

The Energy Guide

Understanding your energy use at home

What does electricity mean to you?

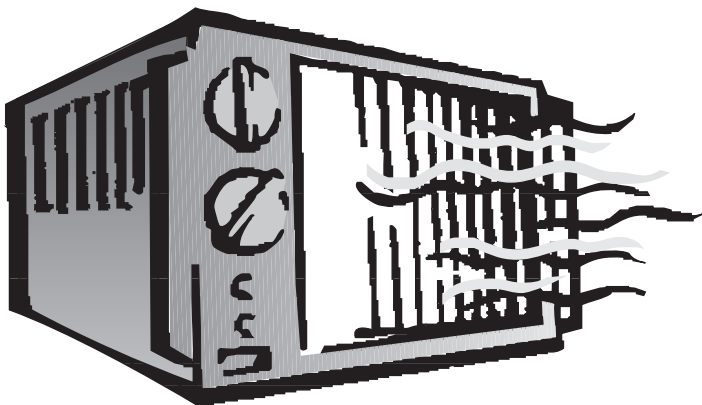
From waking up with an alarm clock to watching the late news on TV, to using a computer at work, or to punching out at the end of the day, electricity brings us comfort and convenience throughout our lives. Just think about all the ways electricity makes your day!

There's your entertainment center, with a TV, DVD player, stereo, and more. Electricity is there to keep the fun going.

Got a home office? Electricity's powering your work, with your computer, printer, and scanner, and even your copier, cordless phone, and fax machine. We deliver the power to get the job done.

Electricity can even make you feel safer. There's outdoor security lighting, indoor carbon monoxide alarms, baby monitors, and much more — all available to ease your mind.

It's all there for you, just flip a switch. And we're happy to begin our second century delivering the power to make your day!



Note: All information in this booklet is accurate as of June, 2010. Changes will occur as we continue to update our policies and improve services we offer you.



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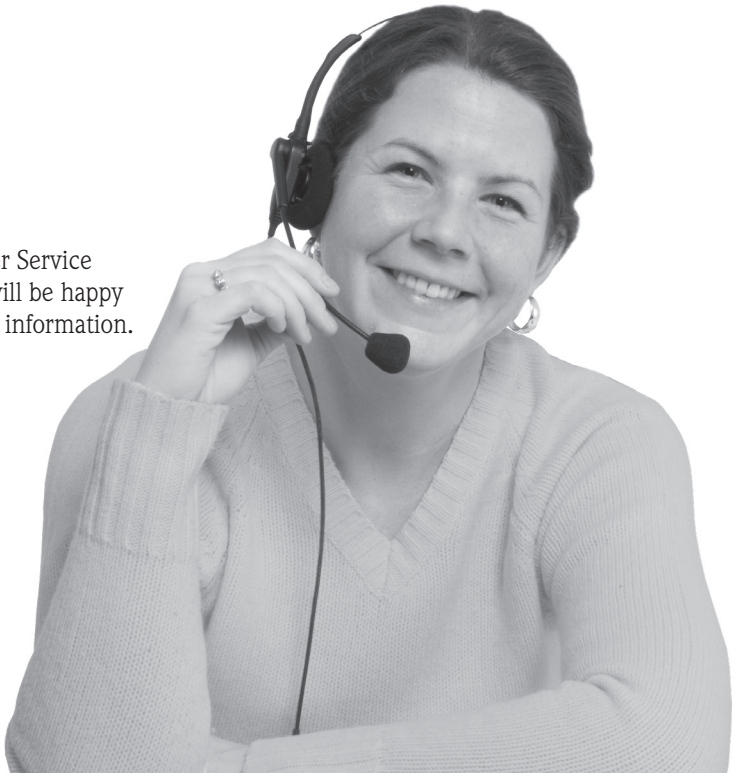
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The Energy Guide is designed to help you better understand the electricity you use every day. What is electricity? How do you use it? What can you do to better understand its use within your home?

Look around your house — you might be surprised at how many ways you use electricity. From the oven to the water heater, from the home computer to the table saw, electricity makes life more convenient in so many different ways.

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. Plus, 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*.

Sabrina, Customer Service Representative, will be happy to send you more information.



One bill, two companies

Your electric bill reflects costs of service from TWO companies: your electricity supplier and CMP, your electricity delivery company.

