

A Central Maine Power resource guide for aging customers



We've created this guide for you: your all-in-one resource for information on CMP's programs and related services. Want to know who to call if you have difficulty paying your electric bill? Tips for safety at home? It's all here. We hope you find it useful. Or you can always call us, we're happy to help!

How to reach us

Report an outage (24 hours a day)
have CMP account number handy **800.696.1000**

CMP account number

Discuss past due amount and payment plans **800.686.4044**

Customer Service (Mon-Fri 7:30 a.m. - 6 p.m.)
(Power on/off, usage question, moving) ... **800.750.4000**

Our website **cmpco.com**

Email us **customer.service@cmpco.com**



Looking out for you

The following programs and services may be of benefit to you.

Lifelight Program

Our Lifelight Program identifies your home as having a person who requires a life support system or life sustaining equipment. Examples of life-sustaining equipment are oxygen machines and electric intravenous pumps.

To join the program, both you and your physician should fill out the Life Support Verification form. To obtain this form, please visit our website at cmpco.com or call **800.750.4000**. Once you have signed up for Lifelight, you will be placed on an emergency contact list. In the event of a planned power outage, we will make every reasonable attempt to notify you in advance so you can make plans for the outage.

Please always be prepared for an unplanned power outage too, and be sure to have back-up batteries on hand to carry you through an extended power outage.

Friend Alert Program

If you become ill, are away from home for an extended period, or are hospitalized, you might need help keeping track of your bills. That's why we developed the Friend Alert Program. The Friend Alert Program allows you to designate a third party (like a relative, friend, or neighbor) who will receive a duplicate copy of any important notices we send to you. This person can be made aware if any action on your account is needed. They will face no legal liability and will not be obligated to pay your bill. To apply for this program, call us at **800.750.4000**.

Our employees

All of our employees carry photo identification. Do not admit anyone claiming to be from CMP into your home unless they can produce the proper identification. If you are unsure of the situation, get the employee's name and call us at **800.750.4000** to verify that they are a CMP employee.

Managing your costs

We have services designed to meet the variety of needs you or your family members may have.

Payment arrangements

If you're concerned about being able to pay your CMP bill, contact us at **800.686.4044**. Our representatives are knowledgeable about our programs and other sources of assistance. They can also help you arrange a payment plan so that your electric service will continue.

SimplePay

SimplePay lets you make a level monthly payment based on your average monthly electricity usage over the past year. You'll get a bill for the same amount each month,

Energy Manager and Usage Alerts

Enroll in our free Energy Manager program and see a detailed view of your electricity usage by day. Sign up for Usage Alerts and receive weekly updates on your electricity usage and estimated cost.

Contact your local Community Action Agency (CAA) about:

Home Energy Assistance Program (HEAP)

HEAP provides federal grant money to qualified customers to help pay their heating costs and may also assist with weatherization needs.

Electricity Lifeline Program (ELP)

ELP offers qualified customers a credit on their electricity bill. This credit is based on your household income and estimated electricity usage.

You may qualify for ELP if you are a CMP customer, eligible for HEAP, and DO NOT live in subsidized housing or receive certain forms of assistance from the Department of Health and Human Services.

You may also be eligible for the Oxygen Pump/Ventilator benefit which provides financial assistance to ELP customers who use an oxygen pump/ventilator at least 8 hours each day. You may request the necessary forms when you apply for HEAP.

General Assistance

Every town has a General Assistance program in place to help residents in emergency situations. Citizens of any city or town are eligible, and guidelines vary by town or Municipality. Typically, funds are available for such expenses as rent, food, utility bills, medications, and other necessities. Applications are available at local town offices. If you have problems concerning General Assistance, contact the Maine Department of Health & Human Services, at **800.442.6003**.

