



Energy Affordability Toolkit



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Components of the electric bill 3

The electric bill is made up of several components and understanding how those components impact the total bill is important to managing costs. Our toolkit includes a downloadable fact sheet of a sample bill.

Electricity usage 4

The best way to manage energy bills is to manage usage. We offer tools that can help customers understand how they use electricity. An explanation of our Usage Alerts and Energy Manager tools and links for enrollment are included in your toolkit.

Help with bill 5

SimplePay helps customers manage seasonal fluctuations in usage with a stable monthly payment based on the customers average monthly usage. Customized payment plans are also available for customers who have fallen behind and need to catch up. Your toolkit includes information for customers. Most importantly, customers who are struggling with making payment should reach out to us.

Other resources include:

- Local Community Action Agencies (CAA)
- 2-1-1 Maine

Financial assistance 6

There are resources to help qualified customers with their electricity costs. This toolkit contains downloadable fact sheets and links to online content regarding assistance programs including:

- Home Energy Assistance Program (HEAP)
- CMP's Electricity Lifeline Program (ELP)
- CMP's Arrearage Management Program (AMP)

Additional services 7

- Friend Alert
- Lifelight
- Interpreter Services

Components of the electric bill

Understand your bill 

Understanding your monthly electric bill

Let's review the information on your bill to help you understand the amount due.

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CENTRAL MAINE POWER

Manage your account online: cmpco.com
Customer Service: 800.750.4000
Outage reporting line: 207.696.1000

Your Messages

The average residential CMP Delivery amount includes about \$8 per month in non-CMP costs to support Maine public policy initiatives including net energy billing subsidies, low income assistance and energy efficiency. Learn more about CMP rates and public policy costs at cmpco.com/PublicPolicyCosts.

On January 1, 2024, the CMP delivery price and the non-CMP Standard Offer Supply price decreased for residential customers. Please visit cmpco.com/Pricing for all rate class pricing.

If you need help paying your bill, you may be eligible for funds through the Home Energy Assistance Program, our Arrearage Management Program or our Electricity Assistance Program. For more information, please call us at 207.696.1000 or visit cmpco.com/HelpWithBill, call us at 207.696.1000 or visit cmpco.com/HelpWithBill.

View and pay your bill online. With eBill, you can access your bill anytime from your computer, tablet, secure, convenient app. Sign up today by using cmpco.com/eBill.

Account Number	Service Location	Amount Due	Date Due
1234-5678-910	JANE DOE 123 MAIN ST ANYTOWN ME 04074	\$143.42	02/28/2024

Invoice Number: 600000031590

Your Account Summary

Prior Balance	\$171.45
Payments received through 02/01/2024	\$171.45
Balance Forward	\$0.00
CMP Delivery	+\$72.98
Non-CMP Supplier Standard Offer	+\$70.44
Please pay by 02/28/2024	\$143.42

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When is this bill due?

A Your amount due and due date can be found here.

Is there a prior balance?

B Under [Your Account Summary](#) on page 1 of your bill, your PRIOR balance or [Balance Forward](#) is listed, along with any payments that were received since the last bill was issued. Payments received after the current bill was issued will be reflected on the following month's bill.

What is "Your Messages" on my bill?

Page 3

Who is your supplier?

I Review the supplier page of your bill to see who your supplier is. You may choose a Competitive Energy Provider (CEP) or you'll receive supply from the default Standard Offer Provider. The Standard Offer rate is determined by the Maine Public Utilities Commission annually through a competitive bidding process.

Why is supply charged separately?

J Your electricity bill has two parts: delivery and supply. CMP is required by statute to include the supply charges on your electricity bill and to pass your payments on to suppliers. CMP delivers your electricity and is prohibited by legislation from generating or supplying electricity.

Why is this page blue?

K The supplier page includes information about your supplier and the rate they are charging for your electricity. Supplier information can be easily found on your bill in blue as well as supplier contact information and other information about electricity supply.

