



# Customer Guide

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

## Sign up for eBill and help feed those in need

Now is the time to choose **eBill**! With every **eBill** signup we receive in November and December, we'll donate \$2.00, up to \$5,000, to **Good Shepherd Food Bank**.

Through food donation programs, hard-working volunteer efforts, community outreach, and more than 600 organizations, **Good Shepherd Food Bank** is a vital resource for those suffering from food insecurity.

With **eBill** you can:

- View and pay your bill securely online
- Receive an email as soon as your bill is ready
- View your previous **eBills**

Your **eBill** signup will help address food insecurity in our communities.

Scan this 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.



*Good Shepherd Food Bank has grown to become the largest hunger-relief organization in Maine, serving more than 140,000 individuals every year.*

## How do I stay warm and within my budget this winter?

If you're facing challenges with your electricity bill, we can help.

- Apply for the **Maine Homeowner's Assistance Fund**. They are accepting applications and have already provided nearly \$2.4 million in assistance to homeowners who need help. 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 monthly bill is the cost of electricity supply provided by 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 complete list of programs and services designed to help you manage your electricity bill.

# We're ready and we want you to be ready, too

We work continuously to improve our electricity delivery system so we can deliver reliable power to you through even the most severe weather.

If a storm does cause a power outage, you will receive **Outage Alerts** automatically, as long as we have a current cell phone number associated with your account, and you have not previously opted out of **Outage Alerts**.

Before a powerful storm strikes, check your online account at [cmpco.com/MyAccount](http://cmpco.com/MyAccount) to make sure we have your cell phone number, and to set up your preferences to meet your needs.



Damage from Hurricane Lee affecting more than 150,000 customers.

With **Outage Alerts** you can:

- Choose how you want to receive your alert: by **text, email, phone or all three**
- Check the status of an outage by texting **STATUS** to **267898**
- Receive alerts for real time updates.

Don't wait for a storm warning, set up your **Outage Alerts** preferences today.

## We rise to the challenge – the Dempsey Challenge

CMP employees participated in the **15th Annual Dempsey Challenge** 5K run, walk and ride events in Lewiston. The team fundraising goal was set at \$10,500, and they raised more than \$14,000 to support the Dempsey Center's \$1.8 million goal. Our team came in 20th place out of 226 teams.

**The Dempsey Center** helps make life better for people impacted by cancer by providing comfort, connection, compassion, and choice to cancer patients, their loved ones, care partners, and survivors, all at no cost. The center offers personalized care through counseling, support groups, nutrition, integrative therapies, movement and fitness, and more.



CMP employees, along with their friends and family members, raised more than \$14,000 in the 15th Annual Dempsey Challenge.