

# Having difficulty paying your CMP bill? We can help.

If you need help with your bill, you are not alone. We want to help. Please call us at **800.686.4044**.

## Manage your electricity bill:

It is important to manage your electricity bill and we can help - please call us. You may be eligible for a payment arrangement to pay your balance in manageable installments, including a Special Payment Arrangement which could allow you to pay less than the full amount of bills as they become due in the winter period.

## Manage your usage:

Powered by your smart meter, our free **Energy Manager** and **Usage Alerts** tools can help you understand and manage your electricity usage. Go to **cmpco.com** for more information and to sign up.

## Seek assistance:

You may qualify for help to pay your electricity bill. For more information please call **2-1-1** or visit **211maine.org**.



**Our courteous and helpful Customer Care Representatives are always willing to help.**

## Contact your local Community Action Agency to apply for these benefits:

### Home Energy Assistance Program (HEAP)

This program offers financial assistance for heating costs and energy improvements to qualified customers.

### CMP's Electricity Lifeline Program (ELP)

Provides bill credits to qualifying customers based on their annual electricity usage and their household income.

### CMP's ELP Oxygen and Ventilator Benefits

Qualifying ELP participants may also be eligible to receive the Oxygen Pump/Ventilator Benefit. Contact us at **800.750.4000** to discuss the certification process.

### Arrearage Management Program (AMP)

Customers who qualify for HEAP may also be eligible to participate in this arrears forgiveness program that provides credits to your past due balance when your current bill is paid on time. You can apply by visiting [cmpco.com/amp](https://cmpco.com/amp) or calling us at **800.750.4000**.

### We're Here to Help

If you have any concerns about services we provide you, please contact us at **800.750.4000** (residential customers) or **800.565.3181** (non-residential customers). If you are not satisfied with our response, you have the right to appeal to the Consumer Assistance and Safety Division, Maine Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018; telephone: 207.287.3831 or 800.452.4699; send an email to: [casd.puc@maine.gov](mailto:casd.puc@maine.gov). Please give us the opportunity to work with you before submitting a dispute to the Maine Public Utilities Commission.



**CENTRAL MAINE  
POWER**

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