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.



An Avangrid company

Service standard

Target

Actual

Target Actual

Calls Answered

≥80%

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

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

0.09%

Calls which could not be connected to us.

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

Meters Read (not estimated)

% 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%

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.

Customer Contact Satisfaction

Service standard



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



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)



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



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

241.2

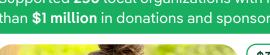
connected to the grid Supporting Maine's climate

and energy goals.

Putting our energy into the community



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



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

Supporting those in need

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



Conservation efforts

Donated \$245,000 to

environment and health & wellness programs



Supporting Edison, the mission working dog





Volunteered over

2,238

hours to local organizations