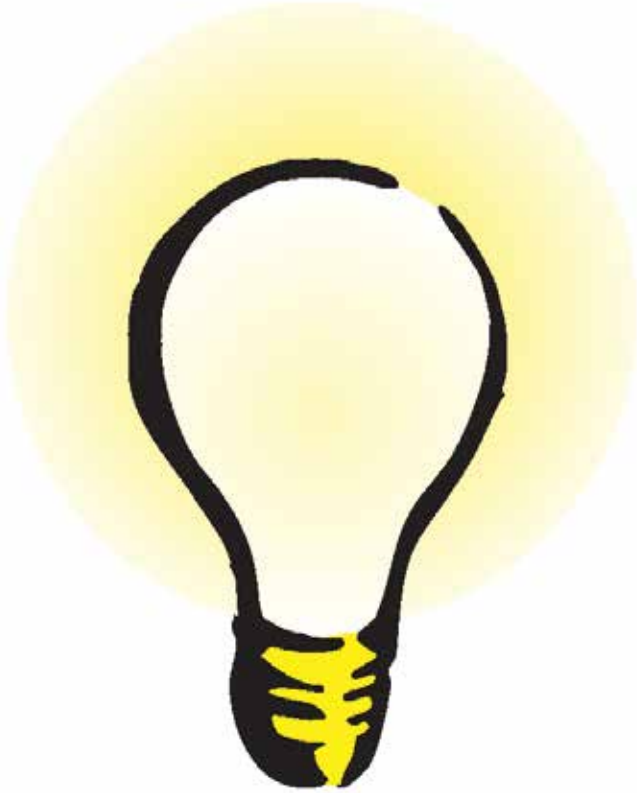


The Energy Guide



Understanding your energy use at home

What does electricity mean to you?

From waking up with an alarm clock to watching the late news on TV, to using a computer at work, or using your air conditioner on the hottest summer days, electricity brings us comfort and convenience throughout our lives. Just think about all the ways electricity makes your day!

The Energy Guide is designed to help you better understand the electricity you use very day. When you read this brochure, you'll learn the basics of watts, amps, and voltage, and how energy is measured. You'll gain an understanding of where your energy is used and you'll find information that can help you make smart choices about how you use electricity.

We hope you find all the answers you need in the pages of ***The Energy Guide***.



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Note: All information in this booklet is accurate as of July, 2012. Changes will occur as we continue to update our policies and improve our services to you.

One bill, two companies

Your electric bill reflects costs of service from **two** companies; your electricity **supplier** and your electricity **delivery** company.

CMP is your electricity **delivery** company. Delivering electricity means we are responsible for all the substations and more than 23,000 miles of power lines that are needed to **deliver** electricity to 550,000 customer locations. That's a 24-hour, 365-day job, whether it's a fine summer day or a miserable winter storm.

Other companies produce and **supply** the electricity we deliver to you. The name of your electricity supplier is shown on the second page of your CMP bill. They use the same reliable CMP transmission and distribution lines to get the power you need to you.

Questions about your bill?

If your electricity is supplied through the Standard Offer provider, you can call CMP at **1-800-750-4000** with any questions you have. If you are buying electricity from a competitive supplier and your question is about the electricity supply portion of your bill, you should call the supplier. You should always call us with any questions you have about the electricity **delivery** portion of your bill.

We're working hard to drive electric delivery prices down!

Electric delivery prices have declined steadily since February, 2000. Now, more than ever, you depend on electricity to power your life, and CMP is working hard to make sure you are getting the best value for your electricity dollar.

Reliable people. Reliable power. Reliable service. That's CMP.

