



Customer Guide

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

Meet Rhonda, CMP Customer Advocate



"I enjoy being able to meet customers in person at public events like Spectrum Generations and the Community Connection Events," said Rhonda.

Rhonda is here for you as the Customer Advocate at CMP.

"Making connections with our customers warms my heart," Rhonda said. "It is very rewarding when I am able to help someone, from understanding their bills and usage to finding assistance to help them pay their bills if it is needed."

Rhonda has worked for CMP since 2013 when she started as a Customer Service Representative in Portland. She became CMP's Customer Advocate this year and brings a wealth of experience to her new role, including years of supporting customers in the Arrearage Management Program, or AMP.

Rhonda works with a team of Customer Service Representatives dedicated to providing customers with a superior quality experience during every call. If you have questions, they are here to help.

"My favorite part of my job is being able to work with our customers one-on-one," said Rhonda. "I love my job!"

Connecting with our communities

Join Rhonda and other CMP employees at one of our **Community Connection Events** that we're hosting across Maine this fall.

At these **Community Connection Events**, we provide in-person customer service and can answer specific billing and account questions. We also have employees prepared to answer various questions about electricity in Maine.

We're excited to meet our customers where they live and work in this new meaningful way, building on the work we do every day in our **Customer Contact Center**.

Visit us on **Facebook** to see where we'll be next.



When Rhonda isn't in the office, she's often at one of CMP's Community Connection Events.

North Anson substation upgrade improves reliability

We are upgrading substations, including the **North Anson substation**, so we can continue to **provide smarter, stronger, and more resilient service** to meet your energy needs.

Improvements to the North Anson substation include a new transformer, new equipment and other upgrades that will bring benefits to the region including:

- An improved substation that **reliably and safely** meets customers' electricity needs.
- Capacity to provide electricity for **community growth and development**.

For details about this upgrade, please visit cmpco.com/w/north-anson-substation.

Are you doing more online these days? We are too!

Enjoy easy online account management

Have you created your online **My Account** yet? **My Account** lets you easily manage and customize your **CMP** account. You can update your billing, payment and alert preferences all in the convenience of one place.

You can also:

- Access your information 24 hours a day
- View and pay your bill securely
- Sign up for **eBill**, **AutoPay** and more
- Use your **My Account** login to set up our free **Mobile App**
- Manage your **Payment, Usage and Outage Alerts**

Visit cmpco.com/MyAccount and get started today!

Flying south for the winter? Keep an eye on your nest at home.

With **Outage Alerts**, no matter how far you are from home, you'll know if your power is interrupted and when it is expected to be restored, so you can plan or make any necessary arrangements while we work diligently to restore your power.

"While on a recent trip out of state, I received an Outage Alert notifying me of a power outage at my home, along with a helpful estimated restoration time. I was able to reach out to my son to let him know to stay where he was instead of going home. An hour later I received another alert to let me know that my power had been restored. Thank you, Outage Alerts!" ~ Heidi D.

Visit cmpco.com/MyAccount to customize how you want to receive your alert: by text, email, phone or all three.

"I'm on a fixed income and need help with my bill. Can you help me?"

Yes, we can. If you need help with your electricity bill, there are a variety of programs designed to help you manage your bill including:

- The **Home Energy Assistance Program (HEAP)** helps eligible customers pay for their energy bills, weatherization and repairs. The program is currently open and accepting applications.
- Our **Electricity Lifeline Program (ELP)** offers qualified customers a credit on their electric bill based on their household income and estimated energy usage.

Please visit cmpco.com/HelpWithBill for more information about these and other programs.

For a copy of our resource guide, please call us at **800.750.4000** to have a printed copy sent to you.

