

April 2025

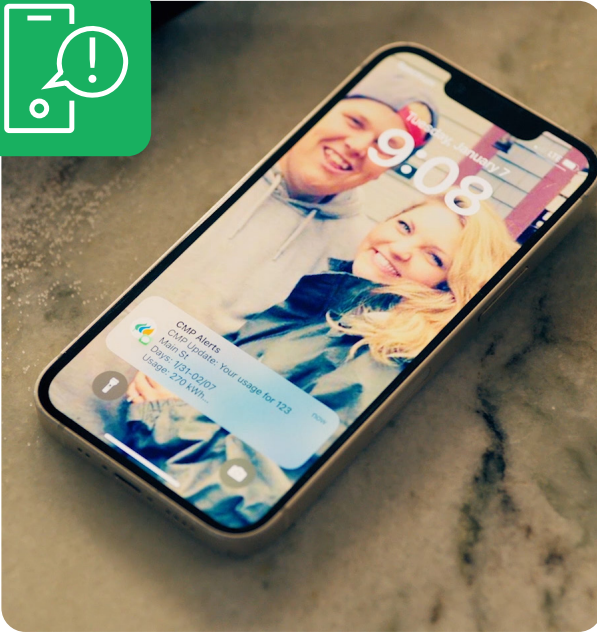
# Customer Guide

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



**CMP**

An Avangrid company



## Stay informed about your usage

Put smart power in your hands by signing up for Usage Alerts.

- **Usage update.** Get a weekly update of your electricity usage, estimated cost and daily averages for the current billing period.
- **Usage amount exceeded.** Set a monthly usage or dollar target for yourself and get notified if you exceed it.
- **Usage change.** Get an alert for a big change in your daily use over three days in a row.

If you've signed up to receive Usage Alerts by text, **text USAGE to 267898** and you'll get a message with the amount and cost of electricity used through the prior day.

Learn more at [cmpco.com/Alerts](https://cmpco.com/Alerts) or sign up at [cmpco.com/MyAccount](https://cmpco.com/MyAccount).

## We're here to help

If you need help with your electricity bill, we can help with free programs and services, including:

- **Payment arrangements.** We offer flexible payment arrangements for customers who need help to get back on track. Call us at **800.686.4044**.
- **Home Energy Assistance Program (HEAP).** Helps income-eligible households pay for energy bills, weatherization and repairs. Apply through your local Community Action Agency.
- **Electricity Lifeline Program (ELP).** Offers qualified customers a credit on their electricity bill based on household income and estimated electricity use. Apply through your local Community Action Agency.

Visit [cmpco.com/HelpWithBill](https://cmpco.com/HelpWithBill) to view the complete list of programs and services.

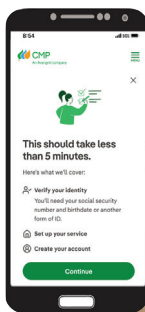


## Make a smooth move

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 or opening up seasonal property, start at [cmpco.com/Moving](https://cmpco.com/Moving) and let your adventure begin!



## A year of resilience and recognition

Looking back, in 2024 we responded to more than 25 storm events. One of the most challenging was last April's powerful nor'easter that swept through the region. This storm left more than 5,100 fallen trees and downed power lines, causing widespread power outages. Our swift response earned us the Edison Electric Institute's Emergency Response Award for our restoration efforts.

As we move forward, we remain dedicated to providing reliable service and responding swiftly to any restoration needs.



## Don't dig into trouble, know what's below

Whether you're a contractor or homeowner, a safe job starts with **Dig Safe**. This free, statewide service identifies any underground utilities and protects you and others from injury.

**It's easy.** Call 811 or visit [digsafe.com](https://digsafe.com) before you dig. State law requires you give at least three business days (72 hours) notice before starting your project.

**It's free.** Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

**It's the law.** Accidentally digging into underground utilities can cause personal injury, environmental harm and costly damage.

