

# 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 year-round, residential CMP customer. ELP provides bill credits to qualifying customers based on their annual electricity usage and their household income. 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 Agency (CAA) and schedule an appointment. To find your local CAA, call 2-1-1 or visit [211Maine.org](http://211Maine.org). If you have received a notification to participate in the Low Income Assistance Program (LIAP) from the Department of Health & Human Services, you can apply for ELP by completing and returning the form.

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

You must reapply for ELP every year.

## 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 credit and a bill message on your electricity bill. If you are not found eligible CMP will mail you a letter.

## 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 CAA caseworker.
- Accept all no-cost energy management programs offered by CMP.

## If you have an oxygen pump or ventilator

- You may receive financial assistance for your oxygen pump/ventilator if there is at least 8 hours of use each day.
- You must qualify for the Electricity Lifeline Program (ELP) and have your physician provide lifelight certification.
- Request necessary forms when you apply for HEAP at your local Community Action Agency or on our website at [cmpco.com](http://cmpco.com).
- The Oxygen Pump/Ventilator Benefit form must be renewed for each program year. Certification forms may be submitted prior to October 1, but no earlier than September 1, each year.

# Arrearage Management Program

*Our Arrearage 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) or Electricity Lifeline Program (ELP) benefits during the current program year and have a qualifying past due balance on your electricity bill.

## How do I apply?

Make an appointment at your local Community Action Agency (CAA) or visit [cmpco.com/AMP](http://cmpco.com/AMP) or call us at **800.750.4000**. To find your local CAA, call 2-1-1. You can apply for our ELP when

you apply for HEAP benefits. We encourage customers to apply for all three assistance programs - AMP, ELP and HEAP through your local CAA.

## I participated in AMP before. Can I re-apply?

You are not eligible for AMP if you have previously participated in the program in the last 6 years.

## 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 how to succeed in the program and eliminate your outstanding balance.

## 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 at your new home, your AMP participation will be transferred to your new account as long as the account remains in the same name.



State law requires utilities to offer an arrearage management program to their customers. Costs associated with the program are not paid for by the utility.

