

May 2025

Customer Guide

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



CMP

An Avangrid company

Moving made simple – just click and go

If you're moving into a new home or opening up your summer camp, you can request to start your new service and stop your old service with just a few clicks.

Our online moving process is so easy that we may be the least stressful part of your move or opening up your camp for the summer.

Start or stop your service at cmpco.com/Moving and let your summer adventure begin!

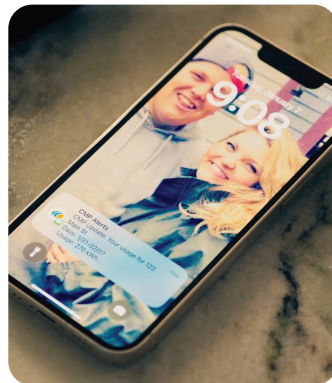


Save on summer bills with Usage Alerts

Summer heat can lead to higher electricity bills, but Usage Alerts can help you manage your electricity use and avoid surprises. Here's how:

- **Don't be surprised.** Get your weekly use and estimated cost to your phone or inbox.
- **Save energy.** Adjust your habits to lower your energy use.
- **Easy setup.** Sign up quickly at cmpco.com/MyAccount.

Stay cool this summer with Usage Alerts! Learn more at cmpco.com/Alerts.



Manage your summer energy use with Energy Manager

Summer is almost here! Use Energy Manager to keep your energy use in check. Here's how:

- **Track use.** Monitor daily energy use.
- **Set goals.** Achieve energy-saving targets.
- **Get insights.** Find ways to reduce your use.

Stay cool and take control of your energy use this summer. Visit cmpco.com/MyAccount to get started.



Putting advanced technology to work

We're using advanced technology in the air and on the ground to build and plan the grid of tomorrow. Using special vehicles and drones, we are currently surveying all of our streetside distribution lines to detect possible risks, make necessary improvements, and take preventative actions to support reliability and safety of the grid.

As we do this work, we won't need to access your property and are focused on capturing images of our equipment only. We take your privacy seriously. Our drone operators always maintain visual range of equipment, our personnel carry identification and vehicles are branded with our logos for easy identification.



Our crews installing equipment on a new, stronger metal pole in Burnham.

Building infrastructure to improve reliability

We have strengthened a critical part of our transmission system in Burnham by replacing a wooden structure with a stronger one made of steel.

Transmission lines, along with substations, are the backbone of our system that each serve large numbers of customers. This line serves approximately 3,500 CMP customers in this region of Maine.

"Our new steel poles and structures are not just made of stronger materials that can better withstand extreme storms, they are also engineered to modern specifications that improve grid reliability," said Eric Sutton, Vice President of Electric Operations for CMP. "These structures and poles also have longer lifespans than the wooden infrastructure they are replacing."

600 Books donated to local schools – again!

We're celebrating a beloved Maine tradition alongside our President's Pick a Book Donation Program by donating more than 600 copies of "How to Tap a Maple!" by Maine author Stephanie Mulligan and Maine illustrator Connie Rand to more than 500 Maine public elementary schools and public libraries in our service area.

CMP President and CEO Joe Purington chose "How to Tap a Maple!" by a Maine author and illustrator as it celebrates Maine's proud Maple syrup heritage in combination with Maine Maple Sunday, another favorite Maine tradition.

"We're proud to celebrate both Maine's rich maple syrup tradition and the power of reading by sharing this book with schools and libraries across the state," said Joe Purington, CMP President and CEO. "This is a local story through and through that will inspire a lifelong love of learning. We're proud to support education and our communities, one great book at a time!"

For more than 20 years, our President's Pick a Book Donation Program has supported literacy with thousands of book donations to schools and libraries across the state of Maine.



"How to Tap a Maple!" by Maine author Stephanie Mulligan and Maine illustrator Connie Rand.