CMP is now an 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 serve 550,000 customer locations. That's a 24-hour, 365-day job, whether it's a fine summer day or miserable winter storm.

The big change is that other companies now produce and supply the electricity we deliver to you. Your electricity supplier (the second page of your CMP bill lists the name of your supplier) uses the same reliable CMP transmission and distribution lines to get the power you need to you.

Who should I call with questions about my bill?

That depends. If your electricity is supplied through the Standard Offer Service, 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. Please call us with any questions 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 electric service and lower delivery prices from your friends and neighbors at 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: 08/07/09

Read cycle: 05

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Customer Meter Summary

Meter Number	Read Date	Prior Read Date	Number of Days	Meter Reading	Prior Meter Reading	Total KWH
AB00000000	08/06/09	07/07/09	30	81907	81169	738

Account Summary

Prior balance		\$105.64-	\$105.64
Payments received through 08/07/09 - thank you			
Balance forward			\$0.00
New charges			
Electricity Delivery: Central Maine Power (see detail below)		\$45.37+	
Electricity Supply: Standard Offer Service		\$65.86+	
Total new charges			\$111.23
Current Account Balance:			\$111.23

You have agreed to pay before 09/03/09

\$111.23

Central Maine Power Delivery Service Account Detail

Prior balance for Central Maine Power delivery		\$43.17-	\$43.17
Payments received - thank you			
Balance forward			\$0.00

Current delivery charges

Delivery Charges: Residential

Delivery Service:

Up to	100	KWH @	\$8.36
Over	100	KWH @	.058017

\$45.37+

Total current delivery charges

Central Maine Power account balance

\$45.37

\$45.37

Please see back page for important information.

	Your electricity usage (in kilowatt hours)												
	08/09	07/09	06/09	05/09	04/09	03/09	02/09	01/09	12/08	11/08	10/08	09/08	08/08
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

Thank you for enrolling in our online payment program. If you are receiving this bill via email, you are all set to pay your bill electronically. For more convenience, have your payment automatically deducted from your account every month. Go to www.cmpco.com/youraccount. Questions? Email us at customerservice@cmpco.com.

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

Please pay this amount

\$111.23

before 09/03/09 so you can avoid late charges

00018 D

Central Maine Power Co.
PO Box 1084
Augusta ME 04332-1084

J.Q. CUSTOMER
12 ANYWHERE RD
ANYTOWN STATE



Please write amount paid:

\$

Thank you!

Please do not write below this line

880509082110004588012000041507

Electricity Supply

Standard Offer Service

Account: 211-000-0000-001
Billing date: 08/07/09

J.Q. CUSTOMER
12 ANYWHERE RD
ANYTOWN STATE

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Electricity Supply Account Detail

Your electricity is supplied by the Standard Offer Service

Current month
supply charge

Prior balance for Standard Offer electricity

Payments received - thank you

Balance forward

\$62.47-

Current electricity supply charges

Residential Service (07/07/09-08/06/09)

Energy Charge 738 KWH @

.089244

\$73.61+

Total current electricity supply charges

Standard Offer Service account balance

\$62.47

\$0.00

\$65.86

Total for current
month (delivery & supply)

Current month
delivery charge

Total balance including
any past due amount

Total monthly
kWh

Amount owed on
current bill

Where your electricity is going...

Most customers who call their electric company with concerns about their bill wonder "Where and when did I use all that electricity?" Some people may think the meter is not working right. But the chance of the meter failing is less than 1%, and it is more likely to slow down, not speed up. Often customers are confused when the bill goes up without any changes in appliances or lifestyle. However, many items will use more power without any apparent 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. Occasionally a large increase in usage can be caused by a faulty appliance – a septic system pump can get stuck in the "on" position and use electricity 24 hours a day instead of just one hour.

What's a watt?

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 energy that's used over a period of time is measured in kilowatt hours (kWh), 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:

$$\text{amps} \times \text{volts} = \text{wattage}$$

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

*The monthly costs shown above are based on the average price of 14.7¢ 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 14.7¢ per kWh if you are using energy during lower-priced periods. See inside front cover for effective date of prices.

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 (previous page).

