



Customer Guide

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

Things you can do right now to save energy

Are you looking for ways to lower your energy use? Below are a few **no-cost** actions you can take right now!

- **Keep the cold out.** Close your drapes, curtains and blinds to keep cold out at night, open them during the day to let in the sun.
- **Set your water heater at 120 degrees F.** Many are preset at 140 degrees F.
- **Think before you wash and dry.** Wash and dry only full loads of laundry and use the cold water setting on your washer.
- **Run your dishwasher when it's full.** In addition, let clean dishes air dry.



Going electric?

We offer two optional delivery rates that may benefit you, depending on how you use electricity.

Residential Electric Technology Rate: supports your use of new electric technologies like heat pumps, electric vehicles and charging stations. Learn more at cmpco.com/ElectricTechnologyRate.

Seasonal Heat Pump Rate: supports customers with a heat pump by offering a lower rate during the winter months. Learn more at cmpco.com/SeasonalHeatPumpRate.

Your guide to helpful resources

If you need help with your electricity bill, there are free programs and services available to help you. We have listed a few in the table at the right.



Resource

Contact Information

Home Energy Assistance Program (HEAP)

Federal grant programs that help income-eligible households pay for energy bills, weatherization, and repairs.

Apply through your local **Community Action Agency**

Electricity Lifeline Program (ELP)

Offers qualified customers a credit on their electricity bill based on household income and estimated electricity usage.

Apply through your local **Community Action Agency**

Payment Arrangements

We offer flexible payment arrangements for customers who need to manage past due amounts.

Call us at **800.750.4000**

Visit cmpco.com/HelpWithBill to view the complete list of programs and services.

Afraid you'll miss it?

Don't worry, you won't!

- You won't miss the paper – but if you love paper, just print what you need.
- You won't miss your bill; it will go right to your inbox immediately.
- You won't miss a payment when you set up payment reminders.



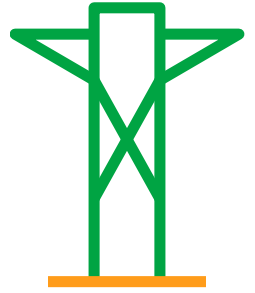
Scan this QR code to sign up for eBill

Don't have a smartphone? Visit cmpco.com/eBill to learn more and sign up.



Power on: Working with our communities to meet energy needs

When we upgrade a transmission line, we keep our communities in mind. We meet with municipal officials, neighborhood groups, and others to learn what's important to them, and we adjust our plans so that together we reach our goal.



We recently completed a three-mile transmission line rebuild to meet capacity and reliability needs of approximately 7,000 customers in the Sanford area, where our right-of-way abuts the Southern Maine Veterans Cemetery.

Each week, the funeral scheduler provided us with the days and times of funerals so we could adapt our construction schedule to not work nearby, so each funeral could be conducted with quiet dignity.

We're thankful to her for helping us honor these veterans and their families.



Taking care of trees and power lines

Falling branches and uprooted trees are the number one cause of power outages. To provide you with safe, reliable electric service, our qualified contractors prune and remove trees along public roads using standards endorsed by the Tree Care Industry Association.

If you would like us to consult with you before* pruning trees near your home, please use our online form at cmpco.com/TreeCareForm or complete and return the form below. If you have already sent a form to us, we still have it on file, so you don't need to send us another one.

**If trees cause power outages or pose an immediate hazard to safety or service reliability, we must perform emergency tree work and will not be able to contact landowners beforehand*

CMP Account Holder Name: _____

Address: _____

City/Town: _____ ZIP Code: _____

Phone Number: _____

Account Number: _____

Yes, please consult with me before non-emergency pruning or removing trees along public road(s) bordering my property.

Please send this form **separately from your bill payment** to:

Central Maine
Power Company
Tree Care
83 Edison Drive,
Augusta, ME 04336