

April 2024

# Customer Guide

Manage your account anytime, anywhere with our **Mobile App!**



## Earth-friendly eBill!

Sign up for **eBill**, our earth-friendly, convenient and secure online billing service.

- Receive an email notification when your bill is ready
- Pay your bill online
- Access your bill anytime, anywhere



Scan this QR code  
to sign up for eBill

Don't have a smartphone?  
Visit [cmpco.com/eBill](http://cmpco.com/eBill) to learn  
more and sign up.



## Manage your electricity bill with Energy Manager and Usage Alerts

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

**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.

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 50% higher or 75% lower than your past 30-day average usage for three days in a row.

See how much electricity you use day-by-day, hour-by-hour with our free and secure online tool, **Energy Manager**.



Receive alerts and updates about your electricity usage and estimated cost – all made possible by your smart meter and **Usage Alerts**.

## We're here to help

If you need help with your electricity bill, we can help with free programs and services, including:

- **Payment Arrangements** for customers who need time to catch up past due amounts on their electricity bill. Call us at **800.686.4044**.
- **Home Energy Assistance Program (HEAP)** is a federal grant program to help income-eligible households pay for energy bills, weatherization and repairs. Apply through your local Community Action Agency.
- **Electricity Lifeline Program (ELP)** offers qualified customers a credit on their electricity bill based on household income and estimated electricity use. Apply through your local Community Action Agency.

Visit [cmpco.com/HelpWithBill](https://cmpco.com/HelpWithBill) to view the complete list of programs and services designed to help you manage your electricity bill.

## Don't dig into trouble, know what's below



Whether you're a contractor or homeowner, a safe job starts with **Dig Safe**. This free, statewide service identifies any underground utilities and protects you and others from injury.

**It's easy.** Call **811** or visit [digsafe.com](https://digsafe.com) before you dig. State law requires you give at least 72 hours notice, not including weekends and legal holidays, before starting your project.

**It's free.** Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

**It's the law.** Accidentally digging into underground utilities can cause personal injury, environmental harm and costly damage.

## Caring for the environment

We are committed to supporting our environment every day. Co-existing with nature is a critical part of everything we do at CMP. In 2023, we found ways to make sure that animals in our service area in Maine were cared for or had support from us in their natural habitat.

Throughout the year, we worked with local high schools to design, build and place platforms for osprey to nest on that did not interfere with our electrical infrastructure.

We worked alongside Mid-Maine Technical Center to build and place bluebird boxes along one of our transmission corridors.

We were part of a program with Marine Mammals of Maine to rehabilitate a young seal that was successfully released back into the ocean in the Brunswick area!

Each one of these efforts represents hours of dedication from CMP employees whose thought, time and knowledge helped protect Maine's environment and support our communities. These values are at the core of who we are and who we've been for 125 years.



Platform for osprey nest



Bluebird boxes



Seal release back into the ocean