

Customer Guide

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



Cold months, warm relief

Stay warm and comfortable this winter with services that can help you with your electricity bill. You can:

- Apply for the **Home Energy Assistance Program (HEAP)**. This program provides federal grant money to income-eligible customers to help pay heating costs and may also assist with weatherization needs. Contact your local Community Action Agency (CAA) to schedule your HEAP appointment today.
- See if you're eligible for our **Electricity Lifeline Program (ELP)**. You may be eligible for a credit of up to \$1,200 annually on your electricity bill. The amount of the ELP credit is based on your household income and estimated electricity usage.
- See if you qualify for our **Arrearage Management Program (AMP)**. 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 about these and other programs.



Anytime, anywhere, we're there

This holiday season, unwrap the gift of convenience with our free **Mobile App**. Enjoy easy access to your CMP account anytime, anywhere, no matter where your holiday travels take you. Plus:

- View your bill in just a few clicks.
- Sign up for **eBill** to help reduce paper waste.
- Enroll in **AutoPay** so your payments can be made automatically, securely and on time every time.

Download the app by searching for CMP at the Apple Store or Google Play.

Or better yet, just text **APP** to **267898** to have a download link sent directly to your phone.





Season of giving: We're making a difference

We're committed to helping our communities. In partnership with the Avangrid Foundation, the philanthropic arm of our parent company, we are proud to give back.

Recently, the Avangrid Foundation **donated \$150,000 to Feeding America**. These funds have been distributed to local food banks across our service area, including several right here in Maine.

This grant will empower organizations like Good Shepherd Food Bank to provide holiday meals and other crucial programs to those in need this season.

Surveying for safety

You may see us in your neighborhood. We are conducting a thorough survey of all of our overhead electric distribution equipment over the next year. This survey will support service reliability and safety to help inform future investments.

To complete this survey, we will be using vehicles, drones and authorized vendor personnel to capture images of our equipment. All authorized personnel carry identification and vehicles are branded with our logos for easy identification.

We take your privacy seriously. We won't need access to your property and are focused on capturing images of our equipment only.



We will be using vehicles, like the one pictured above, to complete a thorough survey of our overhead electric distribution equipment.



Receive alerts and updates about your electricity usage and estimated cost – all made possible by your smart meter and Usage Alerts.

See how much electricity you use day-by-day, hour-by-hour with our free and secure online tool, Energy Manager.



Smart solutions to help you manage your electricity use

- **Usage Alerts.** Receive weekly updates of your energy use. You can also receive an alert if you exceed a usage target that you set. Once you're enrolled, text **USAGE** to **267898** anytime for an update. Sign up at cmpco.com/Alerts.
- **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.