



CENTRAL MAINE
POWER

Now! Sign up for Outage Alerts at cmpco.com

September 2018

Customer Guide

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

Outage information your way

As the seasons change from summer to fall, we want to keep you informed if strong storms cause power outages. We offer a variety of options. Choose what works best for you.

Outage Alerts Get personalized outage information with **Outage Alerts**. If your power goes out, we'll send you an alert by text, email, phone — or all three. You'll receive an estimated time of restoration so you can plan and an alert when power is restored.

Text Messages If you're signed up for **Outage Alerts** and want to check the status of an outage, simply text **STATUS** to **267898**. We'll text you right back with the latest outage information that we have so you can plan.

Online Resources Visit **Outage Central** at cmpco.com from your smartphone, tablet or computer and stay informed. You can report an outage, see detailed outage locations with our Outage Maps, view weather conditions and get estimated restoration times. You can even keep up with us on Facebook and Twitter.

Get outage information your way — anytime, anywhere. Visit cmpco.com today for more information.



Sarah S. checks her phone for text alerts that will let her know when her power will be restored.

Paying your bill is as easy as 1-2-3

You want ease and convenience when paying your bill. We have options to help.



1. eBill

View, pay and store your bills online for easy access and convenience and receive a reminder notification so you won't miss a payment.



2. AutoPay

Let your bill pay itself. Your payment is made automatically, securely, and on time every month.

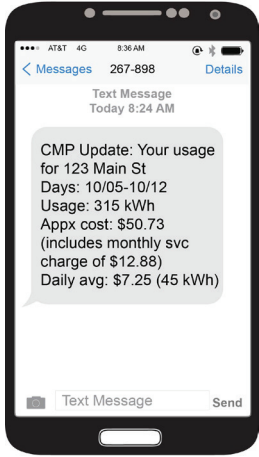


3. Pay Online

Make a one-time payment on our website with our secure online option. Visit cmpco.com today.

Visit cmpco.com to view the online services we offer that allow you to manage your account at your convenience.





Understand and save with Usage Alerts

Want to save money on energy costs? Our **FREE Usage Alerts** can help.

A typical Usage Alert will look like the image on the cell phone. You'll see the **number of days** your energy costs are calculated for, **your usage** in kilowatt hours, the **approximate cost** of your usage and your **average daily usage** in dollars and kilowatt hours. Once you know how much energy you're using, you can make adjustments to how you use energy and save!

You'll also receive alerts if you exceed a set amount of usage or cost or if you have big changes in your daily electricity use.

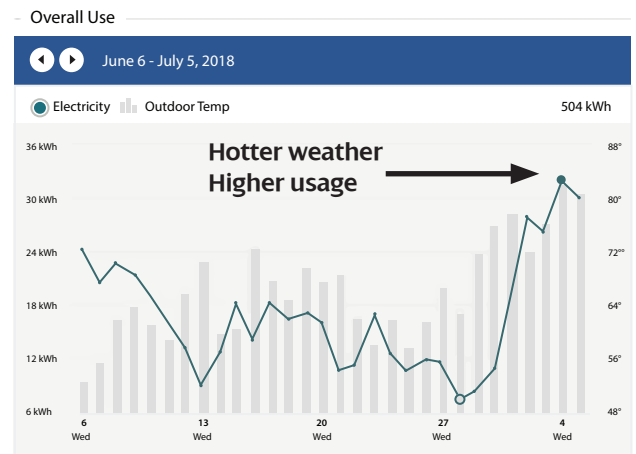
Sign up for **Usage Alerts** today at cmpco.com and start saving now!

Energy Manager can help you understand your usage

Energy Manager is our **FREE** and secure online tool that tracks your energy usage day-by-day. Hot, humid weather can impact your electricity use as you cool your home or business. Learn more. Sign up for **Energy Manager** at cmpco.com.

*"Energy Manager helped me see the impact air conditioning had on my electricity use during the hot and humid summer days."
— Donna W., Augusta*

Your Energy Use Overview



With Energy Manager, Donna could see how much more electricity she used on the hottest days of the summer.



Jim Wright, Supervisor — Transmission Operations and Maintenance

We're on the line for you every day

We work on the electricity delivery system year-round so we can deliver you reliable, high-quality power through any season. We do line and equipment inspections to find and fix problems before they happen, trim trees to prevent tree-related outages, and our employees participate in disaster recovery drills so we can fine-tune our plans and be prepared for any weather situation. Our procedures are reviewed and our equipment is inspected. We're ready for any situation at any time.

Flip a switch and we're there!