

# Customer Guide

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



CMP



An Avangrid company

## Control and comfort this winter – here's how!

Are you looking for ways to reduce and manage your energy use? We can help with these smart solutions.

- **Energy Manager.** Get a detailed view of your electricity use and create a checklist of ways to save. Also find helpful tips for managing your electricity use. Sign up at [cmpco.com/EnergyManager](http://cmpco.com/EnergyManager).
- **Usage Alerts.** Receive weekly updates of your energy use. You can also receive an alert if you exceed a set amount of electricity use or cost. Once you're enrolled, text **USAGE** to **267898** anytime for an update. Sign up at [cmpco.com/Alerts](http://cmpco.com/Alerts).
- **It's your choice.** We do not generate electricity. You can shop for your electricity supplier or receive the Standard Offer service arranged by the Maine Public Utilities Commission (MPUC). See the supplier page of your CMP bill to view your current supplier and supply cost. Visit [maine.gov/SupplyRates](http://maine.gov/SupplyRates) for more information.
- **Smart energy use.** Take control of your energy costs with our no-cost and low-cost energy-saving tips at [cmpco.com/UnderstandYourUsage](http://cmpco.com/UnderstandYourUsage).



## One less thing on your plate

Between Thanksgiving dinner and gift shopping for the holidays, paying your bills may be the last thing on your mind. With our online billing service **eBill**, you can easily get your electricity bill paid in minutes, leaving you more time for what matters most. Plus, there are other added benefits, including:

- View and pay your bill securely online anytime.
- Set up payment reminders.
- Easily find your **eBill** history.

And it only takes minutes to sign up. Visit [cmpco.com/eBill](http://cmpco.com/eBill) now!



## Need help? We're only an ask away.

Your wellbeing matters to us. If you need help with your electricity bill, we're here for you. We're ready to assist with these helpful programs:

- The **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 (CAA) to schedule your HEAP appointment today.
- Our **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.
- Our **Arrearage Management Program (AMP)** helps qualified customers who are enrolled in HEAP or 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](http://cmpco.com/HelpWithBill) for a complete list of our programs and services.

## Rising to the Dempsey Challenge

CMP employees participated in the **16th Annual Dempsey Challenge** 5K run, walk and ride events in Lewiston. They raised more than \$8,500 to support the Dempsey Center's \$2 million goal.

The **Dempsey Center** provides comfort, connection, compassion and choice to cancer patients, their loved ones, care partners and survivors, all at no cost. The center offers personalized care through counseling, support groups, nutrition, integrative therapies, movement and fitness, and more.



## Finishing touches on Forest Avenue substation



We recently completed our construction and landscaping work at our rebuilt Forest Avenue substation serving 5,000 customers in the Marginal Way area in the City of Portland.

This project expanded the facility's capacity to serve increased electricity demand on the Portland Peninsula. New technology that enables greater electric system visibility to our Energy Control Center was also installed.

This is an example of how we are investing in our delivery system to meet growing demand, increase reliability, and accommodate growth and economic development in our service areas.