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

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

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

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

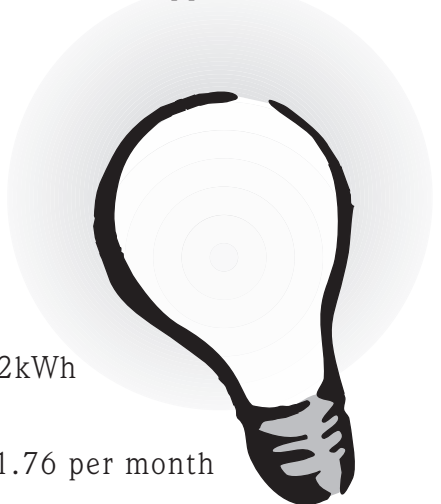
4. **Multiply the total number of kWh used each month by CMP's current average residential price of 14.7¢ per kWh.***

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

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.

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

$$12 \text{ kWh/month} \times 14.7\text{¢} = \$1.76 \text{ per month}$$



In case you've been wondering...

“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** (Residential Customer Relations Center).

“Will line problems affect the amount of electricity I use?”

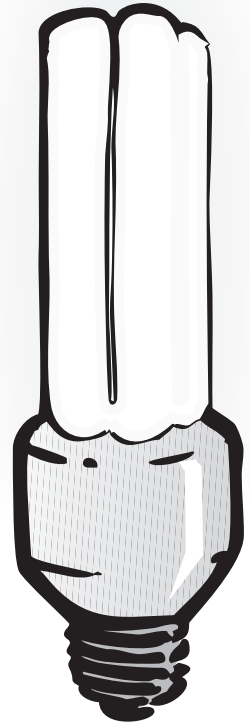
Your meter measures only the electricity you use in your home. While it is possible that a line problem will affect power quality, it will never affect your monthly meter reading, which is based on the amount of electricity you use.

“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?”

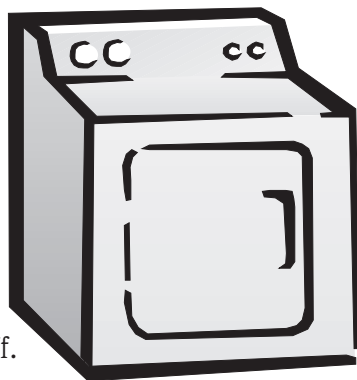
When you move to a new home, many things that affect electric usage may be different. Your heating system and the efficiency of that system may be different from your last home.



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 the 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, blankets, and mattress pads, which are often 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.



“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!

Appliance Usage Chart

In the following table, 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/Freezer				
Manual Defrost (10-15 cu. ft.)	300	200	60	\$8.82
Automatic Defrost (16-18 cu. ft.)	400	250	100	\$14.70
Side-by-Side Refrigerator	600	250	150	\$22.05
Freezer				
Manual Defrost	300	200	60	\$8.82
Auto Defrost (16-18 cu. ft.)	400	250	100	\$14.70
Range				
6" Burner (on high)	1,400	8	11	\$1.62
8" Burner (on high)	2,500	8	20	\$2.94
Oven-Bake	3,200	8	26	\$3.82
Oven-Broil	3,000	4	12	\$1.76
Microwave Oven	1,000	6	6	\$0.88
Coffee Maker	1,100	20	22	\$3.23
Bread Maker	500	20	10	\$1.47
Toaster Oven	1,500	4	6	\$0.88
Slow Cooker/Electric Casserole	325	32	10	\$1.47

*The monthly costs shown above are based on the average price of 14.7¢ 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 14.7¢ per kWh if you are using energy during lower-priced periods. See inside front cover for effective date of prices.

Water	Approx. Wattage	Average Hours of Use	Average kWh	Monthly Cost for Average Period of Use*
Water Heater	4,500	75	338	\$49.69
Dishwasher	200	25	5	\$0.74
Dishwasher (dry cycle)	1,200	25	30	\$4.41
Clothes Washer	550	20	11	\$1.62
Dryer	5,000	30	150	\$22.05
Sump Pump (1/2 HP)	373	60	22	\$3.23
Sump Pump (1 HP)	746	60	45	\$6.62
Septic System Pump (1 HP)	746	60	45	\$6.62
Water Pump (1 HP)	746	60	45	\$6.62
Hot Tub (4 person)				
120-Volt Heater (inside)	1,500	120	180	\$26.46
120-Volt Heater (outside)	1,500	360	540	\$79.38
240-Volt Heater (inside)	6,000	30	180	\$26.46
240-Volt Heater (outside)	6,000	90	540	\$79.38
Circulator and Blower Pump	1,500	30	45	\$6.62