Safety tips for your home

General Home Safety:

- As we age, we need more light to see properly. Add lights where you may need them for your safety. You can boost the light in your house by either increasing the number of lights or increasing the wattage. Before increasing the wattage, check the instructions on your light fixtures.
- Make use of natural light. Open the shades and curtains to let as much natural light in as possible.
- Good lighting on stairways — inside and out — is very important. It is good to have a switch on the top and the bottom of each staircase — that way, you will never get caught in the dark. Also make sure that the light points directly on the stairs. Lights should be bright enough to light up the whole staircase.
- Enhance your lights where your family reads. Consider installing 3-way light bulbs so that different family members can adjust the light to their needs. Floor lamps are also helpful so that you can adjust the height and placement of the light as required.
- Avoid light fixtures that are difficult to clean or replace.
- Make sure you have smoke and carbon monoxide detectors on all floors of your home. The smoke detectors should have both battery and electrical power supplies.

Entrances and Hallways:

- Lighting is very important in entrance ways and hallways. Make sure they are both fully lit including the entire hallway and the pathway from door to driveway. Bright lights help with your footing at night and can prevent intruders. Motion detectors are also a good nighttime deterrent.

Bathroom:

- For your safety, make sure the temperature on your electric water heater is set at 120° or less to avoid scalding and to save energy. Water temperatures over 125° F can cause severe burns.



Bedroom:

- Night lights in the bedroom, hallway and bathroom ensure that you can see regardless of the time of night.
- A telephone in the bedroom allows easy access to police or the fire department in case of an emergency.

Kitchen:

- Make sure the areas where you work most, like the sink and stove, are well lit. Lighting under the cabinets is an excellent way of ensuring the space is lit.



Electrical safety tips

- Never place an electric appliance in water while it's plugged in. Wash it in water only if the manufacturer's directions say it is safe to do so.
- Never use an electric appliance where it could fall into a bathtub, toilet or sink. Stand in a dry place, with dry hands, whenever you use electric appliances.
- Turn off and disconnect any electric appliances that spark or stall and have them repaired or replaced.
- Replace worn or frayed electrical cords immediately.
- Unplug appliances by tugging on the plug, not the cord.
- Do not run cords under carpets. They could become damaged and hazardous without your noticing.
- Never act as your own electrician. When you need help, call in an expert.

When the power goes out

- Look up and down your street — see if the neighbors' lights are out too.
- If the neighbors' lights are on, check your fuses and circuit breakers. The problem may be a blown fuse or a tripped circuit breaker.
- If you have a smart meter, the meter will report your outage for you. If you do not have a smart meter, call our outage reporting line to report an outage: **800.696.1000**. In the event of a major outage, your call may be answered by an automated system, which will report your outage. This efficient system is necessary to allow many people to report outages at once.
- Sign up for **Outage Alerts**! Stay informed if the power goes out. Receive notifications with the latest information about your power outage, and we'll notify you by text, phone or email.

During a storm

- Look out for live wires! If you see electrical wires on the ground or hanging from poles, stay clear — they could be live. Be sure you call CMP right away. Remember, no line is safe to touch... ever!
- If you use a generator, have it installed by an electrician or someone equally expert about generators. Never run a generator inside your home, even with a door or window open, to avoid carbon monoxide poisoning. Never keep your generator connected to CMP's power supply (for example, by plugging it into a wall outlet), as this can feed energy back onto "dead" lines, causing serious injury or death to our line workers.

- A wire on your car? Stay put. Wait until a CMP or law enforcement officials can make sure the line is not energized. In the event of a life-threatening situation, jump out with both feet together without touching the car and the ground at the same time. This will help you avoid a serious electrical shock.
- Turn off and unplug all major electrical appliances.
- Leave one light or radio on so you'll know when power is restored.

CMP publications for you

- The Storm Guide • Safety Tips Brochure
- Payment Options Fact Sheet

To request one of these publications, visit our website at cmpco.com or call **800.750.4000**. We're happy to help!