Shed some light on your electric bill



Your CMP account number:
211-000-0000-001



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



J.Q. CUSTOMER
12 ANYWHERE RD
ANYTOWN STATE
Service Location

Billing Date: 09/08/14

Read cycle: 09

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Customer Meter Summary

Meter Number	Read Date	Prior Read Date	Number of Days	Meter Reading	Prior Meter Reading	Total KWH
GE00010000	09/04/14	08/07/14	30	81907	81169	738

Account Summary

Prior balance						\$103.32
Payments received through 09/08/14 - thank you					\$103.32-	
Balance forward						\$0.00
New charges						
Electricity Delivery: Central Maine Power (see detail below)					\$54.18+	
Electricity Supply: Standard Offer Service					\$55.79+	
Total new charges						\$109.97

Current Account Balance Please pay before **08/20/12** **\$109.97**

Central Maine Power Delivery Service Account Detail

Prior balance for Central Maine Power delivery						\$40.85
Payments received - thank you					\$40.85-	
Balance forward						\$0.00
Current delivery charges						
Delivery Charges: Residential						
Delivery Service: 738 KWH					\$43.53+	
Total current delivery charges						\$43.53
Central Maine Power account balance						\$43.53

Messages about your Central Maine Power delivery account

Our Maine Power Reliability Program is bringing long-term reliability to the electricity delivery system, the capacity to connect new, renewable energy resources and creating 3,000 jobs. For more information visit www.maine-power.com. Our Tree Care program helps keep the lights on. We work with qualified contractors to prune and remove trees along public roads to provide you with safe, reliable power. For more information visit www.cmpco.com.

Please see back page for important information

Your electricity usage (in kilowatt hours)

	09/14	08/14	07/14	06/14	05/14	04/14	03/14	02/14	01/14	12/13	11/13	10/13	09/13
Daily	25	23	24	25	23	22	23	21	19	28	25	23	21
Monthly	738	700	740	701	680	663	774	583	608	617	808	678	599

Please return this stub with payment to CMP. If applicable, supply payments are forwarded to the appropriate energy provider. Do not send cash or coins, and do not return with staples or paper clips. Refer to back to fill in information for mail address changes or to learn more about our paperless eBill service.

Your CMP account number:
211000-0000-001

Please pay this amount
\$109.97
before 10/04/14 so you
can avoid late charges

J.Q. CUSTOMER
12 ANYWHERE RD
ANYTOWN STATE ZIP

Central Maine Power
PO Box 847810
Boston, MA 02284-7810

Please write amount paid:
\$ _____



Thank you!
Please do not write below

Electricity Supply

Standard Offer Service

Standard Offer Service

J.Q. CUSTOMER
12 ANYWHERE RD
ANYTOWN STATE

Account:
211-000-0000-001

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Billing Date: 09/08/14

Electricity Supply Account Detail

Your electricity is supplied by the Standard Offer Service

Prior balance for Standard Offer electricity		\$62.47
Payments received - thank you	\$62.47-	
Balance forward		\$0.00
Current electricity supply charges		
Residential Service (08/07/14-09/04/14)		
Energy Charge	738 KWH@ .0756	\$55.79+
Total current electricity supply charges		H \$55.79
Standard Offer Service account balance		\$54.89

Messages about your Standard Offer electricity supply

Central Maine Power provides billing services for your electricity supplier. Supply payments are forwarded on your behalf, in accordance with the Maine Public Utilities Commission (MPUC) rules.

The average price per KWH for your Standard Offer electricity is \$0.075603.

Competitive bidding for the right to supply Standard Offer electricity is supervised by the Maine Public Utilities Commission.

Your electricity supply (Standard Offer Service) is provided by NextEra Energy Power Marketing, LLC.

For additional information regarding Standard Offer Service, please see the MPUC web site at: http://www.maine.gov/mpuc/electricity/standard_offer/index.shtml

Information regarding your standard offer provider's power source and emissions rates can now be viewed and printed online at www.cmpco.com.

Take a look at the ABCs of your bill

- A** Total for current month (delivery and supply)
- B** Total balance including any past due amount
- C** Total monthly kWh
- D** Current month delivery charge
- E** Total monthly kWh
- F** Amount owed on current bill
- G** Current month energy charge
- H** Current month supply charge

Where does your electricity go?

Most customers who call us with concerns about their electricity usage wonder, “Where and when did I use all that electricity?”

Some people think their meter is not working right, but the chance of the meter failing is less than 1%. We test our meters regularly to make sure that they are operating correctly.