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	Approx. Wattage	Average Hours of Use	Average kWh	Monthly Cost for Average Period of Use*
Electronics				
Stereo Equipment	300	90	27	\$3.97
Color Television (19")	100	180	18	\$2.65
Color Television (27")	170	180	31	\$4.56
Color Television (32")	200	180	36	\$5.29
VCR	30	60	2	\$0.29
Personal Computer w/Monitor	150	120	18	\$2.65
Computer Printer	175	30	5	\$0.74
Pool Pump/Circulator (1/2 HP)	373	720	269	\$39.54
Pool Pump (1 HP)	746	720	537	\$78.94
Fish Tanks (Heated)				
55 Gallon	290	300	87	\$12.79
30 Gallon	170	300	51	\$7.50
15 Gallon	120	300	36	\$5.29

Lights

Incandescent Bulbs				
60-watt bulb	60	150	9	\$1.32
75-watt bulb	75	150	11	\$1.62
100-watt bulb	100	150	15	\$2.21
Fluorescent Lighting				
Compact Bulb	15	150	2	\$0.29
4' tube (2 - lamp)	110	150	17	\$2.50
8' tube (2 - lamp)	194	150	29	\$4.26
Outside Lighting				
Security Light	300	360	108	\$15.88
Christmas Lights				
50-Light Set	25	240	6	\$0.88
100-Light Set	50	240	12	\$1.76
Landscaping Lights (10 4-watt lights)	40	300	12	\$1.76

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	Approx. Wattage	Average Hours of Use	Average kWh	Monthly Cost for Average Period of Use*
Heating and Cooling				
Electric Baseboard (4 ft.– 250 watts/ft.)	1,000	200	200	\$29.40
Space Heater - different sizes/styles	1,500	120	180	\$26.46
Monitor Heater	55	540	30	\$4.41
Forced Hot Air Furnace				
Burner Motor	266	225	60	\$8.82
Warm Air Fan (blower)	295	270	80	\$11.76
Forced Hot Water Boiler				
Burner Motor	266	225	60	\$8.82
Hot Water Circulator	120	250	30	\$4.41
Heat Tape (24 ft.– 7 watts per ft.)	168	720	121	\$17.79
5,000 BTU Air Conditioner	625	120	75	\$11.03
8,000 BTU Air Conditioner	900	120	108	\$15.88
10,000 BTU Air Conditioner	1,018	120	122	\$17.93
12,000 BTU Air Conditioner	1,220	120	160	\$21.46
Humidifier	175	180	32	\$4.70
Dehumidifier	560	360	202	\$29.69
Air Cleaner	125	240	30	\$4.41
Fan				
Attic	360	60	22	\$3.23
Window	200	150	30	\$4.41
Circulating	88	150	13	\$1.91
Ceiling (Without Bulb)	75	150	11	\$1.62
Oxygen Machine	450	720	324	\$47.63
Auto Engine Heater	750	135	101	\$14.85
Truck Engine Heater	1,500	135	203	\$29.84

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And let's not forget to stay safe...

From the alarm clock that wakes us up to the last light we turn off before bed, electricity makes our lives easier in many different ways. But, remember, it's a powerful energy source that has to be taken seriously. Here are some tips to keep you safe around electricity:

1. If you're caught in a lightning storm, stay away from water and trees. If you can, go indoors and keep clear of windows. Unplug the TV and other appliances.

2. Unplug unused cords and always pull on the plug, not the cord.

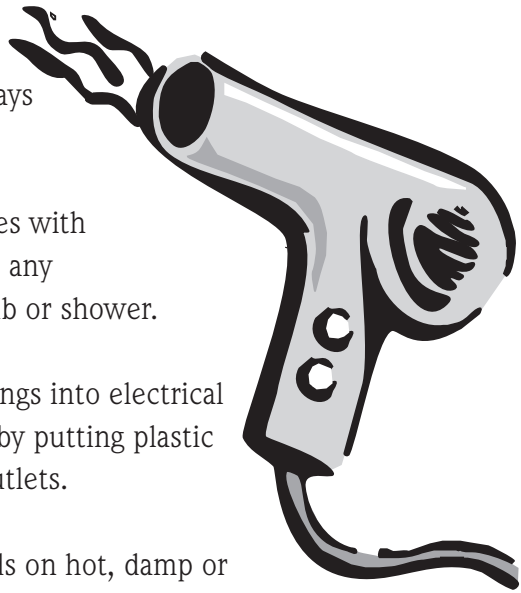
3. Don't touch wires or appliances with wet hands or feet, and never use any electrical appliance in the bathtub or shower.

