

2024 Report Card

We're committed to providing you with exceptional service. The Maine Public Utilities Commission (MPUC) established **service standards** with **targets** to measure our performance. Below, we explain each service standard and our actual performance in 2024.

Service standard

Target

Actual

Calls Answered

≥80%

82.6%

Calls connected to a representative within 30 seconds

CMP answered 711,367 calls from our customers and 587,294 of them were answered within 30 seconds or less.

Calls Abandoned

≤7%

2.3%

Callers who did not speak with us.

Of the 728,293 callers who indicated they wanted to speak with a customer representative, 16,926 then did not wait to be connected to a customer representative.

Blocked Calls

≤3%

0.12%

Calls which could not be connected to us.

1,507 calls could not be connected.

Meters Read

(not estimated)

≥99%

99.3%

% based on estimated meter reads.

We use our smart meter system and our field personnel to read meters. Occasionally, we estimate a meter reading. We collected 8,061,348 meter readings and estimated 59,953 readings.

Bill Accuracy

≥99.6%

99.9%

Accurate bills that are issued within 10 days of the planned billing date.

We produced 7,835,713 bills in 2024, or 652,976 per month. 7,826,816 were issued on time and accurately.

Service standard

Target

Actual

Customer Contact Satisfaction

84%

We survey customers who complete a transaction with us, to be sure our customers are satisfied with their experience.

We surveyed 59,266 customers who completed a transaction with us, and 84% were satisfied with their experience.

Frequency of Outages (SAIFI)

≤1.83

1.83

System Average Interruption Frequency Index, or SAIFI, represents the number of times the average customer was out of power.

In 2024, customers experienced an average of 1.83 outages.

Duration of Outages (CAIDI)

≤2.05

1.96

Customer Average Interruption Duration Index, or CAIDI, measures the time it took to restore power to the average customer.

In 2024, the average outage duration was 1.96 hours.

Time without power (SAIDI)

≤3.89

3.59

System Average Interruption Duration Index, or SAIDI, represents the total hours the average customer was without power.

In 2024, the average customer was without power a total of 3.59 hours.

Putting our energy into the community



Our employees volunteered over
5,000 hours in 2024



We contributed more than
\$800,000
to local non-profit
organizations



We partnered with **over 140**
Maine charities and organizations

