

January 2025

Customer Guide

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



CMP

An Avangrid company

You CAN kickstart your new year

Start your new year off right with these tools that can help you manage your electricity use.

C=Control

You can manage the price you pay for your electricity supply by shopping and comparing supply choices. Visit cmpco.com/Choice to start exploring.

A=Avoid

Avoid seasonal fluctuations by enrolling in SimplePay. You'll pay a stable monthly payment based on your annual electricity use over the past year. Enroll today at cmpco.com/MyAccount.

N=New products

Visit EfficiencyMaine.com for deals and rebates on energy-saving products.



Be sure to visit cmpco.com/UnderstandYourUsage for more tips on how to manage your energy use.



Help when you need it

We understand life can be unpredictable. If you're struggling with your bill, we're ready to help. Check out these supportive programs:

- The **Home Energy Assistance Program (HEAP)** 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.
- Our **Electricity Lifeline Program (ELP)** offers eligible customers a credit of up to \$1,200 annually on their electricity bill. The amount of the ELP credit is based on household income and estimated electricity usage.
- We have **Payment Plans** available to help customers who are behind get back on track. Please call us at **800.686.4044** to set up a reasonable and affordable payment plan.
- 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 to learn about these and other programs.



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Scan this QR code
to sign up for eBill

Don't have a smartphone?
Go to cmpco.com/MyAccount



Make a smooth move

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.

You can request to start your new service and stop your old service with just a few clicks.

If you're moving anytime in 2025, start at cmpco.com/Moving and let your moving adventure begin!

Celebrating 125 years of reliability and community service

We marked 125 years of powering Maine's communities! To celebrate this 2024 milestone, our employees coordinated several special events, including a food drive that exceeded all expectations.

Our employees donated more than 2,000 pounds of food to the Salvation Army's "Camp Out Hunger" event. This donation will help support the communities we serve. We also hosted an open house, inviting employees, retirees, contractors, legislators, and state and local community leaders to celebrate the occasion.

"Even though we've grown a lot in our 125 years, we are very much a neighborhood company," said Joe Purington, President and CEO of Central Maine Power. "Our employees are committed to our communities, making sure families and businesses have safe, reliable power each and every day."

We remain dedicated to investing in a stronger, smarter grid for Maine's communities. Thank you for being part of our journey, and here's to another century of powering Maine together!