4. Teach children not to poke things into electrical outlets, and help them stay safe by putting plastic outlet guards on easy-to-reach outlets.

5. Don't wrap or lay electric cords on hot, damp or metal surfaces or under rugs.

6. Make sure appliances such as TVs, VCRs, computers, and stereos are kept clean, with plenty of room to breathe so they don't overheat.

7. 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.



- 8.** Never place potted or hanging plants on or over electrical appliances such as TVs or stereos. Watering the plants can create a potential hazard.
- 9.** 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.
- 10.** Lines can fall, so never put a swing set, pool, picnic table, or other items under the power line that leads to your house.
- 11.** When you're working outside, use only electrical equipment and cords designed for outdoor use, and plug them into a Ground Fault Circuit Interrupter.
- 12.** Keep ladders, kites, and TV antennas away from power lines. When you're carrying a ladder, always hold it parallel to the ground.

Notes:

An easy way to check for a faulty appliance that is stuck on

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 this 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, 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 disc in the center of the meter is spinning. If it's spinning, 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 disc again. With everything off, the disc will stop (though sometimes the disc will move slightly as the magnets inside the meter align). 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.
6. Repeat for each circuit.

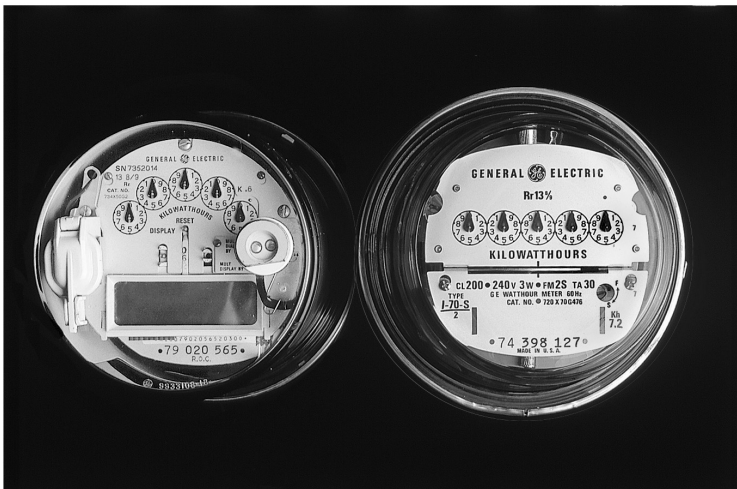
Note: Don't worry about how fast the disc is spinning. The more watts being used, the faster the disc spins. It just won't be spinning if there is **no** power being used. The goal of this process is to find out if something is using power when it should be off.

Reading your meter daily and keeping a log

Reading your meter is simple, takes just a few minutes, and can help you better understand what's using power and when. The next section explains how to read the meter. After learning how to do this, you're ready to take some daily readings.

To track your usage, we recommend reading your meter twice a day for a week. This process works best if you read the meter at about the same time each day – for example, when you leave in the morning and when you come home from work. Record the readings in the chart at the back of this booklet and note what activities were taking place and what appliances were being used. Remember appliances like a refrigerator cycle on and off by themselves. If the usage for any time period seems unusual, first check your meter reading again.

We read the meter once a month and it records all the usage in your home. Reading the meter yourself more frequently is the only way to track your usage on a daily basis.



Take a spin around your electric meter

Learning how to read your electric meter can help you track how much electricity you use over time. For example, read your meter before preparing dinner, and again after the family has settled in for the night. This will show how much electricity you used for this part of the day. We're using five dials in these examples. Some homes, however, have meters with only four dials. If this is the case in your home, read the meter the same way shown here. To read your meter, follow these simple steps:

1. Read the dials from **right to left**. Read the numbers carefully, noting that the pointer on every other dial turns counter-clockwise, not clockwise. Keeping this in mind, write down from right to left the smaller number the pointer has passed on each dial, even when the pointer is positioned closer to the larger number. (When the pointer is between 9 and 0, 9 is the lower number; when the pointer is between 0 and 1, 0 is the lower number.)

