

August 2025

Customer Guide

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



We're investing in our future with new line worker apprentices

We're pleased to welcome a new lineworker apprentice class who started their line worker training at our training facility in Farmingdale earlier this summer.

Apprentices who successfully complete a multi-year program while working full-time at CMP will become first class lineworkers. Skilled lineworkers are critical to building and maintaining our energy grid and restoring power as quickly as possible for our customers.

"For more than 125 years, CMP has proudly trained generations of lineworkers who power Maine's communities, supporting union skilled trades jobs," said Eric Sutton, CMP Vice President of Electric Operations. "By training these apprentices, we're investing in Maine's future. These local jobs are critical to strengthening our grid, ensuring it's more resilient against extreme weather and prepared for growth."



Smart energy use starts with a simple alert

Hot August days can drive up your energy use. If you have provided your cell phone number to us, you are automatically enrolled in Usage Alerts. With Usage Alerts, you'll be notified if there is a big change to your daily use for more than three days in a row, so you can take action quickly.

Why sign up? Get alerts by text or email • Avoid surprises on your bills. • Make smarter energy choices.

Visit cmpco.com/MyAccount to sign up or manage your Usage Alerts preferences.

CMP Alert: High usage change at 123 Main St
Daily usage from 8/16 to 8/18:
25 kWh, 23 kWh, 23 kWh
Recent 30 day avg: 14 kWh/day
Learn how and when you use electricity and find ways to save with Energy Manager. Sign up at cmpco.com.
Reply HELP for options.

Example above: High usage text alert

Project spotlight: Modernizing Westbrook substation

We are modernizing a decades-old substation in Westbrook serving more than 6,100 customers.

This new transformer replaces another one that was approximately 50 years-old and will alleviate energy capacity constraints at this facility, allowing more energy to flow through.

Adding roughly 40% more capacity to this substation with this new infrastructure will prepare this area of Greater Portland for years of future growth. We're proud to take this and other proactive steps forward to build the 21st century grid Mainers are using for critical parts of everyday life like education, healthcare, going to work and heating their homes.

This substation modernization project is one of several currently ongoing across communities including upgrades at a substation in Scarborough that will benefit more than 16,500 customers in South Portland, Scarborough and Cape Elizabeth.



Our Tree Care program helps keep the lights on

Tree Care is an important part of our efforts to deliver the reliable electricity you depend on. Protecting the health of your trees is important to us, which is why our contractors use techniques sanctioned by the Tree Care Industry Association.

We are performing a variety of tree care throughout our service territory. Visit cmpco.com/TreeCare to find out where we'll be trimming trees.

If you would like to be personally consulted before our contractors prune trees near electrical equipment that borders your property, please write to CMP, Vegetation Management Department, 83 Edison Drive, Augusta, ME 04336. Include your name, street address and your CMP account number. You will be contacted whenever we are pruning adjacent to your property, with the exception of emergencies.



Manage your service quickly and easily

Whether you're relocating, closing your summer place or heading to college, our online moving tool lets you stop, start or transfer your CMP service in minutes.

Why use our online tool?

- Start or stop service anytime, anywhere.
- Save time, no need to call.
- Perfect for seasonal homes and student moves.
- Simple, secure and available 24/7.

No phone calls. No waiting. Just fast, convenient service when you need it most.

Take one thing off your moving checklist at cmpco.com/Moving.

Free tools for a stress-free summer

If you're heading to the beach, the mountains or just away from home, managing your CMP bill is easy with our free online tools. You can stay in control, no matter where summer takes you.

- **eBill.** Get your bill by email, not paper. It's fast, secure and perfect for travelers. Signing up is easy at cmpco.com/MyAccount or with our free Mobile App.
- **AutoPay.** Set it and forget it. Your bill is paid automatically, on time, every time. You can sign up for AutoPay at cmpco.com/MyAccount or with our free Mobile App.
- **Mobile App.** Pay bills and manage your account, anytime, anywhere. Text **APP** to **267898** and we'll send you a link to download our free Mobile App.

No stress. No missed payments. Just summer fun!



Scan here to
download our
free Mobile App