Often customers see an increase in their bill without any apparent changes in appliances or lifestyle. However, many items will use more power without any change in your habits. For example, an oil furnace uses electricity to operate the oil burner and fan or pumps, and these will all run more when the weather is colder. Or a large increase in usage can be caused by a faulty appliance. For example, a septic system pump can get stuck in the “on” position and use electricity 24 hours a day instead of just one hour, making a difference in your bill.

A month-by-month usage comparison is shown on each month’s bill, going back one full year. 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.

Tracie, Customer Service Representative, is always ready to help.



The Elements of Electricity

Although the principles of electricity could fill a book, there are some basic facts that can help you understand the amount of electricity needed by an appliance.

First, what is a watt? Simply stated, a watt is a unit of electricity and the rate at which energy is delivered. Every electrical appliance uses a specific number of watts. A thousand watts equals one kilowatt (kW), the unit that your electric bill is based on.

Some larger appliances, such as your refrigerator and clothes dryer, are rated in terms of volts and amps instead of wattage. How can you determine the wattage of these appliances? It's simple. When you multiply the amps an appliance uses times the volts it uses, the result is the appliance wattage. The following two equations will help you determine the energy used by the appliances in your home.

$$\text{Amps x Volts} = \text{Wattage}$$

&

$$\frac{\text{appliance wattage}}{1,000} \times \text{hours used per month} = \text{kWh per month}$$

Try it out for yourself. To begin, find the wattage of the appliance. In most cases, you'll find this listed on a small metal plate on the back or the bottom of the appliance. If the appliance has only amps and volts written on it, as many large appliances do, use this equation to figure out the wattage: amps x volts = watts.

1. Write down the wattage of the appliance
2. Divide this number by 1,000 to convert watts to kilowatts (1,000 watts = 1kW)

$$\frac{100 \text{ watts}}{1,000} = .1 \text{ kW}$$

3. Multiply the kilowatts by the number of hours you use the appliance each month.

$$\text{kW} \times \text{hours used each month} = \text{monthly kWh}$$

4. Multiply the total number of kWh used each month by CMP's current average residential price of 14.5¢ per kWh.*

$$\text{monthly kWh} \times \text{current price per kWh} = \text{monthly energy price to use appliance}$$

For example, here's how much electricity a 100 watt light bulb on 4 hours a day for 30 days (120 hrs. per month) uses.

$$\frac{100 \text{ watts}}{1,000} \times 120 \text{ hours} = 12 \text{ kWh}$$

$$12 \text{ kWh per month} \times 14.5 \text{ ¢} = \$1.74 \text{ per month.}$$



*The monthly costs shown above are based on the average price of 14.5¢ per kWh. This includes both the CMP delivery price and the Standard Offer energy price. If you are a Time-Of-Use customer, you may be paying less than 14.5¢ per kWh if you are using energy during lower-priced periods. These prices are accurate as of July, 2012. Rates are subject to change as we continue to update our policies and improve our services to you.

Common Questions

Is my meter working correctly?

The companies that make electric meters design them to survive the harshest outdoor weather, year after year. It's no surprise that they are rarely the reason for an increase in your electric bill. If, after reading this brochure, you still think your meter is wrong, please call us at **1-800-750-4000**.

Will line problems affect the amount of electricity I use?

Your meter measures only the electricity you use in your home. While it is possible that a line problem will affect your power quality, it will never affect your monthly meter reading, which is based on the amount of electricity you use.

Why is my neighbor's bill lower than mine when our homes are similar?

Remember that your bill reflects the amount of electricity you use, and every household has its own unique energy needs. Different lifestyles, appliances (models and age), heating systems, home construction, family size and age — all of these factors and more affect the amount of electricity you use.

Why is my bill different from the last place I lived?

When you move to a new home, many things that affect electric usage may be different. Your heating system and the efficiency of that system may be different from your last home. The new home may have a different amount of insulation. Even how efficiently your appliances work varies slightly from one place to another.

Will my bill go down if I'm away?