Other useful publications

Resource Directory for Older Mainers

A list of programs and services for older Mainers

Home Care: Where to Find It

For those who might need help to stay at home

Aging: Taking Care of Business

This guide offers planning advice for older people, families, and friends.

To request copies, contact:

Office of Aging & Disability Services DHHS

41 Anthony Ave, Augusta, ME 04333

207.287.9200 or **800.262.2232 (Toll free)** TTY: **711**

Area Agencies on Aging

A central resource for programs & services for Maine's older citizens. Please contact the agency nearest to you. If they're not able to help, they may refer you to someone who can. Many services are offered to low-income individuals at no charge, or the fee may vary according to income.

Eastern Agency on Aging

240 State St, Brewer, ME 04412

207.941.2865 or **800.432.7812 (Toll-free)**

Serves Hancock, Penobscot, Piscataquis, and Washington Counties

8:00 am to 4:30 pm, Monday - Friday

Spectrum Generations

1 Weston Street, Suite 109, Augusta, ME 04330

207.622.9212 or **800.639.1553 (Toll-free)**

Serves Kennebec, Knox, Lincoln, Sagadahoc, Somerset, and Waldo Counties

8:00 am to 4:30 pm, Monday - Friday

Southern Maine Agency on Aging

30 Barra Road, Biddeford, ME 04005

207.396.6500 or **800.427.7411 (Toll-free)**

Serves Cumberland and York Counties except Brunswick and Harpswell

8:00 am to 4:30 pm, Monday - Friday

Seniors Plus

8 Falcon Road, Lewiston, ME 04240

207.795.4010 or **800.427.1241 (Toll-free)**

Serves Androscoggin, Franklin, and Oxford Counties

8:30 am - 4:30 pm, Monday - Friday

Community Action Agencies

Maine Community Action Agencies (CAA) provide services to Mainers. Many services, such as energy assistance, home weatherization or repair, tax and rent refund, transportation and food programs are available at no charge through local CAA. Please contact the CAA nearest to you for more information.

Community Concepts

17-19 Market Square, South Paris

207.743.7716 or **800.866.5588** (Toll-free)

240 Bates Street, Lewiston

207.795.4065 or **800.866.5588** (Toll-free)

Downeast Community Partners

248 Bucksport Road, Ellsworth

207.664.2424 or **800.834.4378** (Toll-free)

Kennebec Valley Community Action Program (KVCAP)

26 Mary Street, Skowhegan

207.474.8487 or **800.542.8227** (Toll-free)

97 Water Street, Waterville

207.859.1500 or **800.542.8227** (Toll-free)

22 Armory Street, Augusta

207.622.4761 or **800.542.8227** (Toll-free)

The Opportunity Alliance

50 Lydia Lane, South Portland

207.874.1175 or **877.429.6884** (Toll-free)

Penquis Community Action Program

315 Main Street, Rockland

207.596.0361 or **800.215.4942** (Toll-free)

262 Harlow Street, Bangor

207.973.3500 or **800.215.4942**

Penquis Community Action Program (continued)

50 North Street, Dover

564.7116 or **800.215.4942** (Toll-free)

Portland CAA

222 St. John Street, Suite 207, Portland

207. 874.1175 or **877.429.6884** (Toll-free)

Waldo Community Action Partners

9 Field Street, Belfast

207. 338.3025 or **800.498.3025**

Western Maine Community Action (WMCA)

20A Church Street, East Wilton

207. 645.3764 or **800.645.9636** (Toll-free)

York County Community Action Corp.

120 Rogers Road, Kittery

207. 439.2699 or **800.965.5762** (Toll-free)

357 Elm Street, Biddeford

207. 283.2402 or **800.644.4202** (Toll-free)

6 Spruce Street, Sanford

207. 324.5762 or **800.965.5762** (Toll-free)

Contact information for these agencies may change. Please visit cmpco.com/helpwithbill for any updates.



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