

# Customer Guide

Manage your account anytime, anywhere with our [Mobile App](#)!



CMP



An Avangrid company



## 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 significantly higher or lower than your past 30-day average usage for three days in a row.

To learn more, about these free tools, visit [cmpco.com/EnergyManager](http://cmpco.com/EnergyManager) and [cmpco.com/Alerts](http://cmpco.com/Alerts).

## Let us introduce you to AutoPay

**AutoPay** is the easiest way to pay your **CMP** bill.

Your payment is made on time, automatically, each month. It's safe, secure and convenient!

Signing up is easy too with **My Account** or our **Mobile App**.

Learn more today at [cmpco.com/AutoPay](http://cmpco.com/AutoPay).

### Select your payment date

Choose how many days before the due date you'd like your payment made.

### Already an AutoPay customer?

You can update your payment preferences in "My Account" at any time.



## A change in your bill

On July 1, electricity prices, approved by the Maine Public Utilities Commission, changed. For more information about these price changes and how your rate class was affected, please visit [cmpco.com/pricing](http://cmpco.com/pricing).



## Spread out your payments with SimplePay

Avoid seasonal fluctuations by paying the same amount every month.

With this free service, you make a stable monthly payment based on your average monthly electricity usage over the past year. We'll review your account after six months to make sure your payment amount is still accurate based on your current usage.

Visit [cmpco.com/SimplePay](http://cmpco.com/SimplePay) to learn more.

## Need help with your electricity bill? We're here for you

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

- **Payment Arrangements** may be available for customers who need time to catch up on past due amounts. Call us at **800.686.4044**.
- **Call your local Community Action Agency** for other assistance programs you may be eligible to enroll in.
- **Call 2-1-1** if you need assistance. **2-1-1** is Maine's 24/7 health and human services information and referral system. They can also be reached by calling **877.463.6207** or texting your zip code to **898-211**. Visit **211maine.org** for information about services available throughout Maine.

For more information about these and other programs, visit [cmpco.com/HelpWithBill](http://cmpco.com/HelpWithBill).



## Girl Scouts Unplugged

Over 50 Girl Scouts attended our first ever "Girl Scouts Unplugged" event at Central Maine Power Company! The all-day event was a first of its kind partnership between Girl Scouts of Maine and CMP and featured work stations where scouts learned about linework and electrical safety, toured our Energy Control Center, sorted seeds, and of course, got to ride in a bucket truck.

The Girl Scouts participated in an energizing panel discussion that included CMP leaders: Katie Manende, Manager of Vegetation Management; Katie Yates, Manager of Community Relations; and Samantha Gray, Second Class Line worker. A special guest, Governor Janet Mills also attended and participated in conversation with the Girl Scouts.

At the end of the day, each Girl Scout received a specially designed patch (pictured at left) for participating in this event and learning about CMP career opportunities.