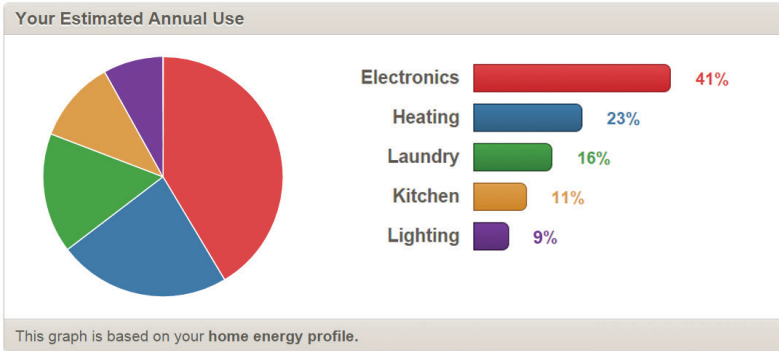
Sign up for **Usage Alerts** and receive weekly energy use updates, an alert if you exceed a set amount of usage or cost, and notification of changes in your daily usage. Add 2-way texting for usage information right at your fingertips anytime.

Once you know how much electricity you're using, our FREE **Energy Manager** can help you save.

- View your energy use by task, such as heating and lighting
- Get free energy-saving tips
- Learn simple changes to the way you use energy to help you save.

Start saving now. Sign up for **Usage Alerts**, **2-way texting** and **Energy Manager** today at cmpco.com.

— How Your Home Uses Energy —



Together we can keep Maine kids warm

Our **14th Annual Community Mitten Drive** is in full swing and with your help we can spread the warmth to Maine schoolchildren in our service territory.

You can drop off donations of new hats, mittens and scarves at the following Renys locations: **Bath, Belfast, Dexter, Gardiner, Madison, Pittsfield, Saco, Topsham, Wells and Windham**. Your donations will be distributed to schoolchildren in need.



Enroll in **AutoPay**. Your payment is automatically deducted from your bank account. Visit cmpco.com to sign up today!

Our Tree Care program helps keep the lights on

Each year, our qualified contractors prune and remove trees along hundreds of miles of public roads to provide you with safe, reliable electric service. Protecting the health of your trees is important to us, and we use Tree Care standards that are endorsed by the Tree Care Industry Association.

If you would like us to consult with you before pruning near your home, fill out and return the form below.

You can also fill out the form online at cmpco.com/UsageAndSafety/TreeCare/TreeCareForm.html.

Please note:

If trees cause power outages or pose an immediate hazard to safety or service reliability, we must perform emergency tree work and will not be able to consult with landowners beforehand.

Yes, please consult with me before non-emergency pruning or removing trees along public road(s) that border my property.

Note: If you have previously sent in a form, we've got it on file — you don't need to send in another. Thank you.

Name: _____

Address: _____

City/Town: _____

Telephone: (home) _____

Telephone: (work) _____

Account Number: _____

To ensure your request is noted, please send this form **separately from your bill payment** to:

Central Maine Power Company
Tree Care
83 Edison Drive
Augusta, ME 04336