You'd be surprised how many everyday items in your home continue to use power when you're not there. If you plan to be away for an extended period of time, you can avoid using some power by unplugging items such as refrigerators and freezers, especially if you have more than one. Be sure to check and unplug electric heaters and mattress pads, inadvertently left on. And if your home will be heated while you're away, you can save even more by turning your electric water heater off.



heaters, blankets, which are often on. And if your home you're away, you can turning your electric

Why does my bill change with the seasons?

Your bill changes because the amount of electricity you use varies from season to season. In the summer, for instance, fans, air conditioners, and swimming pools keep you cool and refreshed in spite of the heat. And even though summertime living may be easy, refrigerators and freezers are working their hardest. Through the shorter days of winter, on the other hand, the lights come on early and nothing's more inviting than staying warm and cozy in your home. Your electric dryer may be working overtime drying all those sweaters, hats and mittens, too!

The Energy Calculator

In the following tables you'll discover the energy used each month by certain appliances around the house. Since every brand and model varies in its energy use, these numbers are approximations. They can help you estimate how much energy an appliance uses and help you make better decisions when you're considering a purchase.

	Approx. Wattage	Average Hours of Use	Average kWh	Monthly Cost for Average Period of Use**
Kitchen				
Refrigerator w/freezer				
Manual Defrost (10-15 cu. ft.)	300	200	60	\$ 8.70
Auto Defrost (16-18 cu. ft.)	400	250	100	\$14.50
Side-by-Side Refrigerator	600	250	150	\$21.75
Freezer (Stand Alone)				
Manual Defrost	300	200	60	\$ 8.70
Auto Defrost (16-18 cu. ft.)	400	250	100	\$14.50
Range/Stove				
6" Burner	1,400	8	11	\$ 1.60
8" Burner	2,500	8	20	\$ 2.90
Oven - Bake	3,200	8	26	\$ 3.77
Oven - Broil	3,000	4	12	\$ 1.74
Microwave Oven	1,000	4	6	\$ 0.87
Coffee Maker	1,100	20	22	\$ 3.19
Bread Maker	500	10	10	\$ 1.45
Toaster Oven	1,500	4	6	\$ 0.87
Slow Cooker/Crock Pot	325	32	10	\$ 1.45

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	Approx. Wattage	Average Hours of Use	Average kWh	Monthly Cost for Average Period of Use**
Water				
Water Heater	4,500	75	338	\$49.01
Dishwasher (no dry cycle)	200	25	5	\$ 0.73
Dishwasher (with dry cycle)	1,200	25	30	\$ 4.35
Washing Machine	550	550	11	\$ 1.60
Clothes Dryer	5,000	30	150	\$21.75
Sump Pump (1/2 hp)	373	60	22	\$ 3.19
Sump Pump (1 hp)	746	60	45	\$ 6.53
Septic System Pump (1 hp)	746	60	45	\$ 6.53
Well Pump (1 hp)	746	60	45	\$ 6.53
Hot Tub (4 person)				
120-Volt Heater (outside)	1,500	120	540	\$78.30
240-Volt Heater (outside)	6,000	90	540	\$78.30
Circulator and Blower Pump	1,500	30	45	\$ 6.53
Entertainment/Office				
Stereo Equipment	300	90	27	\$ 3.97
Television - 19"	100	180	18	\$ 2.61
Television - 27"	170	180	31	\$ 4.50
Television - 32"	200	180	36	\$ 5.29
DVD Player	30	60	2	\$.29
Personal Computer w/Monitor	150	120	18	\$ 2.61
Computer Printer	175	30	5	\$.73
Pool Pump/Circulator (1/2 hp)	373	360	269	\$39.01
Pool Pump (1 hp)	746	360	537	\$77.87
Fish Tanks - Heated				
15 Gallon	120	300	36	\$ 5.22
30 Gallon	170	300	51	\$ 7.40
55 Gallon	290	300	87	\$12.62

