

March 2025

# Customer Guide

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



**CMP**

An Avangrid company

## Don't wait! Now is the time

We offer several support programs to help you manage your energy bills and reduce financial stress this winter.

- **Home Energy Assistance Program (HEAP).** Support for energy bills and home improvements. Apply through your local Community Action Agency.
- **Electricity Lifeline Program (ELP).** Annual credits up to \$1,200 for eligible customers. Apply through your local Community Action Agency
- **Arrearage Management Program (AMP).** Reduce past due balances by up to \$500 monthly for eligible customers. Apply at [cmpco.com/ampApply](https://cmpco.com/ampApply).
- **Payment plans.** Customize a payment arrangement that works for you. Call us at **800.686.4044**.

Discover more ways we can help at [cmpco.com/HelpWithBill](https://cmpco.com/HelpWithBill).



## Stay informed with Usage Alerts!

Keep track of your electricity usage and estimated costs effortlessly with our Usage Alerts. Choose from the following options to stay updated

- **Weekly Usage Updates.** Receive a weekly summary of your electricity usage, estimated costs, and daily averages for the current billing period.
- **Usage Limit Alerts.** Set a monthly electricity usage or dollar amount limit, and get notified if you exceed it.
- **Significant Usage Changes.** Get alerts for significant changes in your daily usage. We'll notify you if your daily usage is 50% higher or 75% lower than your past 30-day average for three consecutive days.

Stay in control of your energy use and avoid surprises.



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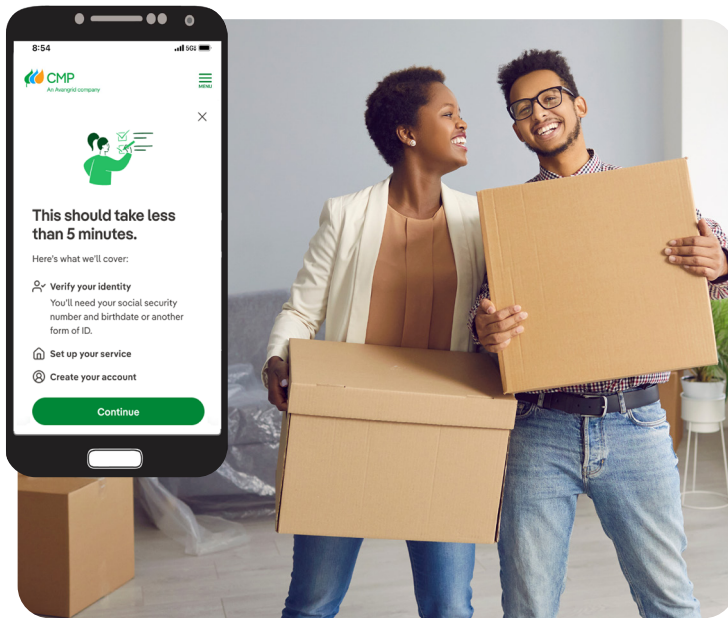
## Save \$5,000 on water heating

Tens of thousands of Mainers own heat pump water heaters.

They're popular because they produce lots of hot water, help dehumidify, and can save more than \$5,000\* in electricity over their 10-year warranty.

Visit [efficiencymaine.com](https://efficiencymaine.com) or call **866.376.2463** to find the best prices in Maine or to locate a plumber near you.

\*Compared to a traditional electric water heater as shown on Efficiency Maine's Compare Water Heating. Costs calculator as of 1/1/2025. Your results may differ.



## Click, set, move – it's that easy

If you are planning to move in 2025, you can request to start your new service (if you're staying with CMP) and stop your old service with just a few clicks.

Our online moving process is now easier than ever. We could even be the least stressful part of your upcoming move.

Start at [cmpco.com/Moving](https://cmpco.com/Moving) and let your moving adventure begin!

Start  
Service



Stop  
Service



Upgrade or  
Relocate Service



## Tree Care helps deliver reliable service

We use a variety of techniques to clear trees, branches and shrubs from our lines. If you prefer that we don't use herbicides on transmission corridors next to your property, we won't. With a Landowner Maintenance Agreement, you have the option of clearing trees and shrubs on your own.

For more information, visit  
[cmpco.com/TreeCareForm](https://cmpco.com/TreeCareForm)  
or write to:  
CMP Vegetation Management  
83 Edison Drive, Augusta, ME 04336

