

Arrears Management Program

Our Arrears Management Program (AMP) is designed to help you reduce your past due balance.

Who qualifies for AMP?

You may qualify for AMP if you are a year-round, residential customer approved for Home Energy Assistance Program (HEAP) benefits during the current program year and have a qualifying past due balance on your electricity bill.

Where do I apply?

To apply for our Arrears Management Program you must make an appointment at your local Community Action Program (CAP) agency. To find your local CAP agency, call 2-1-1 or visit 211maine.org. 2-1-1 is Maine's 24/7 health and human services information and referral system. You must apply and qualify for HEAP benefits in order to be considered for AMP. We also encourage you to apply for our Electricity Lifeline Program (ELP) when applying for HEAP benefits.

I have previously participated in AMP.

Can I re-apply?

You are not eligible for AMP if you have previously participated in the program, voluntarily withdrawn from the program or are in default under the program.

Who will determine if I am eligible?

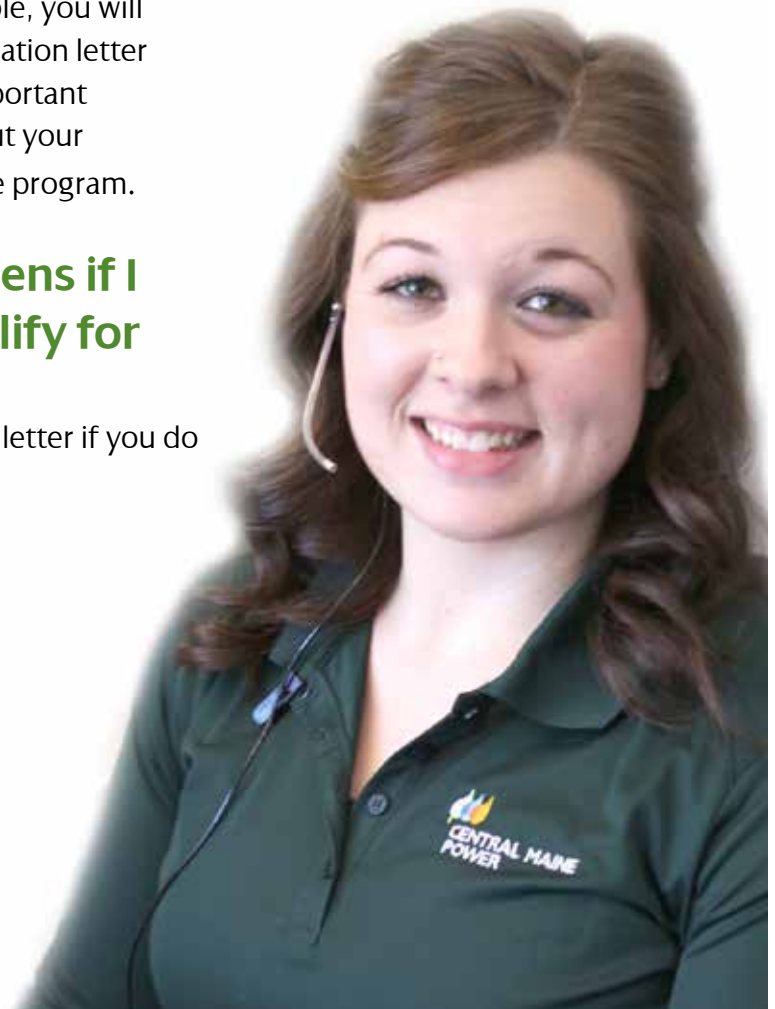
CMP will determine your eligibility. If eligible, you will receive a confirmation letter that contains important information about your obligations to the program.

What happens if I do not qualify for AMP?

You will receive a letter if you do not qualify.

What happens if I move?

If you are still a CMP customer, your AMP information will be transferred to your new account as long as the account remains in the same name.



*Jen C., Customer
Service Representative*

Electricity Lifeline Program

Our Electricity Lifeline Program (ELP) offers you help with your electricity bill. You may be eligible to receive a benefit based on household income and estimated electricity usage.

Who qualifies for ELP?

You may qualify for ELP if you are a CMP customer and are eligible for the Home Energy Assistance Program (HEAP). You may also qualify if you live in subsidized housing and qualify to participate in the oxygen pump or ventilator program.

Where do I apply?

To apply for ELP, call your local Community Action Program (CAP) agency and schedule an appointment between October 1st and April 30th. To find your local CAP agency, call 2-1-1 or visit 211Maine.org. 2-1-1 is Maine's 24/7 health and human services information and referral system.

I received ELP benefits last year—am I all set?

You must reapply for ELP every year. You can apply for ELP when you apply for HEAP.

Who will determine if I am eligible?

CMP will determine your eligibility based on your reported annual income and your past electricity usage.

How will I know if I qualify?

You will receive a letter from your local CAP agency.

What happens if I move?

If you are still a CMP customer with a remaining benefit, it may be transferred to your new account as long as the account remains in the same name.

If I qualify for ELP, what do I have to do?

- Complete an enrollment form and return it to your CAP agency caseworker to determine ELP eligibility.
- Accept all no-cost energy management programs offered by CMP.

If you have an O² pump...

- You may receive financial assistance for your oxygen pump/ventilator at least 8 hours of use each day.
- You must first qualify for the Electricity Lifeline Program (ELP) to be considered.
- Request necessary forms when you apply for HEAP at your local Community Action Program (CAP) agency.
- The Oxygen Pump/Ventilator Benefit must be renewed for each program year. Certification forms may be submitted prior to October 1, but no earlier than September 1, each year.



**CENTRAL MAINE
POWER**