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	Approx. Wattage	Average Hours of Use	Average kWh	Monthly Cost for Average Period of Use**
Lighting				
Incandescent Bulbs				
60-watt Bulb	60	150	9	\$ 1.32
75-watt Bulb	75	150	11	\$ 1.60
100-watt Bulb	100	150	15	\$ 2.18
Fluorescent Lighting				
Compact Bulb	15	150	2	\$.29
4" Tube (2-lamp)	94	150	17	\$ 2.47
Outside Lighting				
Yard Light	100	240	108	\$15.66
Holiday Lights				
50 Light Set	25	240	6	\$.87
100 Light Set	50	240	12	\$ 1.74
Landscape Lights				
10 4-watt Lights	40	300	12	\$ 1.74
Home Comfort				
Heaters				
Electric Baseboard (4 ft./250 watts per ft.)	1,000	200	200	\$29.00
Space Heater (various sizes)	1,500	120	180	\$26.10
Monitor Heater	55	540	30	\$ 4.35
Forced Hot Air Furnace				
Burner Motor	266	100	60	\$ 8.70
Hot Water Circulator	120	100	30	\$ 4.35
Heat Tape - 24', 7 watts/ft.	168	720	121	\$17.55

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	Approx. Wattage	Average Hours of Use	Average kWh	Monthly Cost for Average Period of Use**
Home Comfort (con't.)				
Pellet Stove	400	240	40	\$13.92
Air Conditioning				
5,000 BTU's	625	120	75	\$10.88
8,000 BTU's	900	120	108	\$15.66
12,000 BTU's	1,330	120	160	\$23.20
Humidifier	175	180	32	\$ 4.64
Dehumidifier	560	360	202	\$29.29
Air Cleaner	125	240	30	\$ 4.35
Fans				
Attic	360	60	22	\$ 3.19
Window/Box	200	150	30	\$ 4.35
Circulating	88	150	13	\$ 1.89
Ceiling	50	150	11	\$ 1.60
Bathroom Fan	150	15	23	\$ 3.34
Other				
Oxygen Machine	450	720	324	\$46.98
Auto Engine Heater	750	240	101	\$14.65
Truck Engine Heater	1,500	135	203	\$29.44

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Remember to stay safe

It's amazing to think of all the ways electricity makes our lives easier... the alarm clock that wakes us up, your hot morning shower and that cold glass of milk. Electricity is so much a part of our day-to-day lives, it's easy to take for granted. But, remember, it's a powerful energy source that has to be taken seriously. Take a few moments to review these safety tips with others in your home.

- 1.** Unplug unused cords and always pull on the plug, not the cord.
- 2.** Don't touch wires or appliances with wet hands or feet, and never use any electrical appliances in the bathtub or shower.
- 3.** Teach children not to poke things into electrical outlets, and help them stay safe by putting plastic outlet guards on easy-to-reach outlets.
- 4.** Don't wrap or lay electric cords on hot, damp or metal surfaces or under rugs.
- 5.** Make sure appliances such as TVs, DVDs, computers and stereos are kept clean with plenty of room to breathe so they don't overheat.
- 6.** Always use the right size bulbs for lamps or lighting fixtures, especially in recessed lights, ceiling lights, or hooded lamps where heat can get trapped. The wrong wattage can lead to overheating and fire.
- 7.** Never place potted or hanging plants on or over electrical appliances such as TVs or stereos. Watering the plants can create a potential hazard.

8. Thirty percent of home electrical fires are caused by lighting equipment and cords, so check them frequently for wear. Throw out any cords that are worn or damaged and replace them with cords of sufficient wattage capacity.
9. Electrical lines can fall, so never put a swing set, pool, picnic table or other items under the power line that leads to your house.
10. When you're working outside, use only electrical equipment and cords designed for outdoor use. Always plug them into a Ground Fault Circuit Interrupter.
11. Keep ladders, kits, and TV antennas away from power lines. When you're carrying a ladder, always hold it parallel to the ground.
12. If you're caught outside in lightning storm, stay away from water and trees. If you can, go indoors and keep clear of windows. Unplug the TV and other appliances.
13. If you see a downed power line, stay away and warn others to do the same. Call CMP at **1-800-750-4000** or your local fire department right away by dialing **911**.

Remember,
No line is safe to touch,
EVER!

