

2023 Report Card

We're committed to providing you with exceptional service. The Maine Public Utilities Commission (MPUC) established **service standards** with **targets** to measure our performance. Below, we explain each service standard and our actual performance in 2023.

Service standard

Target

Actual

Calls Answered

≥80%

85.2%

Calls connected to a representative within 30 seconds

CMP answered 823,674 calls from our customers and 702,105 of them were answered within 30 seconds or less.

Calls Abandoned

≤7%

2.9%

Callers who did not speak with us.

Of the 848,580 callers who indicated they wanted to speak with a customer representative, 24,906 then did not wait to be connected to a customer representative.

Blocked Calls

≤3%

0.09%

Calls which could not be connected to us.

1,304 people called us but could not be connected.

Meters Read
(not estimated)

≥99%

99.3%

% of bills based on estimated meter reads.

We use our smart meter system and our field personnel to read meters. Occasionally, we estimate a meter reading. We collected 8,014,862 meter readings and estimated 53,626 readings.

Bill Accuracy

≥99.6%

99.9%

Accurate bills that are issued within 10 days of the planned billing date.

We produce 7,730,891 bills annually, or 644,241 per month. In 2023, 7,719,716 bills were issued on time and accurately.

Service standard

Target

Actual

Customer Contact Satisfaction

85%

We survey customers who complete a transaction with us, to be sure our customers are satisfied with their experience.

We surveyed 3,118 customers who completed a transaction with us, and 85% were satisfied with their experience.

Frequency of Outages (SAIFI)

≤1.89

1.82

System Average Interruption Frequency Index, or SAIFI, represents the number of times the average customer was out of power.

In 2023, customers experienced an average of 1.82 outages.

Duration of Outages (CAIDI)

≤2.09

1.74

Customer Average Interruption Duration Index, or CAIDI, measures the time it took to restore power to the average customer.

In 2023, the average outage duration was 1.74 hours.

Time without power (SAIDI)

≤3.89

3.17

System Average Interruption Duration Index, or SAIDI, represents the total hours the average customer was without power.

In 2023, the average customer was without power a total of 3.17 hours.

Supporting Maine's climate and energy goals

Investments in
grid resiliency

>\$303 million

*Delivering safe, reliable power
across 25,000 miles of power lines.*

Renewable interconnections

2,328

*Connected 59 large scale
and community solar projects and 2,269
small scale and roof top solar projects.*

Megawatts of
renewables
connected to the grid

241.2

*Supporting Maine's climate
and energy goals.*

Putting our energy into the community



Supported **250** local organizations with more
than **\$1 million** in donations and sponsorships



Volunteered over
2,238
hours to local
organizations



\$378,000 donated
to local community
& economic
development



Supporting those in need

Supported education
& youth programs with
more than **\$255,000**



Educating future workforce

Donated **\$245,000** to
environment and health
& wellness programs



Conservation efforts

Granted more than
\$65,000 to Maine
veteran organizations



Supporting Edison,
the mission working dog



Supporting veteran organizations



Part of our commitment to the environment,
printed on recycled paper using soy inks.

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