

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: 800.696.1000

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 Lifeline Program. For more information, please visit cmpco.com/HelpWithBill, call us at 800.750.4000, or contact your local Community Action Agency.

View and pay your bill at home or on the go. With eBill, you can access your account at any time from your computer or mobile device. It's fast, secure, convenient and good for the planet. Sign up today by using our Mobile App or visiting cmpco.com/eBill.

Put your bill on autopilot with AutoPay and your electricity bill will be paid on time, every time. It's safe, secure and convenient. No mailing delays. Sign up today at cmpco.com/AutoPay.

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

Your Monthly Usage Summary(kWh)
Your next meter reading is on or about 03/04/2024

Month	2024	2023	2022
Jan	18	21	20
Feb	22	20	22
Mar	-	21	18
Apr	-	19	17
May	-	17	15
Jun	-	17	14*
Jul	-	15	14
Aug	-	16	14
Sep	-	14	14
Oct	-	15	17
Nov	-	16	16
Dec	-	17	17

Your Average Daily Usage (kWh) *Estimated Reading

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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?

C The "Your Messages" section on your bill includes important messages about your account and doing business with us. Many of these messages change monthly so we encourage you to review them each month.

Why is this line in blue?

D The supply charge is in blue to help illustrate that supply charges are not CMP charges. You can learn more information about your supplier on the supplier page of your bill.

Where can I find my usage by month?

E **Your Monthly Usage Summary** shows your graphed monthly consumption for this year and the last two years. The table shows your average daily use each month. An **asterisk** indicates your usage has been estimated.

Bill Date 02/01/2024 Invoice Number 600000031590 Account Number 1234-5678-910 Page 2 of 3

Your Central Maine Power Delivery Service Account Detail

Prior Balance for Central Maine Power Delivery	\$72.31
Payments received	\$72.31
Balance Forward	\$0.00
Delivery Charges	
Delivery Charges: Residential (01/03/2024 - 02/01/2024)	
Delivery Service:	650 KWH @ \$21.55 +\$21.55
	Up to 50 KWH @ \$21.55 +\$51.43
	600 KWH @ \$0.085717 +\$51.43
Total Current Delivery Charges	\$72.98
Central Maine Power Account Balance	\$72.98

Your Meter Details Read Cycle 01

Meter Number	Read Date	Meter Reading	Prior Read Date	Prior Meter Reading	Number of Days	Total kWh
L108628100	02/01/2024	85,869	01/02/2024	85,219	30	650

Customer Information for Your Delivery Service

Delivery rates are approved by the Maine Public Utilities Commission. For bills that cover both electricity supply and CMP delivery, CMP forwards energy-supply payments to the appropriate energy provider. For a schedule of CMP delivery rates, visit cmpco.com or call us at 800.750.4000. To see how your Delivery Charges are impacted by Maine public policy, visit cmpco.com/PublicPolicyCosts.

What is a kilowatt-hour?
Electric power is measured in watts. 1000 watts of power used for 1 hour is a kilowatt-hour (kWh) of energy. Example: a 100 watt bulb lit for 10 hours uses 1 kWh of energy.

Sales-Tax Exemption
Maine sales tax does not apply to the first 750 kilowatt-hours of residential usage.

Late-Payment Charge
Bills are due on receipt. A rate of 0.949% will be applied each month to the unpaid balance after 25 days from the bill postmark.

Estimated Bills
When we cannot read your meter, we will estimate your usage for the month. You have the right to read your own meter. Visit cmpco.com for more information, or call 800.750.4000.

Questions?
To ask a question or dispute a bill, you can email customer.service@cmpco.com, or call 800.750.4000, or write to CMP Customer Service, 83 Edison Drive, Augusta, ME 04336.

Payment Arrangements
If you have trouble paying your bill, a payment plan may help. Call 800.686.4044 for more information.

Maine Public Utilities Commission (MPUC)
The MPUC's Consumer Assistance and Safety Division (CASD) investigates and resolves complaints, educates the public and ensures utilities remain in compliance with State statutes and Commission rules. To contact the CASD, call 800.452.4699 or visit maine.gov/mpuc.

Mail Address Changes

Please X! for mail address changes and fill in your new mailing address information below.

Sign Up for Automatic Payments

To sign up for automatic payments, please mark an X! in the box, and sign and date below:

Signed _____ Date: _____
Pay my bill (check one): _____ when my bill arrives
_____ # of days before due date (circle one below)

4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
(Example: Circle 15! to pay your bill 15 days before the due date.
It does NOT mean your bill will be paid on the 15th of each month.)

If you are moving or need to stop service, please call a Customer Representative at 1.800.750.4000

To complete your enrollment, please:
1. Include a VOIDED check with this pay stub.
2. Allow up to 30 days for processing.

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How many days were in the billing cycle for this bill?

F The number of days in the billing cycle may be different from month to month. Review your average daily usage to understand whether an increase or decrease is driven by an actual change in usage or by the number of days in the billing cycle.

What is your total delivery charge?

G Your delivery charge is the amount you pay CMP to deliver your electricity.

Do you need help with your bill?

H If you have fallen behind, we offer payment and assistance plans to help you catch up and stay on track. Visit cmpco.com/helpwithbill. Or call us at 800.750.4000. We want to help.

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**



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

+\$70.44

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.



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Who is your supplier?



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?



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?



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?



The name of your supplier will be shown here, whether you have chosen a Competitive Energy Provider or if you receive supply from the default Standard Offer Provider. You may shop for a different supplier. Visit the OPA website at Maine.gov/SupplyRates to learn more about your options.

What are these messages?



These messages include information about your supplier and where to find electricity supply options.



We are committed to providing exceptional customer service to all of our customers — 24 hours a day, 7 days a week, 365 days a year. You can count on us.

For more information:
Visit cmpco.com or call **800.750.4000**

