



Home checklist

• Make sure your flashlights and battery-powered radios have fresh batteries, and are ready to use and easy to find. Stock extra batteries, too.

• Have candles, lamps and matches handy. Instruct family members in their proper use to reduce the risk of accidental fires.

• Every home should have fire safety equipment: fire extinguishers, baking soda and heavy blankets.

• Store drinking water in extra bottles or plastic containers. If you have an electric water pump, fill pails, kettles, bathtubs and sink with water for other uses.

• Stock up on canned and dried foods that require no refrigeration and little or no cooking. Be sure you have an old-fashioned, manual can opener on hand.



• Make plans for emergency heating and cooking.

• Put extra blankets and your warmest clothes where you can find them easily. Layering clothing is a great way to stay warm.

Don't get caught in the dark without this number

To report an outage, please call

1-800-696-1000

For billing or other questions, please call:
1-800-750-4000

Take a few minutes now to have this information handy if you need to report a power outage.

First find a recent bill from CMP and look for the 13-digit account number in the upper left-hand corner. Write that number next to the "Account #" area printed on the magnet. **Note:** For best results, use a ball-point pen or a **permanent marker**. To avoid smudging, let the ink dry before handling the magnet.

Then find the name in the section on the bill labeled "Service Location" in the upper right-hand corner. Write that name in the area next to "Account Name" on the magnet.

Central Maine Power 24 hour customer assistance line
1-800-750-4000
To report a power outage: 1-800-696-1000

Read cycle: 05

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Your CMP account number: 123-456-7890-012

JANE DOE
123 MAIN ST
ANYWHERE ME
Service location

Meter Number	Read Date	Prior Read Date	Number of Days	Meter Reading	Prior Meter Reading	Total KWH
SAR6034315	01/06/02	12/04/01	33	27190	26462	658

Account Summary

Prior balance	\$0.00	Total	\$80.19
Balance forward	\$53.05+		
New charges	\$27.14+		
Total new charges			\$80.19

Current Account Balance: \$0.00+ \$0.00

Central Maine Power Account Detail:

Prior balance for Central Maine Power delivery	\$0.00		
Balance forward	\$52.56+		
Current delivery charges			\$52.56
Late payment charges: 1.040%			\$52.56
Delivery charges: Residential	658 KWH		
Delivery services: Up to 100 KWH	100 KWH		
Over	100 KWH		
Total current delivery charges			\$52.56
Central Maine Power account balance			\$52.56

Messages about your Central Maine Power delivery account

One Bill, Two Companies. Your bill reflects changes from your electricity supplier and from CMP, who delivers that electricity to you.

Add warmth and comfort without breaking the bank! Use a portable electric space heater - they're inexpensive to buy, efficient and help you save energy by heating only selected areas.

Please see next page for additional information.

02/00 01/00

Once you fill in your account information, attach the magnet to your refrigerator or another metal surface handy to your phone. Remember, cordless phones don't work during a power outage.

A few tips for staying warm and safe if the power goes out



Central Maine Power
Your Electricity Delivery Company

Maine's electric competition law allows customers to choose their electricity suppliers beginning March 1, 2000. CMP sold its power plants to comply with this legislation.

But CMP is still on the line for you repairing downed wires and restoring power to customers, no matter who provides their electricity. Regardless of your supplier, the Standard Offer or a competitive provider, – there's just one number to call during an outage:

1-800-696-1000

Please note: Cordless phones don't work during a power outage.

Be safe

Blustery winds, snow, ice and skidding vehicles can interrupt your power. If your power does go out, it's good to follow a few simple safety measures.

- Watch out for live wires! If you come upon electrical wires dangling from poles or lying on the ground, stay away – they may still be energized. If you do see a downed power line, be sure to call CMP right away. And remember, "No line is safe to touch, ever."

- A wire on your car? If an electrical wire falls on your car when you are in it, stay right there. Wait for a CMP employee or a law enforcement official to make sure the line is de-energized. If your car catches fire, jump clear without touching the car and the ground at the same time. This will help avoid a serious electrical shock.

- Turn off and unplug all your major electrical appliances to eliminate potential hazard of fire when power returns. Don't forget the computer.

- Leave one light or a radio switched on so you will know when power returns.

- When you use an emergency heating source – woodstove, fireplace, or kerosene heater – keep spare fuel away from the flames. Be sure to ventilate properly and have fire safety equipment nearby. Never leave a fire unattended.

- Grills belong outside. Don't use grills or campstoves indoors – they can give off harmful gases. Use them in a sheltered, ventilated location away from your house and other buildings.

- Stand-by generators? Make sure your generator has a double-throw switch, so there is no electrical connection between your home and CMP. Before you start the generator up, check that all wires are properly grounded and that proper ventilation has been provided. Be sure to pull the main fuses or turn off the main circuit breaker. This will protect your home from damage – and keep CMP lineworkers safe. Better yet, have a professional electrician install the generator system and check it out before the winter storm season begins.