What is this?

Bill Date 02/01/2024 Invoice Number 600000031590 Account Number 1234-5678-910 Page 3 of 3

You have chosen to purchase your electricity supply from: [Standard Offer](#). Rates for electricity supply are not set by CMP yet we are required to bill and collect them on behalf of your Supplier.

Supplier: Standard Offer

JANE DOE
123 MAIN ST ANYTOWN, ME 04074

Prior Balance for Standard Offer Supplier	\$99.14
Payments received	\$99.14
Balance Forward	\$0.00
New Supplier Charges	
Residential Service (01/03/2024 - 02/01/2024)	
Energy Charge	650 KWH @ \$0.108363
Total New Supplier Charges	\$70.44
Standard Offer Supplier Account Balance	\$70.44

Supplier Information

CMP does not generate or supply electricity. We deliver your electricity. Your Standard Offer electricity is supplied by NextEra Energy Marketing LLC (75%) and Constellation Energy (25%). Standard Offer is the default if you have not chosen an electricity supplier.

CMP is your energy delivery company. Other companies, not regulated by the Maine Public Utilities Commission (MPUC), supply your electricity, which we deliver to you safely and reliably. CMP does not control the supply price though we are required to include and collect the costs in our monthly bills. Now you will see the name of your supplier and their itemized supply charges in BLUE on this page.

Competitive bidding for the right to supply Standard Offer electricity is supervised by the MPUC. The price per kWh for your Standard Offer electricity supply is \$0.108363.

You may learn more about energy supply and suppliers, and possibly find a better supply price, by visiting the Office of the Public Advocate (OPA) at maine.gov/SupplyRates, calling the OPA at 207.624.3687, or by visiting the MPUC at maine.gov/mpuc.

Visit us at cmpco.com/UnderstandYourUsage to see ways to manage and potentially reduce your usage.

Electricity usage

Manage your electricity bill with Usage Alerts and Energy Manager

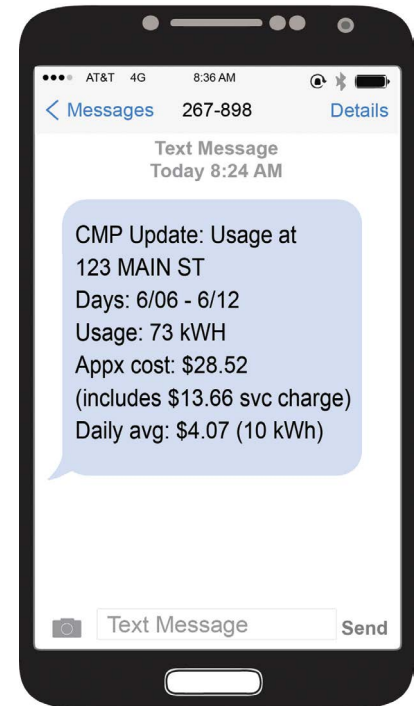
You can better understand and manage your usage, and your bill, with our free tools – Usage Alerts and Energy Manager.

When you sign up for Usage Alerts, you can receive updates about your electricity usage and estimated cost — all made possible by your smart meter! You can choose to receive any or all of the following alerts:

