



# Customer Guide

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

## Smart solutions to help with your bill

Are you looking for ways to reduce and manage your energy use? We can help with these smart solutions.



**SimplePay Budget Plan.** Avoid seasonal fluctuations by paying the same amount every month. With this free service, you make a stable monthly payment based on your average monthly electricity usage over the past year.



**Supply Choice.** You can shop for your electricity supplier or receive Standard Offer service arranged by the state. See the supplier page of your electricity bill to view your current supplier and supply cost.

Visit [cmpco.com/UnderstandYourUsage](http://cmpco.com/UnderstandYourUsage) for more information on how to lower your bill.

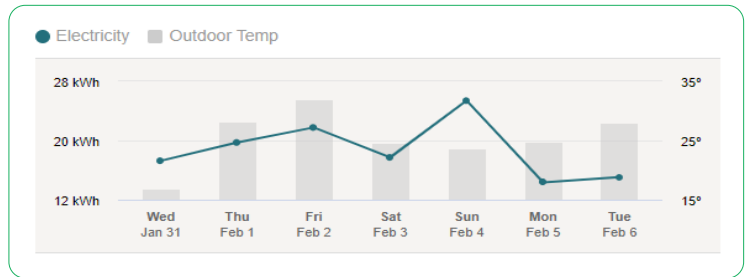
**Good news! On January 1, the price for Standard Offer Supply went down 35% and the price for CMP delivery went down 4% for an average reduction of \$35 a month for our residential customers!**

## Manage your energy use with Energy Manager and Alerts

Energy Manager and Usage Alerts work with your smart meter so you can track your energy usage online. With Energy Manager, you can view your electricity consumption, create a checklist of ways to save and get helpful tips for managing your electricity use.

Other innovative features include:

- View weather data along with usage information
- See a breakdown of your usage by category
- Compare your use to households like yours
- Download your data to your desktop



Features of Usage Alerts include:

- Usage Update: Receive weekly updates with your usage, estimated cost, and daily averages.
- Usage Amount Exceeded: Set a monthly electricity usage or dollar amount target, and we'll notify you if/when you exceed that amount.
- Usage Change: Receive a notification if your usage is 50% higher or 75% lower than your past 30-day average usage for three days in a row.

Visit [cmpco.com/EnergyManager](http://cmpco.com/EnergyManager) to learn more about this free and secure online tool.

And to learn more about Usage Alerts visit [cmpco.com/Alerts](http://cmpco.com/Alerts).

## Your energy your way

When you create a My Account, you can easily manage your CMP account. Update your billing, payment and alert preferences all in one place.

- Access your account information 24/7
- Pay your bill securely
- Sign up for eBill, AutoPay and more



Scan this QR code to log into your online account

Don't have a smartphone? Access your online account by visiting [cmpco.com/MyAccount](https://cmpco.com/MyAccount).

"I'm a senior and was struggling to keep up with all my paper bills. My daughter convinced me to try My Account and I love it! I'm not tech savvy at all but it's so easy to use and I can check it anytime. I never worry about missing a payment because I signed up for payment alerts through My Account. I also signed up for eBill, so the bill comes right into my email. All-in-all, I'm very pleased and would recommend to anyone." – *My Account customer*

## Tree Care helps deliver reliable service

We use a variety of techniques to clear trees, branches and shrubs from our lines. If you prefer that we don't use herbicides on transmission corridors next to your property, we won't. With a Landowner Maintenance Agreement, you have the option of clearing trees and shrubs on your own.

For more information, visit

[cmpco.com/TreeCareForm](https://cmpco.com/TreeCareForm)

or write to: CMP Vegetation Management,  
83 Edison Drive, Augusta, ME 04336.



## Community Spotlight: Book donations to every elementary school

We are delighted to announce the return of our President's Pick Book Donation Program, a cherished initiative at our company that celebrates the joy of reading. This year, we've chosen a remarkable book that embodies the values of empathy, inclusion, and acceptance – "A Dog and His Boy." We donated 600 books to elementary schools in our service area.

"A Dog and His Boy" is a heartwarming tale authored by two talented Mainers, Heidi Bullen and Lisa Wentzell, published by Maine-based McSea Books, and illustrated by local artist Claudia Diller.