

Answering your questions about electricity supply and delivery

CMP: Your electricity delivery company

You can count on the people of CMP to deliver electricity to your home or business.

From our **system engineers** to our **line workers** in the field, we're working every day to make sure the delivery system is safe and reliable. Even in the most heavily wooded state in the nation and under sometimes harsh weather conditions, CMP maintains an excellent reliability record on over 20,000 miles of line.

We offer a variety of products and services to meet your needs.

- **Account management:** payment options including electronic billing, automatic payments
- **Energy management:** view hourly usage from your smart meter online, usage alerts to help manage your use
- **Outage management:** mobile-friendly, online resources and outage alerts, including estimated restoration times

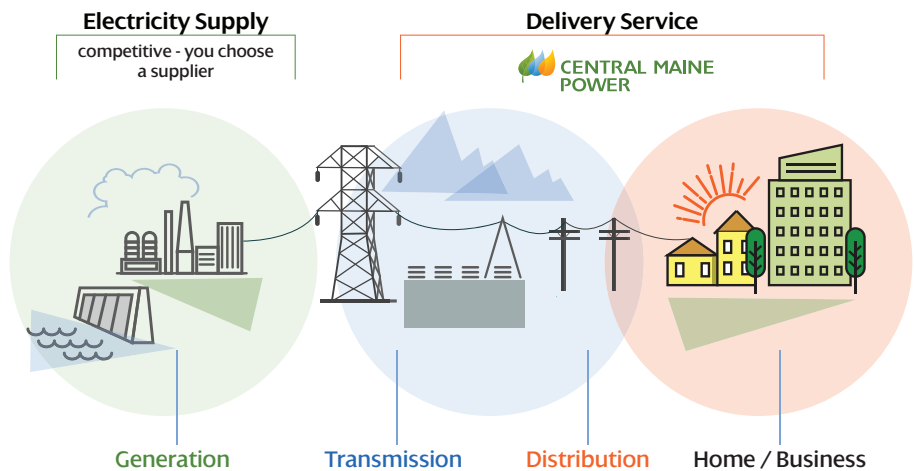
Our **Customer Service Specialists** are also on the line for you. Our **24-hour Communication Center** stands ready to dispatch our crews in emergency situations.

Flip a switch and we're there!

Jim Wright, Transmission
Operations & Maintenance



CMP delivers the electricity to you. Independent companies - not part of CMP - provide the supply.



How does this structure work?

Other companies that aren't affiliated with CMP in any way generate and sell the power supply. We deliver. We make sure that the power provided by these companies gets to you. The delivery of electricity is the sole responsibility of CMP and that activity remains regulated.

Various companies can be providing electricity supply. These suppliers are unregulated. Right now, while this market is still developing, most homes and small businesses are supplied by the Standard Offer. The Maine Public Utilities Commission (MPUC) chooses the Standard Offer provider through a competitive bidding process. Unless you specifically choose an electricity provider, you will receive service through the Standard Offer. For your convenience, Standard Offer charges are included as a separate page in your CMP bill.



Your questions — and answers!

Q. What is my electricity supply price based on?

Your electric supply is based on market prices. The MPUC chooses the Standard Offer supplier using competitive bids from various companies that compete to supply electricity at the best price. You may shop for electricity supply and choose a supplier that meets your needs.

Q. How is CMP's delivery price set?

CMP's delivery prices are regulated by the MPUC. Transmission costs are included in the total delivery price and are set by the Federal Energy Regulatory Commission.

Q. Why don't I get a bill for electricity supply?

You do! Often your supply bill conveniently comes in the same envelope as your delivery bill. When you open your CMP statement every month, there is a dedicated page of the bill for electricity supply. CMP provides billing services and passes payment for supply on to the Standard Offer provider or any other competitive supplier who bills through CMP.

Q. Can I choose a new supplier other than the Standard Offer?

Yes. The latest list of licensed suppliers for residential and small business customers is available online at maine.gov/mpuc/electricity

Q. Can I get electricity supply service from CMP?

We are no longer in the electricity supply business as required by Maine law. CMP is your electricity **delivery** company.

Q. Who do I call regarding my electricity service?

If you have questions about your electricity usage or account, please call us at **800.750.4000**. Our Customer Service Specialists will be happy to help.

Lauren, CMP Customer Service Representative

For more information about the way you buy electricity in Maine, visit cmpco.com.

Another example of supply and delivery

Today, when you order online, the post office or a delivery company makes sure that the product you buy - no matter where you bought it - arrives at your home.



CMP is a delivery company, too. We make sure the electricity you buy from electricity suppliers is delivered safely and reliably so that you have the power you depend on every day.