- If the pointer is positioned directly on a number, check the dial to its right.
- If the pointer on the right dial has passed 0, record the number under the pointer.
- If the pointer on the right dial has not passed 0, record the preceding lower number.

2. The meter measures electricity use in kilowatt hours. To find out how much electricity you've used, subtract last month's reading from the current month's reading.

For example:

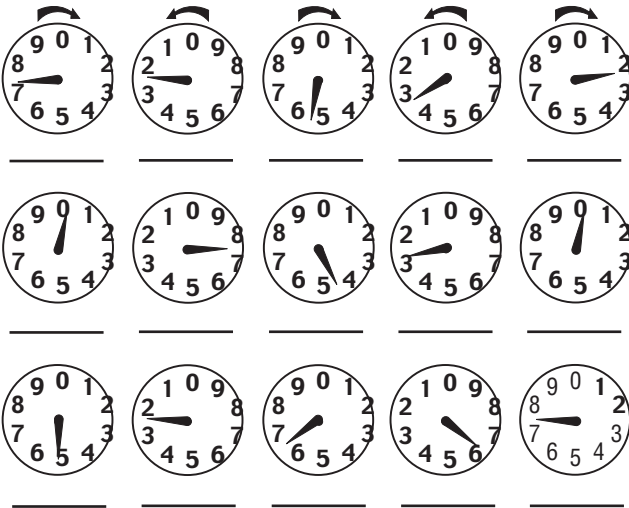


$$\begin{array}{r} 95034 \text{ (Current reading)} \\ -94384 \text{ (Previous reading)} \\ \hline 650 \text{ kWhs used} \end{array}$$

If you have a digital meter it can be read at any time. It outlines how much electricity you have used during on-peak, interim, and off-peak periods. The digital readout flashes information in this order: program start (88888), date, time, program ID, total kilowatt hours used, total energy used on-peak, total energy used interim, and total energy used off-peak. The “total energy used” numbers are cumulative over the life of the meter. To determine how much energy you have used since your meter was read, subtract the reading noted on your most recent CMP bill from the current reading.

Test your meter reading skills






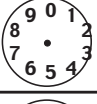
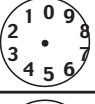
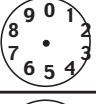
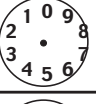
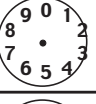
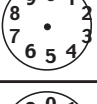
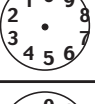
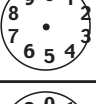
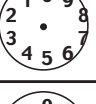
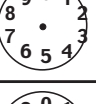
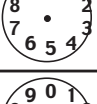
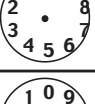
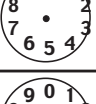
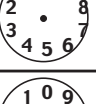

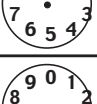
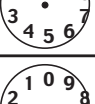

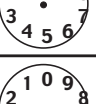
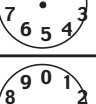
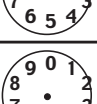


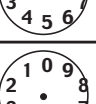
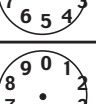
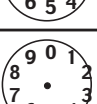
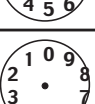
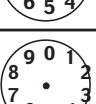
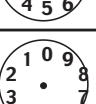
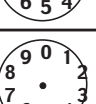
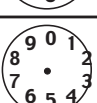
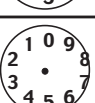
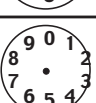







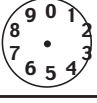
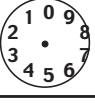

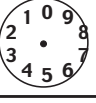
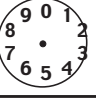
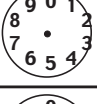

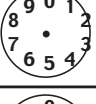


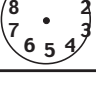
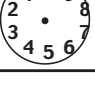
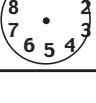
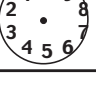
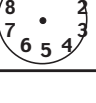
(Answers are printed upside down at the bottom of the page)



Time Date

↓ mark this dial only when meter has five dials

Reading

kW hrs

Appliances Used

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.



Central Maine Power
Your Electricity Delivery Company



Central Maine Power

83 Edison Drive
Augusta, Maine 04336



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