



# Customer Guide

Manage your account anytime, anywhere with our [Mobile App](#)!



## Make a difference in your community

### And enjoy the convenience of eBill

For every customer who signs up for **eBill** in November and December, we'll donate \$2.00, up to \$5,000, to **Good Shepherd Food Bank**.

Your **eBill** signup and our \$5,000 donation to **Good Shepherd Food Bank** will provide enough food for 10,000 meals!

Please visit [cmpco.com/eBill](http://cmpco.com/eBill) to sign up for **eBill** and help reduce food insecurity in our communities.

Scan the QR code to sign up for eBill. Don't have a smartphone? Go to [cmpco.com/eBill](http://cmpco.com/eBill) to sign up today.

## Can you really help me with my electricity bill?

Yes, we can! Here's how:

- Apply for the **Maine Homeowner's Assistance Fund**. They are accepting applications and have provided more than \$2.6 million in assistance to homeowners this year. Please visit [haf.mainehousing.org](http://haf.mainehousing.org) to learn more.
- Call **211** Maine or visit [211maine.org](http://211maine.org) and your local **Community Action Agency**.
- Shop for your electricity supplier. Nearly 60% of your electricity bill is the cost of the electricity supply that can only be provided from other companies — not CMP. Visit [cmpco.com/Choice](http://cmpco.com/Choice).
- Please call us at **800.750.4000** to talk with us about an affordable payment plan.

Visit [cmpco.com/HelpWithBill](http://cmpco.com/HelpWithBill) to view our full list of programs and services designed to help.



## Save \$5,000 on water heating

Tens of thousands of Mainers own heat pump water heaters. They're popular because they produce lots of hot water, help dehumidify, and can save you more than \$5,000 in energy costs over their 10-year life.\*

Learn how you can get a heat pump water heater for as little as \$429.\*\* Visit [efficiencymaine.com](http://efficiencymaine.com) or call **866.376.2463**.

\*Compared to a traditional electric water heater as shown on Efficiency Maine's Compare Water Heating Costs calculator as of 3/1/2023. Your results may differ.

\*\*Price as of 11/3/2023 and subject to change.

# Outage Alerts anytime, anywhere

Whether you're on the go or at home, the most convenient way to know about a power outage is with **Outage Alerts**.

If we have a current cell phone number associated with your account, and you have not previously opted out of **Outage Alerts**, you will automatically receive an alert letting you know that we're aware of the outage and when your power is expected to be restored.

Do you have a relative or neighbor who relies on you for help? Ask them to add your phone number to their account so you can receive outage updates for them, too.



Visit [cmpco.com/MyAccount](http://cmpco.com/MyAccount) to make sure we have your mobile phone number so you will receive a text alert.

# Personalize your account to fit your needs

Pay your bill, sign up for or customize alerts and manage all your account needs with **My Account**. Visit [cmpco.com/MyAccount](http://cmpco.com/MyAccount) to create your online account and access all our latest tools to get the most out of your service with us.



## Outage Alerts

Edit



Receive notifications with the latest information about your power outage by email, voice, or text.

## Billing Preferences



### eBill

Edit



Receive an email that your bill is ready for review so you can manage your payment online.

What information will I receive?



### Automatic Payments



Your payment will automatically be made from your bank account each month.



# Power on: A new tool in power restoration

In an effort to shorten power interruptions from motor vehicles damaging utility poles, we are using new repair strategies that include a tool called a "phase tree."

A phase tree essentially creates a temporary utility pole that preserves the functionality of electricity lines while repairs to infrastructure are made. It has been used in other applications at CMP and is now being applied to our motor vehicle incident response too!

*On a recent Sunday, a phase tree was successfully used by this crew of line workers in Readfield after a pole was broken during a motor vehicle crash on Route 41.*