

May 2024

Customer Guide

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



CMP



An Avangrid company

I'm going to show you how easy it is to sign up for My Account



My Account is an all-in-one place to manage your account. You can access all your account information, make payments, manage your alerts and more.

It's a one-time set up and so easy. You can do this! Here's how:

Step 1



Grab your **CMP** bill. You'll need your 11-digit account number, just this once!

Step 2



Go to **cmpco.com** /**MyAccount** or click on **Sign in** at the top of **cmpco.com**.

Step 3



Click on **"Register now"** and follow the prompts.

Now that you have set up your account, you'll log in with your user ID and password – no need to look for your account number again. It's that easy!

Supporting our communities

Spectrum Generations has chosen **CMP** as their **Business Partner of the Year**. We have partnered with them for decades to make a difference in the lives of older and disabled Mainers by delivering **Meals On Wheels** and supporting **Spectrum Generations** initiatives.

Our Customer Care team regularly joins **Spectrum Generations** for Power Hour to help people understand their electric bills.

Spectrum Generations, the Central Maine Area Agency on Aging and Disability Resource Center, has been a provider of information, advice, referrals, programs and activities for adults for 50 years.



CMP Vice President of Customer Service, Linda Ball accepts Spectrum Generations Business Partner of the Year award.

Follow us:  facebook.com/centralmainepower  [@cmpco](https://twitter.com/cmpco)

Keep an eye on your electric usage with Energy Manager

Seasons change and so does your electricity use. With our free Energy Manager tool, you can track your electricity use online and get helpful tips for managing your electricity use.

Q: Will Energy Manager help me to save money on my electricity bill?

A: Energy Manager can help you get a better understanding of the way you are using electricity in your home. Energy Manager allows you to set a savings goal, put together a list of actions that you would like to take to reach your goal and shows you the progress toward your goal each time you log in.

Q: Can I change my goal for usage savings?

A: Yes, you can adjust your goal as often as you'd like. After the original setup process, your goal can be changed when you log in to your online account.

Q: My electricity usage is compared to an average home. What does that mean?

A: Energy Manager uses characteristics about your home, such as number of occupants, heating source and location to compare your electricity usage to similar homes.

Usage Alerts

Receive alerts and updates about your electricity usage and estimated cost – all made possible by your smart meter! You can choose to receive any of the following alerts:

- Weekly Usage Update
- Usage Target Exceeded
- Usage Change



Substation upgrade improves reliability

We have completed upgrades to our **Goosefare Substation in Saco**. Improvements were made to continue to provide safe, reliable and stable service to our customers.

Upgraded technology was installed with remote monitoring capabilities to improve the connection to CMP's control center.

The improved Goosefare Substation meets the electricity needs of our customers while supporting the continued economic growth of the Saco area.

We are here to help

Our **Arrearage Management Program (AMP)** helps qualified customers who are enrolled in **HEAP** or **ELP** reduce their past due balance by as much as \$500 each month, every time the current monthly payment is made in full and on time.

You can apply by visiting cmpco.com/amp or calling us at **800.750.4000**.

Visit cmpco.com/HelpWithBill for a list of all our programs designed to help you with your electricity bill.

If you have questions about our assistance programs, our Representatives can help.

