



CENTRAL MAINE
POWER

November 2018

Customer Guide

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

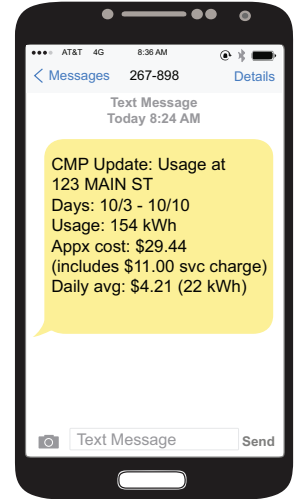
Understand and manage your energy use

Save with FREE Usage Alerts

This winter, get a jump on managing your electricity use with **FREE Usage Alerts** and save on energy costs.

Sign up for **Usage Alerts** and receive customized alerts by text message, email, phone — or all three.

- **Usage Updates:** Weekly updates with your usage, estimated cost, and daily averages for your current billing period
- **Usage Amount Exceeded:** Set a monthly electricity usage or dollar amount and we'll notify you if or when you exceed that amount
- **Usage Change:** If you have big changes in your daily electricity use, we'll notify you



You can also receive on-demand usage information by texting key word **USAGE** to **267898** and get the usage information you need right away. Then you can make adjustments and save!

Be prepared. Sign up for **FREE Usage Alerts** with on-demand usage information today at cmpco.com.

Save more with Energy Manager

Once you see how much energy you're using with **Usage Alerts**, **Energy Manager** can help you understand how you use electricity.



With **Energy Manager**, you can:

- Access all of the energy information for your home or business
- View your energy use by task, such as lighting, laundry, electronics and more
- View energy-saving tips
- Learn how simple changes to your energy use can help you save even more



Combine **Energy Manager** and **Usage Alerts** along with our electricity delivery service price reduction in July, and watch your savings add up. Sign up today at cmpco.com.



Learn more about Heat Pumps at efficiencymaine.com

Do you use a high-efficiency ductless heat pump? If so, it's important to understand that they work a little differently than conventional heating systems.

To ensure that your efficient heat pump can do its job, Efficiency Maine recommends you:

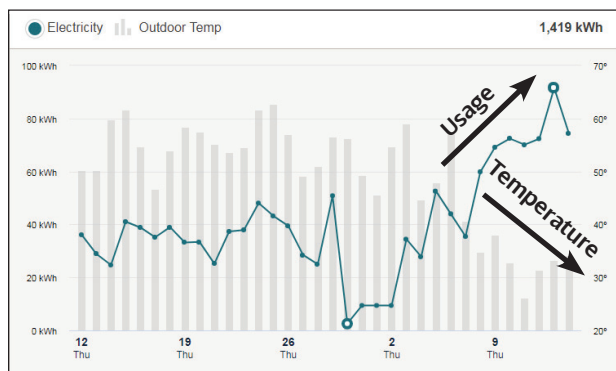
- **Set the heat pump thermostat** a bit higher than the thermostat on your central system, and then leave the setting alone throughout the winter. Heat pumps don't work as efficiently if you turn them off and on, or if you change the temperature settings frequently.
- **Rinse the filters** periodically and clear any leaves or debris off the outside unit to ensure efficient operation.
- If you decide to buy a heat pump, make sure to **ask for the models that qualify for an Efficiency Maine rebate**. These are the highest efficiency models and perform much better than other models when it gets cold outside.

According to Efficiency Maine, if you use a modern, high-efficiency heat pump properly throughout the winter, you should expect to see an increase in your electric bill that is offset by lower heating fuel costs. Visit efficiencymaine.com today!

Check out Efficiency Maine's new online videos and User Tips explaining how to set your thermostats and operate your heat pump for maximum savings.



Monitor your heat pump electric heat usage daily by watching your usage



Powered by your smart meter, enroll in **Energy Manager** at cmcpo.com

We'll keep you informed with Outage Alerts



Sign up for our **FREE Outage Alerts** and we'll keep you informed if the power goes out.

Receive an alert by text, email, phone or all three. You'll see an estimated time of restoration so you can plan. And once your power has been restored, you will receive an alert letting you know.

Once you're signed up for **Outage Alerts**, you can check the status of an outage at any time. Simply text **STATUS** to **267898** and we'll text you right back with the latest outage information we have for your location. Sign up for **FREE Outage Alerts** today at cmcpo.com.

Your power, your way

Sign up for one or all three of these convenient payment options at cmcpo.com.



eBill - View your bills online and print only what you need

AutoPay - Your secure payment will be made on time automatically each month

SimplePay - Spread your energy costs more evenly throughout the year

Need help? You may qualify



Local **Community Action Program** (CAP) agencies are taking applications for the **Home Energy Assistance Program**. Make your appointment today at your local CAP agency. For a list of CAP agencies in your area, call **2-1-1** or visit their website at 211maine.org. The CAP agency list can also be found at cmcpo.com.