

Customer Guide

An AVANGRID Company Manage your account anytime, anywhere with our **Mobile App!**

Make the best energy choices for you and your family in 2023

We have a variety of programs and services to help you manage your monthly energy bill, including:

- Usage Alerts. Powered by your smart meter, you can receive weekly updates of your energy use. You can also receive an alert if you exceed a set amount of usage or cost, and an alert if there are any big changes in your daily use. Once enrolled, text USAGE to 267898 anytime for an update. Sign up at cmpco.com/alerts.
- Energy Manager. Get a detailed view of your electricity usage and create a checklist of ways to save. Also find helpful tips for managing your electricity use. Sign up at cmpco.com/EnergyManager.



• Supply Choice. You can manage the price you pay for the supply portion of your electricity bill by shopping for your electricity supplier. (See the supplier page of your bill to view your current supply cost.) Visit maine.gov/mpuc/regulated-utilities/electricity to learn more.

Visit **cmpco.com/UnderstandYourUsage** for more information on how to manage your energy use and your cost.



Need help with your energy bill? We're here for you

If you're having difficulty managing your energy bill, there are free programs and services available to help you get caught up and manage your energy costs.

- Maine Homeowner's Assistance Fund is accepting applications and has already provided more than \$600,000 in assistance to homeowners who need help. To apply for the program, please visit Maine.gov/HomeAssist.
- Home Energy Assistance Program (HEAP) helps income-eligible households pay for energy bills, weatherization and repairs. The program is currently open and accepting applications. Call 211 Maine or visit 211maine.org and your local Community Action Agency (CAA) to apply.
- **Electricity Lifeline Program (ELP)** offers qualified customers a credit on their electric bill based on household income and estimated electricity usage. Apply for **ELP** at your local **CAA**.
- Payment Plans. Please call 800.750.4000 to talk with us about setting up a reasonable and affordable payment plan to help you get back on track and stay there.

For more information and to view a complete list of programs and services, please visit cmpco.com/HelpWithBill.



Start the New Year with My Account!

Did you resolve to be more organized this year? **My Account** can help you manage your **CMP** account all in one place. Create a **My Account** today and get access to all the latest tools to keep you, your **CMP** bill and account organized!

eBill

- Never misplace a bill
- Set payment reminders
- View your previous eBills

AutoPay

- Safe, secure, convenient
- Set a payment schedule best for you
- Never miss a payment

Alerts

- Receive usage alerts
- Receive outage alerts
- Get payment notifications

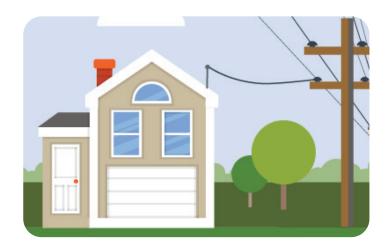


Scan here to start your new year with My Account. Don't have a smartphone? Go to cmpco.com/MyAccount.

Button up your home

Have you considered insulating your home to help manage your energy use? **Efficiency Maine** offers a **\$500 rebate** to hire a professional residential registered vendor to do six hours of draft sealing and conduct an energy assessment regardless of household income. Qualified low and moderate income Maine households are eligible for **rebates of \$600 to \$8,000** for draft sealing and insulation.

Visit **efficiencymaine.com** or call **866.376.2463** for more information.





Together we made a difference!

Thanks to you, we donated \$1.00 for every **eBill** signup we received in November and December resulting in a **\$2,500 donation to Full Plates Full Potential**.

With your **eBill** signup, we are helping **Full Plates Full Potential** (**fullplates.org**) to overcome food insecurity within our community.





