

Answering your questions about electricity supply and delivery

CMP: Your electricity delivery company

You can count on the people of CMP to deliver electricity to your home or business.

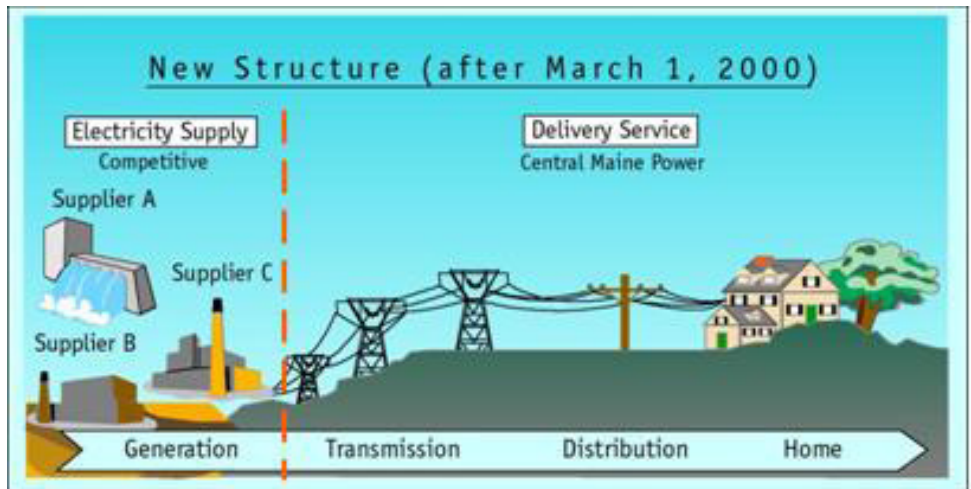
From our **system engineers** to our **line workers** in the field, we're working every day to make sure the delivery system is safe and reliable. Even in the most heavily wooded state in the nation and under sometimes harsh weather conditions, CMP maintains an excellent reliability record on over 20,000 miles of line.

Our **customer service specialists** are also on the line for you. They'll help you get connected and manage your account with us. **Our 24-hour communication center** stands ready to dispatch our crews in emergency situations.

Energy advisors and **public safety specialists** are working with businesses and municipalities to keep Maine's cities and towns productive and safe. We visit over 20,000 school children a year and teach lifesaving lessons about electrical safety.

Flip a switch and we're there!

In March 2000, the way you buy electricity changed. CMP no longer generates electricity. We sold our power plants, as required by Maine law. Now, we deliver the electricity to you but separate companies — not affiliated with CMP — provide the supply.



How does this new structure work?

Other companies that aren't affiliated with CMP in any way generate and sell the power supply. We deliver. We make sure that the power provided by these companies gets to you. The delivery of electricity is the sole responsibility of CMP and that activity remains regulated.

Various companies can be providing electricity supply. These suppliers are unregulated. Right now, while this market is still developing, most homes and small businesses are supplied by the Standard Offer. The Maine Public Utilities Commission (MPUC) chooses the Standard Offer provider through a competitive bidding process.

Jim Wright, Transmission Operations & Maintenance



Your questions — and answers!

Q. What is my electricity supply price based on?

Your electric supply is based on market prices. The MPUC chooses the Standard Offer supplier using competitive bids from various companies that compete to supply electricity at the best price.

Q. How is CMP's delivery price set?

We're always looking for new ways to make our work more efficient and we pass the savings on to you. CMP's delivery prices are still regulated by the MPUC. Transmission costs are included in the total delivery price and are set by the Federal Energy Regulatory Commission.

Q. Why don't I get a bill for electricity supply?

You do! If you, like most homeowners and small businesses, are supplied through the Standard Offer, your supply bill conveniently comes in the same envelope as your delivery bill. When you open your CMP statement every month, the second page of that bill is for electricity supply. CMP provides billing services and passes payment for supply on to the Standard Offer provider.



Q. Can I choose a new supplier other than the Standard Offer?

At your request, we will send the MPUC's latest list of licensed suppliers for residential and small business customers to you. Check for updates to this list at www.maine.gov/mpuc/electricity

Q. Can I get electricity supply service from CMP?

We are no longer in the electricity supply business as required by Maine law. CMP is your electricity delivery company.

Q. Who do I call regarding my electric service?

If you have questions about your electricity usage or account, please call us at **1-800-750-4000**. Our Customer Service Specialists will be happy to help.

For more information about the way you buy electricity in Maine, visit www.cmpco.com.

Another example of supply and delivery

Remember when the milkman delivered the milk directly to your doorstep? The milkman had nothing to do with the production of the milk (you can thank the cow for that!) but the milkman made sure you had your supply of milk when you needed it.

Product Supply



Today, when you order from a catalog or the Internet, a delivery company makes sure that the product you buy arrives at your home.

Product Delivery



CMP is a delivery company, too. We make sure the electricity you buy is delivered safely and reliably so that you have the power you depend on.



Sabrina N., Customer Service Representative