

Customer Guide

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

**CMP**

An Avangrid company

Smart solutions to help you manage your electricity use

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

Energy Manager. View your electricity use, create a checklist of ways to save, and get helpful tips for managing your electricity use.

SimplePay. Avoid seasonal fluctuations by paying the same amount every month. With this free service, you make a stable monthly payment based on your average monthly electricity use over the past year.

Supply Choice. You can shop for your electricity supplier or receive Standard Offer service arranged by the state. See the blue supplier page of your bill to view your current supplier and supply cost.

Go to cmpco.com/UnderstandYourUsage for more tips on how to manage your electricity use.



Your guide to helpful resources

If you need help with your electricity bill, there are free programs and services available. We have listed a few in the table below. Visit cmpco.com/HelpWithBill to learn about these and other programs.

Resource	Description	How to apply
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 usage.	Apply through your local Community Action Agency or by returning the DHHS letter you may have received
Arrearage Management Program (AMP)	Helps qualified customers who are enrolled in HEAP or ELP reduce their past due balance.	Apply at cmpco.com/ampApply
Payment Arrangements	We offer flexible payment arrangements to help you get back on track.	Call 800.686.4044

Stay empowered, stay informed

Never be in the dark about power outages again. Our free Mobile App is your ultimate utility companion, providing real-time power status updates and outage information.

Easily report outages, access outage lists and maps, and receive instant notifications about your power status.

Our Mobile App also lets you pay your electricity bill with a single tap and access your account securely using Touch or Face ID. Customize your experience by updating your profile and setting personal preferences – all designed to give you complete control and peace of mind.

Text **App** to **267898** to have a download link sent to your phone. Or you can search for **CMP** in the **App Store** or **Google Play**.



Biddeford Pump Substation upgrade

We recently completed the replacement of the Biddeford Pump Substation with a new 34kV distribution substation. The project will improve resiliency and reliability in the area, meet increased demand during the summer months, and provide additional capacity to meet the future needs of a growing area.

Working closely with impacted stakeholders (project neighbors), Project Outreach facilitated the development of an approved site plan – including landscaping and screening that would support the needs of the project, meet permitting requirements, and satisfy the desires of project neighbors regarding the visible impacts of the project. Once construction was completed, the project team hosted an “inside-the-fence” tour of the site, attended by local municipal leaders and CMP leadership.



Taking care of trees and power lines

Falling branches and uprooted trees are the number one cause of power outages. To provide you with safe, reliable electric service, our qualified contractors prune and remove trees along public roads using standards endorsed by the Tree Care Industry Association.

If you would like us to consult with you before* pruning trees near your home, please use our online form at cmpco.com/TreeCareForm or complete and return the form below. If you have already sent a form to us, we still have it on file, so you don't need to send us another one.

**If trees cause power outages or pose an immediate hazard to safety or service reliability, we must perform emergency tree work and will not be able to contact landowners beforehand*

CMP Account Holder Name: _____

Address: _____

City/Town: _____ ZIP: _____

Phone Number: _____

Account Number: _____

- ☐ Yes, please consult with me before non-emergency pruning or removing trees along public road(s) bordering my property.



Please send this form **separately from your bill payment to:**

CMP
Tree Care
83 Edison Drive
Augusta, ME 04336