Checking for a faulty appliance stuck in the “on” position

If you notice an unexplained increase in your usage, it may be due to a faulty appliance in your home. Troubleshooting the cause is easy if you have **circuit breakers with labeled circuits**. If you don't have breakers with labeled circuits, or don't feel comfortable going through the process, then **don't attempt it**. CMP will still work with you to help you understand your usage. If you're ready to try it yourself, here's what to do:

1. Turn off all lights, televisions, computers, etc.
2. Turn off all the individual circuit breakers, but leave the main breaker on.
3. Don't run any water—it will make the pump go on if you have one.
4. Turn on one circuit breaker (start with the circuit to any pump) and then look at the meter to see if the immulator bars in the center of the meter are displaying left to right. If they are moving, then power is being used on that circuit. If this is a pump circuit and there is no reason for the pump to be running at that time, you've found the problem. If this is a circuit with a number of appliances on it, make sure all the appliances are off and check the immulator bars. With everything off, the bars will stop. If you have an electric water heater, the water heater may cycle on when you turn its breaker on. It will stay on briefly unless you've just used a lot of hot water, so avoid using hot water before troubleshooting.
5. Turn off the circuit breaker. Repeat for each circuit.

Note: When troubleshooting, don't worry about how fast the immulator is moving. The more watts being used, the faster the bars move across the meter display. They just won't be moving if there is **no power** being used. The goal is to find out if something is using power when it should be off.

Reading your smart meter

There are two brands of electric smart meters. Both meters have easy-to-read digital displays, instead of dials, and automatically cycle through 3 displays of numbers. The kilowatt-hour (kWh) usage is represented by the 5-digit number on the #04 or #004 screen (depending on the meter's manufacturer) and represent the amount in kilowatt hours (kWh) of energy you have used to date since the installation of the meter. To calculate your total kWh energy use in a given time period, simply subtract an earlier reading from your current reading.

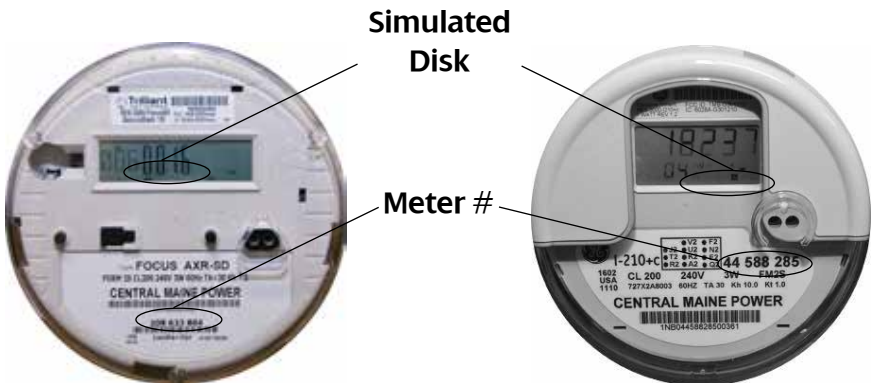
The word "test" comes up every time the 8's (segment check) appear. There is nothing wrong with the display. it is simply indicating that all displays are working.

In the future, your new meter and the information they provide will help you make smart choices to save energy and money. You will be able to monitor your energy use daily via a secured Web site.

Digital Display Window: Check your energy usage

Landis + Gyr Meter

G&E Meter



We are committed to providing you with timely, courteous customer service. If, at any time, we don't live up to our commitment, we want to hear from you. At CMP, we back quality customer service with the following guarantee:

- **We guarantee our scheduled appointments.** If we can't keep a scheduled appointment, we'll let you know at least four hours in advance. If we don't notify you, we'll credit \$25 toward your CMP account.

- **We guarantee the amount of your bill is accurate.** If there is ever a mistake, we will correct it. To thank you for bringing it to our attention, we will also provide you with an additional credit equal to the amount of the error (up to \$10). This additional credit does not apply if we are unable to read your meter for any reason.



- **We guarantee your new service connection date.** If we don't connect your new electric service by the date promised, your first electric bill will be free (up to \$250).

When there's a widespread outage, our top priority is restoring power to our customers. Therefore, our guarantee does not apply when CMP suspends normal business operations because of storm conditions or other emergencies.

