

Important Information For You

You can count on us to deliver the electricity you depend on. We want to make sure you have this additional information about your service with us so you can Power On!

We Deliver

Central Maine Power Company (CMP) is your electricity delivery company. We maintain the electricity transmission and delivery grid, deliver electricity to your home or business, repair storm damage, and work to ensure the safety and reliability of our infrastructure servicing more than 20,000 miles of power lines.

Electricity Supply

CMP does not supply electricity. You may choose a Competitive Electricity Provider (CEP) for your energy supply or otherwise you will receive your supply from the Standard Offer Provider. If you change electricity suppliers, the changes will usually coincide with the scheduled meter read date.

View your usage online with Energy Manager

Get detailed information about your electricity usage, manage your energy use with online tools, and compare your usage to other typical users. Learn more at cmpco.com.

Sign up for Alerts

Outage Alerts: Stay informed if the power goes out. Receive notifications with the latest information about your power outage, including an estimated time of restoration.

Usage Alerts: Receive alerts and updates about your electricity usage and estimated cost - all made possible by your smart meter!

You can choose which alerts you want to receive and how you want to receive them - by text, email, phone or all three. Learn more at cmpco.com.

Download our new App!

Our same great service is now at your fingertips. Our new app makes it easier to view and pay your bill, report an outage, and update your account profile. Download today by searching Central Maine Power at the App Store or on Google Play.

Customer Service Guarantee

We are committed to providing you with timely, courteous customer service. We back our quality customer service with the following guarantee:

- *We guarantee the amount of your bill is accurate and that your bill will be delivered on time.*
- *We guarantee our scheduled appointments.*
- *We guarantee your new service connection date.*

When there's an outage, our top priority is restoring power to our customers. Therefore, our guarantee does not apply for scheduled appointments and new service when CMP suspends normal business operations because of storm conditions or other emergencies.

Contact Us

Our knowledgeable Customer Care Representatives will answer your billing or service questions.

E-mail:
customer.service@cmpco.com

Residential Accounts:
800.750.4000

Commercial Accounts:
800.565.3181

To discuss credit related issues:
800.686.4044

To report problems with your electric service, an outage, or an emergency:
800.696.1000

Web address: cmpco.com

Mailing address:
83 Edison Drive, Augusta, ME 04336

Follow us on **Facebook** and **Twitter**



"Your call is important to us. We're on the line for you and we're ready to respond to your needs!" — Melody, Customer Service



**CENTRAL MAINE
POWER**

An AVANGRID Company

power on

Deposits

Certain customers may be required to pay a security deposit.

If we require a deposit, we will:

- provide, in writing, the date the deposit is due, the amount of the deposit, as well as possible payment options for the deposit;
- explain what to do if you don't agree with the amount of the deposit we require or the need for a deposit in general;
- pay interest on the deposit;
- provide a choice between paying a cash deposit or other methods of satisfying the deposit that are included in the deposit disclosure letter.

The typical residential deposit amount is equal to the anticipated CMP bills for the two consecutive months of highest usage in the past year at the new location. Customers may choose to pay the deposit amount in full or in three equal installments. Customers already using a payment plan for outstanding bills may be asked to pay the deposit in full immediately.

We will return deposits to residential customers after 12 on-time payments. If an account with a deposit is closed, the deposit will be applied to the existing account balance and we'll refund any remaining deposit amount, including accrued interest, within 30 days of closing the account.

Deposits for a non-residential customer are equal to two of the highest invoices during a recent 12 month period for a similar business. The deposit may be paid by cash or other methods that are included in the deposit disclosure letter. It will be refunded after 5 years of perfect payment history for small businesses and held for the life of a medium or larger business.

Billing

We will send you a bill each month based on your usage. If your meter is inaccessible, or we are unable to read it during extreme weather conditions, emergencies, work stoppages, equipment failure, or other similar circumstances preventing us from

reading your meter, you will receive an estimated bill. Seasonal customers may also receive consecutive estimated bills.

Charges for electricity supply are included in our bill, however these are not CMP charges and we remit payment for you to the supplier. Some suppliers may elect to send you a separate bill for electricity supply, rather than including their charges on the CMP bill.

Billing and Payment Options

We offer a variety of billing and payment plans. Visit cmpco.com or call **800.750.4000** for more details.

eBill

All the same information as your paper bill — without the clutter. View and pay your bill securely online and receive e-mail reminders when your bill is due. Go to cmpco.com/eBill to sign up.

SimplePay

Make level monthly payments based on your average usage over the past 12 months. To learn more, go to cmpco.com.

AutoPay

Automatic payments are the easiest way to pay your bill. Your payment will be automatically deducted from your bank account on time each month. Visit cmpco.com for more details.

Online

You can also make an online payment at cmpco.com/paytoday or using our mobile app. We accept credit and debit cards, too.

Payment Agencies

You may pay your bill in person at a payment agency authorized by CMP. Visit us online at cmpco.com for a list of locations or call us.

