

Welcome to CMP

CMP Delivers

Central Maine Power Company (CMP) is your electricity delivery company. We do not generate electricity. We deliver electricity from your chosen provider or from the Standard Offer Provider to your home over our wires, repair storm damage, and work to ensure the safety and reliability of more than 20,000 miles of power lines.

Electricity Supply

The Maine law that created electric competition on March 1, 2000, provides that any customer who does not designate a Competitive Electricity Provider for their electric-energy supply will receive Standard Offer service. New electric service is served by a Standard Offer Provider until CMP receives a valid enrollment from your chosen Competitive Electricity Provider. Competitive Electricity Provider changes will coincide with the customer's scheduled meter read date.

Applying for Service

Everyone who applies for service from CMP is guaranteed fair treatment regardless of sex, race, marital status, sexual preference, nationality or age.



You have contacted us to request electrical service and within one business day we have either:

- provided service;
- requested a deposit or payment of a prior unpaid bill;
- denied you service; or
- if we did deny you service, we've sent you notification of our reasons along with what you need to do to obtain service;
- if facilities did not exist, we've initiated our standard procedures for provision of service.

Cost of Service

When you applied for service, we explained CMP's costs to you. We told you about the basic, or minimum costs; one-time costs, such as installation fees; and the cost of any additional services you ordered.

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

Outstanding Electric Bills

We've checked to see if you've had service with us before. If you had an outstanding bill, we've asked you to pay it or make a payment arrangement with us. We can ask customers to pay outstanding bills that are up to six years old. If you have questions about an outstanding bill or would like help setting up a payment arrangement, please call **1-800-750-4000**.

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 our scheduled appointments.*
- *We guarantee the amount of your bill is accurate.*
- *We guarantee your new service connection date.*

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.

Contact Us

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

Residential Accounts:
1-800-750-4000

Commercial Accounts:
1-800-565-3181

To discuss credit related issues:
1-800-686-4044

To report problems with your electric service, an outage, or an emergency:
1-800-696-1000

Hearing and/or speech impaired customers, for business or emergency calls:
1-800-445-5631

Web address: cmpco.com

E-mail: customer.service@cmpco.com

Mailing address:
83 Edison Drive, Augusta, ME 04336

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

— Audrey, Customer Service Representative

Deposits

We may require a deposit from customers with poor credit history. In most cases, indication of a credit risk results from past unpaid bills, prior disconnection for nonpayment, theft of services or bankruptcy. Upon request, we will provide customers with our basis for believing a customer is a credit risk.

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 and allowing another person to "guarantee" bill payment up to the deposit amount. The person who offers this guarantee must be a CMP customer in good standing.

The typical deposit amount is equal to the anticipated CMP bills for the two most expensive consecutive months of the year. 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 hold deposits until a customer ends service with CMP. The deposit will be applied to an existing account balance for the account being closed and we'll refund any remaining deposit amount, including accrued interest, to the customer within 60 days of closing the account.

Billing

We will send you a bill each month based on your usage. Smart meters have greatly reduced the occasions where we might need to estimate your usage. However, 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 our

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

Charges for the Standard Offer electricity supply are included in our bill. Some competitive electricity providers 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 **1-800-750-4000** for more details.

eBill

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

AutoPay

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

SimplePay Plan

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

You can also pay by phone by calling **1-800-750-4000**. We accept credit and debit cards, too.

Payment Agencies

You may pay your bill in person at a payment agency authorized by CMP. To make a payment at one of our payment agencies, 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

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. When you make a payment it will be credited to your account on the day we receive payment. If you make a partial payment, we will apply it to the oldest balance that is due.

Can't Make a Payment?

Call us immediately at **1-800-686-4044** so we can help. We will continue your electric service, even if you can't pay the full amount of your bill. 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 weekly or monthly payments. The supplier you choose to buy your electricity from cannot turn your power on or 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. 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 issues 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

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.

difference in the summer. While we always try to respond to the needs of our customers, if a customer fails to 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.

Financial Assistance

Some customers may qualify for help paying their electric bill under the low-income guidelines established by the State of Maine. We can help refer interested customers to available programs, but the best source of information is your local Community Action Program (CAP) agency. Call the Maine State Housing Authority at 1-800-452-4668 for the name and phone number of your local agency.

