

Customer Guide

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



CMP



An Avangrid company

We're here to help you with your electricity bill

We're always here to support you, especially if you need help with your electricity bill. There are a variety of programs to help you, such as:



- **Home Energy Assistance Program (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 today.
- **Electricity Lifeline Program (ELP)** offers qualified customers a credit of up to \$1,200 annually on their electric bill. The amount of the ELP credit is based on household income and estimated electricity usage.
- **Arrearage Management Program (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.

Visit cmpco.com/HelpWithBill to learn more about these programs and explore our full offering of resources available to help you manage your electricity bill.

Is your to-do list getting too big to handle?

We can help you tackle a few of those items when you create an online account. With My Account, you have an all-in-one place to manage your CMP account.

- **Stay updated with Alerts.** Sign up for Usage Alerts and set up your Outage Alerts preferences.
- **Never misplace a bill with eBill.** Never miss a payment, set payment reminders and view your eBill history.
- **Manage your bill with SimplePay.** Your electricity costs are spread evenly over 12 months so you know what your bill will be.
- **Always pay on time with AutoPay.** It's safe, secure and convenient.

Go to cmpco.com/MyAccount to get started today!



Moving has never been easier!

Moving can be stressful but we can help. Our online moving process is now easier than ever. We could even be the least stressful part of your move.

With just a few clicks, you can request to start your new service and stop your old service.

Start now at cmpco.com/Moving and let the unpacking adventure begin!



Simple tips can help you save this winter

During these shorter, cooler fall days, you may be using more energy by having the lights on longer and adjusting the thermostat to keep warm. Here are a few easy actions you can take to decrease your energy use.

- Install a smart thermostat to easily match your temperature settings with your schedule.
- Sign up for Usage Alerts to receive updates about your electricity use and estimated cost.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.

Find more energy-savings tips at cmpco.com/UnderstandYourUsage.

Celebrating 125 Years!

For 125 years, we have been a cornerstone of Maine's history. From our humble beginnings in 1899 as the Oakland Electric Light Company to our present-day operations, we've consistently delivered safe and reliable power, adapting to the latest technologies and evolving with the changing environment.

Our mission goes beyond providing electricity. We are committed to ensuring a bright future for all Mainers.

With more than 1,000 dedicated employees — your friends and neighbors — working at one of the Best Places to Work in Maine, we prioritize environmental care and support the state's growing economy.

We are deeply committed to the communities we serve, understanding that you, our customers, rely on us every day to live and work.

Thank you for being a part of our journey. Here's to many more years of powering Maine together!

