

June 2024

Customer Guide

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



Let's get you signed up for eBill

Last month we showed you how easy it is to create your online account, now we're going to show you how easy it is to sign up for **eBill**.



Step 1

Log into your account at cmpco.com/MyAccount.



Step 2

Click on "Enroll Now" in the right-hand column.



Step 3

Click the "ON" button to enable eBill under "Billing Preferences."

That's it! You are now set to enjoy all the conveniences of **eBill**.

- View and pay your bill securely online.
- Receive an email as soon as your bill is ready.
- Print only what you need.

Visit cmpco.com/eBill to learn more about **eBill**.



We're making improvements to keep the lights on in Augusta and all across our service area.

Bond Brook transmission line upgrade

To help meet growing energy needs and provide the reliable, affordable and increasingly clean energy our customers want and deserve, we're building a new overhead transmission line in our existing Bond Brook area to deliver electricity to Augusta area customers who depend on it.

The upgrades will significantly improve system reliability and resiliency. The increased capacity will also help meet the growing electricity needs of customers in the area.

We're committed to providing you with exceptional service

Each year the Maine Public Utilities Commission (MPUC) sets metrics that we are required to meet. In 2023, we exceeded the goal of calls answered within 30 seconds.

Our **Contact Center**, staffed with more than 110 representatives, answered more than 823,000 calls in 2023 with the goal of answering your questions and helping you understand your bills quickly and efficiently. Our Contact Center representatives are knowledgeable, approachable, and are here to help you.

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.

Need help with your electricity bill?

We have payment plans that can help.

- **Simple Pay.** Make a stable monthly payment based on your average monthly electricity usage over the past year. You'll get a bill for the same amount each month, so you'll know what to expect. Visit cmpco.com/SimplePay to learn more.
- **Payment Plans.** Call us at **800.750.4000** to make a reasonable payment plan to help you get caught up.

Looking to see if you qualify for an assistance program? Call **2-1-1** for assistance programs in your area.

For more information about these and other programs, visit cmpco.com/HelpWithBill.

Stay cool this summer

The key to saving on your energy bills is understanding your home's energy use. That's where our free online tool, **Energy Manager**, can help. It's the free tool Mainers are using to take charge of their energy use.

Here's what you can do with **Energy Manager**.

Track. Keep an eye on your home's energy use patterns over time and identify peak usage periods.

Analyze. Get insights into your home's energy hotspots, so you can decrease your energy use and increase your savings.

Achieve. Set a savings target and create your own action plan to reach your goal.

Harness the knowledge of **Energy Manager** and master your energy use today by visiting cmpco.com/EnergyManager.



Avangrid Foundation donates \$250,000 to Red Cross' National Disaster Responder Program

As a nation, we rely on the **American Red Cross** in times of crisis. At **CMP**, we understand the importance of preparation to drive an efficient response to severe storms and natural disasters. Our crews are on the front lines after a storm, cleaning up damage and working to restore power as quickly and safely as possible.

In support of the **Red Cross**, the Avangrid Foundation has donated **\$250,000** to support their **National Disaster Responder Program**.

The **National Disaster Responder Program** helps the **Red Cross** proactively prepare for emergencies year-round, before a natural disaster, so they can be ready to respond immediately.

Our donation will be used to help the **Red Cross** train volunteers, invest in innovative technology, and prepare the critical resources necessary to meet urgent needs of disaster survivors.



Our crews are on the front lines after a storm, cleaning up damage and working to restore power as quickly and safely as possible.