

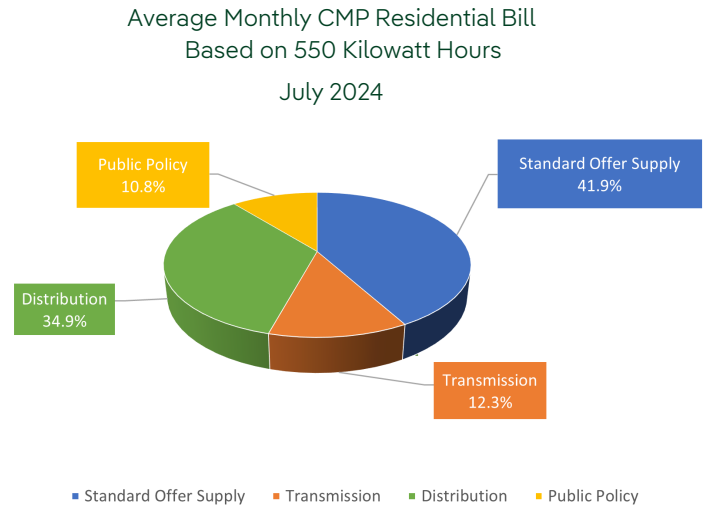


## Understanding your electricity bill

When you receive your electricity bill, it's important to know what you're paying for. The chart below shows each part of your bill and which costs have the largest impact on your total bill as of July 1, 2024.

### Main components

- **Supply (Generation) Charge.** This covers the cost of **generating electricity**. It includes expenses related to power plants, fuel and other resources used to produce electricity, and is not a CMP charge.
- **Delivery (Transmission and Distribution) Charge.** These charges cover the cost of delivering electricity to your home or business. They include expenses for maintaining power lines, substations and other infrastructure, as well as costs from repairing and restoring power infrastructure after major storms or other emergencies.
- **Public Policy Costs.** These costs include state mandated costs and program expenses related to the Net Energy Billing program, renewable energy procurement, low-income assistance and energy efficiency initiatives.



To lower your bill, consider reducing your electricity use and exploring different suppliers. Visit the Office of Public Advocate website at [maine.gov/SupplyRates](http://maine.gov/SupplyRates) for a list of suppliers and their rates.

Make use of tools like [Energy Manager](#) and [Usage Alerts](#) to keep an eye on your usage and receive notifications about your usage. Visit [cmpco.com/EnergyManager](http://cmpco.com/EnergyManager) and [cmpco.com/Alerts](http://cmpco.com/Alerts) for more information.

## New! Outage information tailored just for you

We have made it even easier for you to report an outage and check your status – all in one place!

Simply click on [Report Outage / Check Status](#) at [cmpco.com](http://cmpco.com), enter your account number or phone number and ZIP code, report your outage (or check your status if we already know your power is out), and we'll take it from there.

We'll keep you informed from beginning to end, including telling you what caused the outage - just refresh the page.

No more scrolling through lists or maps to check to see when your power will be back on. You'll have your own personalized view.

**Outage details**  
123 Main St, Anytown, ME 04123  
[Home](#) 4 customers affected

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**Restoration time**  
Power is estimated to be restored by:  
**12:30 PM** 8/13/2024

**Outage cause identified**  
Last refreshed: Today, 01:19 PM

## Struggling with your energy bill? We have options

Having trouble paying your energy bill? We have programs and services designed to help.

- **Payment Plans.** Call us at **800.750.4000** to make a reasonable payment plan to help you get caught up.
- **SimplePay.** 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](http://cmpco.com/SimplePay) to learn more.
- **Arrearage Management Program (AMP).** The AMP helps qualified customers who are enrolled in HEAP or our **Electricity Lifeline Program (ELP)**, reduce their past due balance by as much as \$500 each month, as long as current monthly payments are made in full and on time.



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



## Puppy love

Our Community Relations team made a **\$2,500 donation to the Kennebec Valley Humane Society** in Augusta.

The Kennebec Valley Humane Society provides shelter, food and medical services to local animals in need.

Their mission is to enrich lives by placing animals for adoption in loving homes where they can thrive on kindness and care.

## Save \$5,000 on water heating

Tens of thousands of Mainers own heat pump water heaters.

They're popular because they produce lots of hot water, help dehumidify, and can **save more than \$5,000\* in electricity** over their ten-year warranty.

Visit [efficiencymaine.com](http://efficiencymaine.com) or call **866.376.2463** to find the best prices in Maine or to locate a plumber near you.

\*Compared to a traditional electric water heater as shown on Efficiency Maine's Compare Water Heating Costs calculator as of 6/13/2024. Your results may differ.