You can also mail your payment to Central Maine Power Company, P.O. Box 847810, Boston, MA 02284-7810. For your own protection, please do not send cash through the mail.

Late Payments

When you make a payment it will be credited to your account on the day we receive payment. If we receive your payment after the due date on the bill,

we will assess a late fee on the unpaid balance. The amount of the late fee is established annually by the MPUC.

Can't Make a Payment?

Please call us immediately at **800.686.4044** so we can help. We will make a fair payment arrangement as long as you pay a reasonable portion of your bill and agree to pay the rest in affordable installments. No customer has to agree to a payment plan or other proposed settlement of a dispute that results in giving up other rights discussed on these pages. We consider the following when establishing a payment plan:

- ability to pay,
- previous payment history,
- reasons for non-payment,
- size of the overdue amount,
- length of time the bill has remained unpaid, and
- whether disconnection would pose a danger to the household.

We tailor payment arrangements to meet the particular needs and situations of our customers. Participating customers receive a written copy of their payment arrangement.

Customers unable to pay their CMP bills during the winter without creating hardship for their household are eligible for a special payment arrangement. This arrangement allows customers to pay less than the actual billing amount in the winter and then make up the difference in the summer. While we always try to respond to the needs of our customers, if a customer does not make payments according to the written payment plan, we may send a disconnection notice. Upon receipt of a disconnection notice, customers on payment arrangements have three business days to pay the overdue amount. The supplier you choose to buy your electricity from cannot turn your power off. However, they can decide to stop serving a customer who does not pay. If that happens, you would have to choose a new supplier or be assigned to Standard Offer service.

Financial Assistance

Some customers may qualify for help paying their electric bill. You may be entitled to financial assistance from State or local government agencies to help you pay your utility bills. The best source of information is your local Community Action Program (CAP) agency. Call 2-1-1 for the name and phone number of your local agency.

Electricity Lifelight Program

You may qualify for CMP's Electricity Lifelight Program (ELP). ELP offers qualified low-income customers a credit on their electric bill. This credit is based on household income and estimated electricity usage. You can apply for CMP's ELP by contacting your local CAP Agency.

Oxygen Pump Assistance

The Low-Income Assistance Program also provides financial assistance to low-income customers who, for health-related reasons, must use an oxygen pump or ventilator for at least 8 hours each day. A customer must first qualify for CMP's ELP in order to be considered for this benefit. A certification form must be completed and signed by your physician. ELP participants living in subsidized housing may also qualify for this benefit. Contact your local CAP agency to see if you qualify for this program.

Friend Alert Program

Our Friend Alert Third Party Notification Service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send you. The person who's designated to receive such notices is, however, not responsible for payment of the bill. Call us at **800.750.4000** for more information.

Medical Emergencies

If you notify us of a medical emergency at your location, we may not disconnect the electric service. The medical emergency can be declared by telephone, and a registered physician

or a physician's agent must certify the medical emergency within 3 business days.

Disconnection can be postponed for up to thirty days per emergency. A medical emergency does not cancel the bill. We will refer the customer to financial assistance agencies and ask that a reasonable payment plan be established. A customer is allowed to declare three medical emergencies per household over a 12 month period.

Disconnection of Service

Technology allows meters to be connected and disconnected remotely. We don't want to disconnect anyone's service and we work with customers to resolve payment concerns. However, we will begin disconnection procedures if a customer:

- does not pay or arrange a payment plan for an overdue bill,
- does not make payments according to an agreed upon payment arrangement that's confirmed in writing,
- does not pay or arrange for payment of a deposit, or provide somebody who is willing to guarantee the deposit payment,
- uses electric service without being identified as the responsible party,
- refuses to let us read or install a meter or repair company property,
- tampers with a meter,
- obtains service without payment,
- creates a safety hazard or interferes with CMP's distribution system,
- misrepresents their identity to get service,
- does not comply with a decision made by the MPUC or its Consumer Assistance and Safety Division.

During the Winter months, we can disconnect residential services with permission from the MPUC.

We will not disconnect a customer for:

- non-basic service charges, such as merchandise or services that are not regulated by the MPUC,

- nonpayment of a bill that is not properly transferred from a previous account,
- estimated usage (unless the customer refuses to let us read the meter or does not pay an estimated bill which has been verified by an actual reading),
- a disputed bill amount until the dispute is resolved, however, the undisputed portion of the bill is still due.

We also will not disconnect a tenant at the request of their landlord, unless we first give the tenant the opportunity to put the account in their name and the tenant fails to do so. We will not charge tenants for their landlord's unpaid bill or bills. In most cases, we will notify a customer, in writing, at least 14 days (7 days for non-residential) before a stated disconnection date. However, we may disconnect with only three business days notice for the following reasons:

- a broken payment arrangement,
- an unpaid deposit or guarantor of payment,
- payment with a bad check,
- non-compliance with a decision of the Maine Public Utilities Commission,
- receiving service without applying to become a CMP customer

If you are behind on your bill, please contact us at **800.686.4044** and speak to a representative about how we can help.