If the lights go out

- First, check in with your neighbors. Look down your street or give the neighbors a call. Are their lights out, too?

- If not, check your fuses and circuit breakers. It may not be the storm; you may have a blown fuse. Do not touch breakers while standing in water or on any wet surfaces.

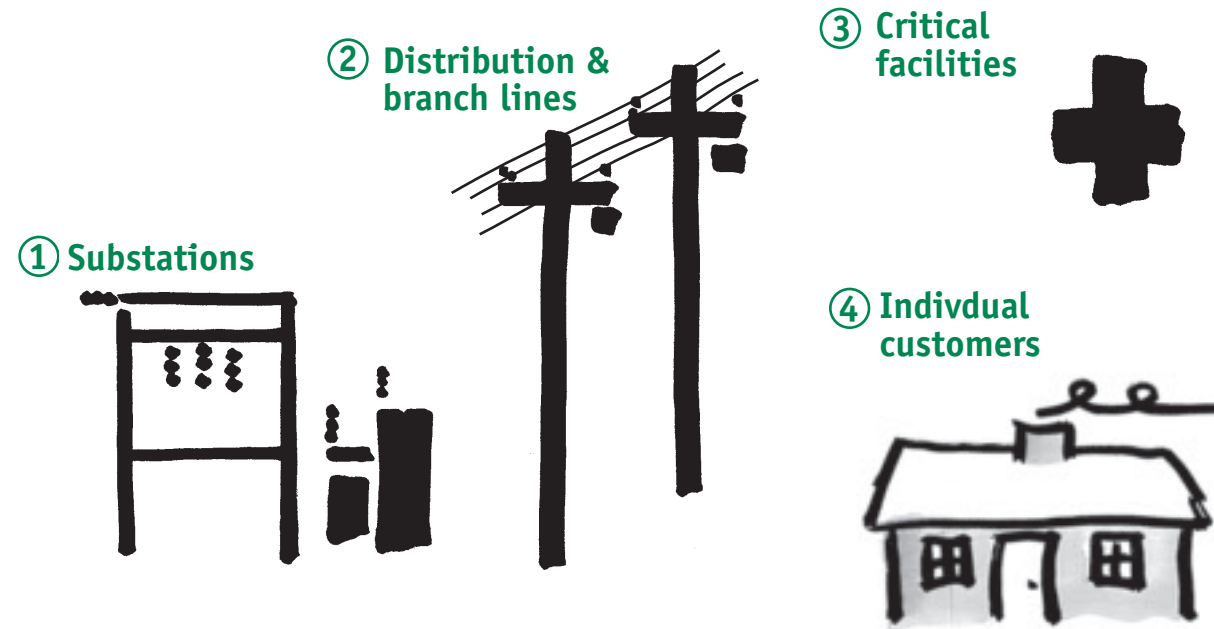
For billing or other questions, please call:

1-800-750-4000



How CMP restores power

CMP's Emergency Service Restoration Plan aims to help our crews repair downed lines and restore power to customers within the shortest time possible. While restoring everyone's power is important, getting critical facilities back on line – places like hospitals and shelters – has to be a priority. Here's a look at how power is restored:



① Electricity gets to homes from a series of substations that serve as relay points as power travels to communities throughout the region. Another top priority is repairing damage to those substations so electricity will flow to the distribution and branch lines beyond.

② Distribution and branch lines carry electricity to your neighborhood on its way to your home. We restore distribution lines called "primary feeders" first, because they serve many neighborhoods. Then we repair and restore power to branch lines that extend from those primary feeders.

③ As a first customer priority, our crews are dispatched to restore power where it is critical

to protect life and keep the community safe: hospitals, nursing homes, emergency shelters, police and fire stations.

④ Sometimes restoring service to substations and transmission lines – including primary feeders and branch lines – is just the beginning. Breaks also may occur in your neighborhood where many single lines supply individual homes. Our crews assess damage to entire neighborhoods by driving down individual streets to identify these single line problems. Then they return to the exact location of damage after distribution and branch lines are back in service.

Note: You may still need to call CMP or an electrician, if damage has occurred to the line from the street to your meter.

Coping with a long outage



- Dress warmly, and stay dry.

- Keep the refrigerator shut. The freezer, too. Open them only when necessary. If the outage lasts more than a few hours, cover the refrigerator and freezer with blankets or old newspapers to keep in the cold.

- Let nature do the trick. If it's cold, you can store foods in a shed or garage. If it's below freezing, keep frozen foods outside in wooden or metal containers – but be sure to place containers out of direct sunlight.

- Use water sparingly. Water that you use for cooking or washing may be used again for flushing the toilet.



- Don't forget the pipes! If it's cold out and heat is off for an extended period, wrap water pipes with insulation. In very cold weather let the faucet drip or drain the pipes – remember to save the water!



Central Maine Power
Your Electricity Delivery Company