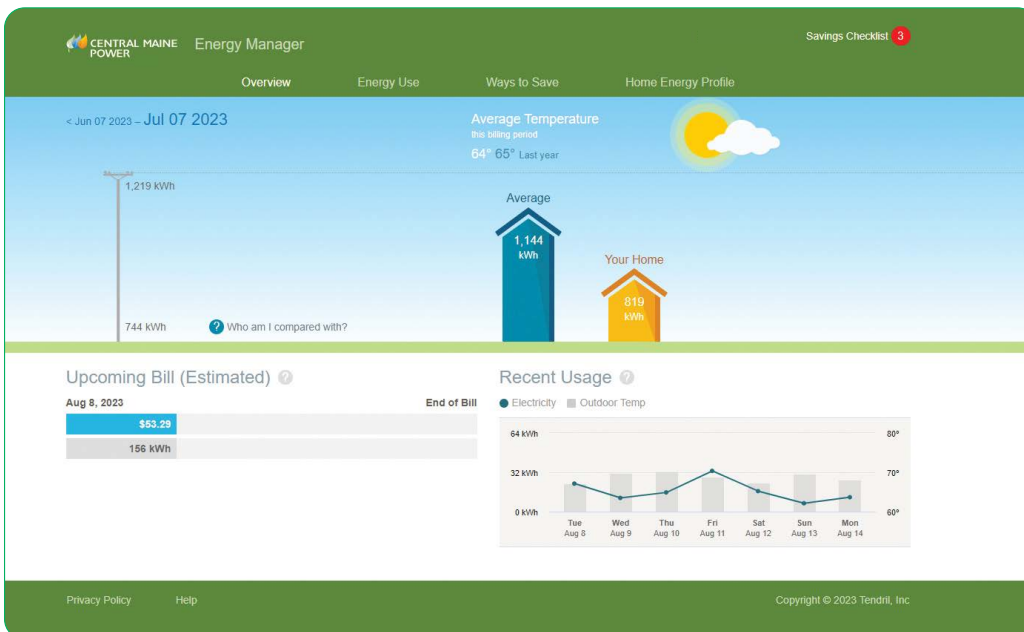
- **Usage Update:** Receive weekly updates with your usage, estimated cost, and daily averages for the current billing period.
- **Usage Amount Exceeded:** Set a monthly electricity usage, or dollar goal, and we'll notify you if you exceed that amount.
- **Usage Change:** We'll notify you of big changes to your daily usage. Specifically, if your daily usage is significantly higher or lower than your past 30-day average usage for three days in a row.

Energy Manager provides daily and even hourly data. You can compare your usage from this year to last year, this month to the previous month, or even individual days and figure out exactly when your usage changed.

Usage Alerts



Energy Manager



Help with bill

Struggling with your energy bill? We have options.

SimplePay



Having trouble paying your energy bill? We have programs and services designed to help.

- **Payment plans:** Call us at **800.750.4000** to make a reasonable payment plan to help you get caught up.
- **SimplePay:** Make a stable monthly payment based on your average monthly electricity usage over the past year. You'll get a bill for the same amount each month, so you'll know what to expect.

Call 2-1-1 if you need assistance

2-1-1 is Maine's 24/7 health and human services information and referral system. They can also be reached by calling **877.463.6207** or texting your zip code to **898-211**. Visit **211maine.org** for information about services available throughout Maine.



Community Action Agencies (CAA)

Current list



CAAs connect the community with resources that provide social and economic assistance.

Financial assistance

Home Energy Assistance Program (HEAP)

HEAP



HEAP offers income-qualified customers heating assistance, repairs and weatherization. Apply for HEAP with your local CAA.

Electricity Lifeline Program (ELP)

ELP



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.

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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

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

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

Arrearage Management Program (AMP)

AMP



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

Arrearage Management Program

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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?

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.

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

Additional services

Friend Alert

Friend Alert



CMP's 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 to you. This may also be helpful if you are helping someone else with their bill, like an elderly parent, friend or neighbor. They can designate you as their Friend Alert. For more information, please call us at **800.750.4000**.

Lifelight

Lifelight



If you have life-sustaining equipment that depends on electricity service, you will be notified of planned outages for maintenance and/or unplanned outages for repairs. For more information, see our **Lifelight fact sheet** or contact us at **800.750.4000** during our business hours.

Interpreter Services

We want you to be comfortable talking with us. If you prefer to speak in a language other than English, just let us know what your preferred language is, and we'll be happy to get a translator on the line with us. Call us at **800.750.4000**.