Call **2-1-1**
for information

If you or someone you know needs help, call **2-1-1** for information related to possible heating resources throughout Maine. **2-1-1** is Maine's 24/7 health and human services information and referral system.

We will disconnect without notice in cases of unauthorized use (meter tampering), a dangerous condition, or if the customer requests disconnection. A disconnection notice will state a date of disconnection and is valid for 10 days in the summer, and 20 days in the winter, after that date. Disconnection notices tell customers how to avoid disconnection and how to dispute the bill or the disconnection itself. We do not disconnect service on a Friday, a weekend, a legal holiday, the day before a holiday, or on any day that our office is not open for business.

Requesting Disconnection

To request disconnection, please notify us at least one business day in advance. You can also make the request on our website at cmpco.com.

Reconnection

Our Customer Care Center hours are M-F 7:30 am - 6:00 pm. We will promptly reconnect service during CMP business hours up until 5:00 pm on the same day requested or, at the latest, before 5:00 pm the next business day, provided the customer resolves the reason for the disconnection, usually by paying any outstanding balance or agreeing to a payment arrangement. We will make every attempt to reconnect service after regular business hours (after 5:00 pm or on weekends and holidays), but non-emergency requests may be deferred until normal business hours. For your safety, we recommend that the main breaker be turned off prior to any reconnection of service. Appliances that have been left on will resume operation once service is turned on.

Customers who are disconnected for non-payment, unauthorized use, or theft of service may need to pay a security deposit.

When both a deposit and an unpaid balance are required, the customer may pay the smaller amount in full and enter into a payment plan for the larger amount. We do charge for reconnection of service. Please check with CMP for fees.

Interruption of Service

We are proud of our reputation for providing safe, reliable electric power, but sometimes service may be interrupted. Visit our website at

cmpco.com for ways to be prepared if your service is interrupted.

Lifelight

If someone in your household is on a life support system, call us at **800.750.4000** (except in emergencies when you should call **800.696.1000**). If we know you or someone at your home is on life support, we will notify you in advance of planned outages so you can be ready with a back-up plan. In the event of an unplanned outage, we will notify you if the outage is expected to last for an extended amount of time so that you can consider alternative plans. Visit us at cmpco.com for more information.

Power Quality

Severe storms, lightning, high winds, power equipment failures and cars hitting utility poles can cause power line disturbances. There are a number of things you can do to protect electrical devices from power disturbances. Most electrical devices can tolerate short-term power disturbances without any noticeable effects. However, more serious disturbances can cause equipment damage. CMP encourages all customers to use adequate equipment to protect electrical items in their home. CMP is not liable for damage caused to items within your house. To learn about protective equipment, please visit cmpco.com/ourcompany.

Liability for Damages

CMP will consider claims for damages caused by a service interruption, except when the interruption is beyond the Company's control. For complete details, please see Section 18.7 of our Terms and Conditions at cmpco.com. You may also file claims for any such damages at cmpco.com.

Accuracy of Our Meters

We test our meters regularly to make sure that they operate correctly. The MPUC establishes a schedule of required meter tests and the accuracy standards that a meter must meet. If you wish to confirm the accuracy of your meter, we will test it for accuracy once within a 12 month period at no cost to you.

Month-by-month usage comparisons are on each month's bill, going back three years. You can check the accuracy of your bills and monitor your electricity usage by reading your own meter and

using the comparison chart on your bill. Call us at **800.750.4000** for instruction on how to read your meter or visit us online to use our free services like Energy Manager and Usage Alerts to view your usage.

Concerns

If you have any questions or complaints, please call us at **800.750.4000**. We will answer questions, set-up payment plans, and investigate your complaint and try to resolve it.

If you disagree with our resolution, you have the right to appeal to the Consumer Assistance and Safety Division (CASD) of the Maine Public Utilities Commission (MPUC). The CASD investigates and resolves complaints, educates the public and ensures utilities remain in compliance with State statutes and Commission rules. To contact the CASD, call 800.452.4699, email at CASD.PUC@maine.gov, write to 18 State House Station, Augusta, ME 04333-0018 or visit www.maine.gov/mpuc. Before you call the CASD, please give us the opportunity to work with you to resolve the dispute.

As mentioned earlier, we cannot disconnect you for a disputed amount. However, you are responsible for the portion of the bill that is not in dispute. If you contact us before a disconnection and we cannot agree on a payment plan or other arrangement to stop the disconnection, you may appeal to the MPUC as described above.

Cost of Service

When you spoke to our Customer Care Representative about applying for service, the minimum costs, one-time fees, and the cost of any additional services you ordered were explained to you. They can be reviewed on our website at cmpco.com.

The Maine Public Utilities Commission (MPUC) approves the rates we charge for electric delivery service. We cannot change our delivery rates without approval from the MPUC. Additional rate information can also be viewed on our website at cmpco.com.

The foregoing is a summary of your rights under Chapter 815 of the Maine Public Utilities Commission. For complete details, visit mpuc.gov.