Low-Income Assistance Program (LIAP)

You may be entitled to financial assistance from State or local government agencies or other private sources to help you pay your utility bills. You can apply for LIAP by contacting your local Community Action 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 Electricity Lifeline Program in order to be considered for this benefit. A certification form must be completed and signed by your physician. Effective October 1, 2013, LIAP participants living in subsidized housing may also qualify for this benefit. Contact your Community Action 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 **1-800-750-4000** for more information or to apply.

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.

A customer is allowed to declare three medical emergencies per household over a 12 month period. Disconnection can be postponed for up to thirty days. 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 negotiated.

Disconnection of Service

We now have the ability to remotely disconnect a meter. We don't want to disconnect anyone's service and we work with customers to resolve any payment problems. However, we will begin disconnection procedures if a customer:

- fails to pay or arrange a payment plan for an overdue bill,
- fails to make payments according to an agreed upon payment arrangement that's confirmed in writing,
- fails to pay or arrange for payment of a deposit, or provide somebody who is willing to guarantee the deposit payment,
- uses electric service without applying for it,
- 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 his or her identity to get service,
- fails to comply with a decision made by the MPUC or its Consumer Assistance Division.

We will not disconnect a customer for:

- non-basic service charges, such as merchandise or services that are not regulated by the MPUC,
- non-payment of a bill that is not properly transferred to an account,
- estimated usage (unless the customer refuses to let us read the meter or fails to pay an estimated bill which has been verified by an actual reading),
- a disputed bill amount, however, the undisputed portion of the bill is still due.

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.



Flip a switch and we're there!

We also will not disconnect tenants at the request of their landlords, unless we first give the tenant the opportunity to put the account in his or her name instead of their landlord's 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 before a stated disconnection date. However, we may disconnect with only three business days notice for the following reasons:

- a broken payment arrangement,
- failure to pay a deposit or obtain a guarantor of payment,
- payment with a bad check,
- failure to comply with a decision of the Maine Public Utilities Commission,
- receiving service without applying to become a CMP customer.

We will disconnect without notice in cases of unauthorized use (meter tampering), a dangerous condition, or if the customer requests disconnection. A disconnection notice is good for 10 business days after the disconnection date on the notice. The notice tells customers how to avoid disconnection and how to dispute the bill or the disconnection itself. We will 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

Customers requesting disconnection should notify us at least one business day in advance. In most cases, we will be able to meet this disconnection request.

Reconnection

Our normal business hours are 8:00 am to 5:00 pm. We will promptly reconnect service during CMP business hours 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 service and operation once service is turned on.

Customers who are disconnected for non-payment, unauthorized use, or theft of service may need to pay a deposit equal to the most expensive consecutive two months of service.

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

Interruption of Service

CMP is proud of its reputation for providing safe, reliable electric power, but sometimes service may be interrupted. Please be prepared.

Lifelight

If someone in your household is on a life support system, call us at **1-800-750-4000** (except in emergencies when you should call **1-800-696-1000**). If we know you or someone at your home is on life support, we will notify you if we have planned or unplanned outages that involve your home so you can be ready with a back-up plan.

Power Quality

Severe storms, lightning, high winds, power equipment failures, cars hitting utility poles — even small animals climbing on utility wires — 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 cannot be held responsible for damages caused by your failure to provide adequate protection for the equipment in your home. To learn about protective equipment, please visit <http://www.cmpco.com/UsageAndSafety/electricalsafety/powerquality.html>.

Liability for Damages

CMP will consider claims for damages caused by a service interruption, except when the interruption is beyond the Company's control. File claims with Utility Shared Services, Claims Management Department, 52 Farm View Drive, New Gloucester, Maine, 04260.

Accuracy of Our Meters

We test our meters regularly to make sure that they operate correctly. The Maine Public Utilities Commission establishes a schedule of required meter tests and the accuracy standards that a meter must meet. If you think your meter is inaccurate, we will test it for accuracy once within a 12 month period at no cost to you. Please make an appointment if you would like to be present during the meter test.

Month-by-month usage comparisons are 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. Call us at **1-800-750-4000** for a brochure on how to read your meter.

Concerns

If you have any questions or complaints, call us at **1-800-750-4000**. 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 Division of the Maine Public Utilities Commission (MPUC), State House Station 18, Augusta, Maine, 04333. You may call the Consumer Assistance Division at 207-287-3831 or toll free at 1-800-452-4699 or visit them online at www.maine.gov/mpuc. Before you call the MPUC, you must 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.