

September 2024

Customer Guide

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



CMP



An Avangrid company

Don't wait for winter, we can help you now

The days are getting shorter and cooler, so now is the perfect time to get ready for winter energy bills. We have programs to help you do just that.

- **Home Energy Assistance Program (HEAP).** HEAP provides federal grant money to qualified customers to help pay their heating costs and may also assist with weatherization needs. Contact your local Community Action Agency to schedule your **HEAP** appointment now.



- **Electricity Lifeline Program (ELP).** The **ELP** offers qualified customers a credit of up to \$1,200 annually on your electric bill. The amount of your **ELP** credit is based on household income and estimated electricity usage.
- **Arrearage Management Program (AMP).** The **AMP** helps qualified customers who are enrolled in **HEAP** or our **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.
- **Friend Alert.** A friend, agency or organization you designate will receive a copy of any important notices we may send to you. This may be helpful if you are helping someone else manage their bill, like an elderly parent, friend or neighbor. They can designate you as their Friend Alert.

Visit cmpco.com/HelpWithBill for more information about our programs and services designed to help.

Ready to explore? Join us online!

My Account is a safe and secure way to manage your CMP account in one convenient place.

- View your bill and online payment history.
- Choose how and when to pay.
- Track your energy usage.
- Manage your alerts and notifications.

Creating your account is easy. Visit cmpco.com/MyAccount and have your account number ready.

Go on! Join the thousands of other customers who are enjoying the ease of online account management.



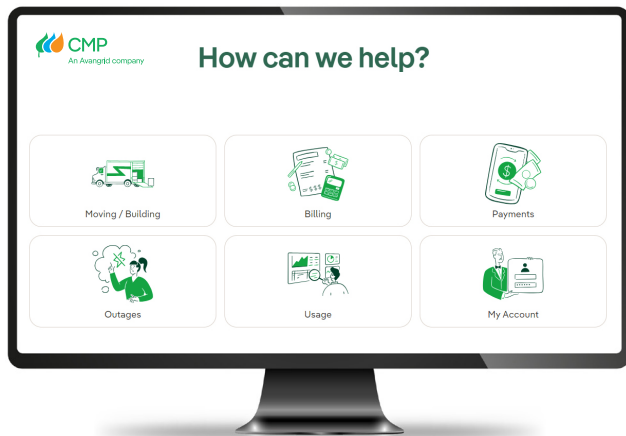
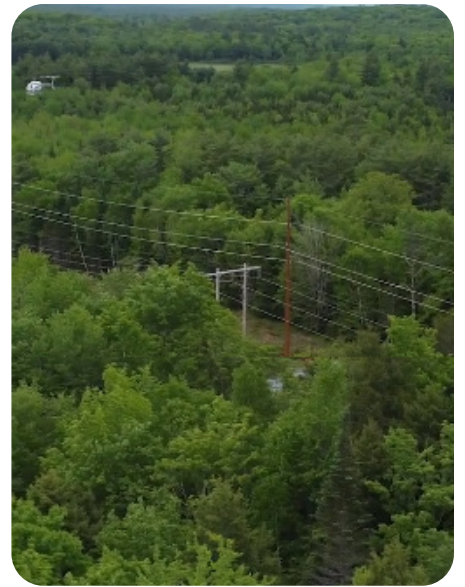
Powering the future: Section 80 rebuild

We recently completed one of our largest grid reliability projects.

The Section 80 rebuild, an \$85 million project approved by the Maine Public Utilities Commission in 2022, upgraded a 115-kilovolt transmission line spanning about 22 miles from Coopers Mills Substation in Windsor through Jefferson, Washington, Waldoboro, and Warren to Highland Substation.

This upgrade benefits customers in Kennebec, Knox and Lincoln counties, and contributes to the overall reliability of the New England electric system. The project involved replacing wooden structures with stronger steel (single) monopoles and line upgrades that improve system reliability and resiliency.

The project costs will be shared among New England customers, with a majority of the funding coming from other states. These upgrades will help meet the electricity needs of customers in the Mid-Coast area and the larger New England region.



Introducing our new online support page

We understand how important it is for you to have easy access to information. That's why we're pleased to introduce you to our online support page.

At cmpco.com/Support, you can get help with moving, building, billing, payments, outages, usage and more.

We're committed to providing excellent service online and when you need to call us, or in a variety of channels to meet your needs.

Free energy resources for educators, parents and kids

Whether you're teaching students at school or you're teaching your children about energy safety at home, our FREE energy education resources are just a click away at cmpco.com/School.



There you'll find:

- Information about the power of electricity with our interactive **Electric Universe**.
- **Watts the Wizard** safety posters to print and color.
- Watch our team talk about what to do and – more importantly – what NOT to do around power lines in our online **"Safety City"** demonstration.

Garham area 7th and 8th graders take part in last year's Trades Camp at our Portland office.

