



Energy Affordability Toolkit



Toolkit contents

Welcome to your CMP Affordability Toolkit

Managing your electric bill doesn't have to be complicated. At Central Maine Power (CMP), we're committed to helping you take control of your electric bill and find ways to save. This toolkit is designed to give you helpful resources and easy-to-use tools that make understanding and managing your bill simple and stress-free. Whether you're looking to track your usage, explore payment options, or seeking assistance, we're here to support you every step of the way.

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Your electric bill is made up of several parts and understanding how those parts impact the total bill is important to managing costs, including supply choice.

Managing electricity usage 4

The best way to manage your electricity bill is to manage your usage. We offer tools that can help you understand how you use electricity. An explanation of our **Usage Alerts** and **Energy Manager** tools and links for more information are included in this toolkit.

Help with bill 5

Customized payment plans are available if you have fallen behind and need to catch up. Most importantly, if you are struggling with making payments please contact us.

Other resources include:

- Customer Rights
- Local Community Action Agencies (CAA)

- Medical emergencies
- Victims of domestic abuse

- 2-1-1 Maine

Assistance programs 6

There are resources that you may qualify for to assist you with electricity costs.

- Home Energy Assistance Program (HEAP)
- CMP's Electricity Lifeline Program (ELP)
- CMP's Arrearage Management Program (AMP)

Additional services 6

- Friend Alert
- Lifelight
- Interpreter Services

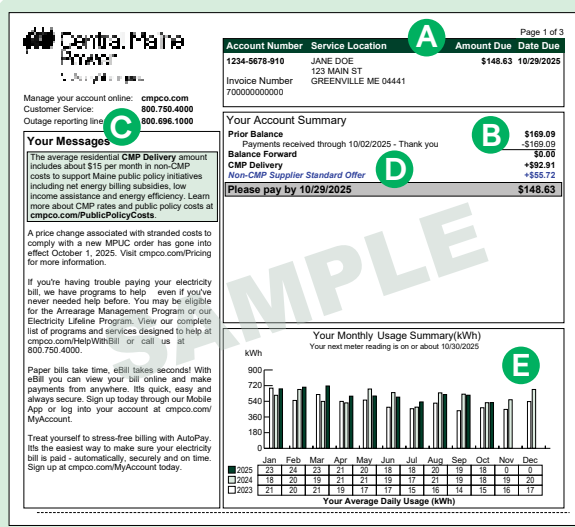
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Understanding your electric bill

We want to help you understand what each part of your electricity bill means. Your bill includes charges for the cost to deliver electricity to your home, supply charges and other services that help keep the power safe and reliable. When you know what each charge is for, it's easier to see how your money is being used and how you can manage your energy costs.

Download the complete fact sheet here or visit cmpco.com/SampleBill



Page 1

When is this bill due?

A Your amount due and due date can be found here.

Is there a prior balance?

B Under **Your Account Summary** on page 1 of your bill, your PRIOR balance or **Balance Forward** is listed, along with any payments that were received since the last bill was issued. Payments received after the current bill was issued will be reflected on the following month's bill.

What is "Your Messages" on my bill?

C The "Your Messages" section on your bill includes important messages about your account and doing business with us. Many of these messages change monthly so we encourage you to review them each month.

Why is this line in blue?

D The supply charge is in blue to help illustrate that supply charges are not CMP charges. You can learn more information about your supplier on the supplier page of your bill.

Choose a supplier

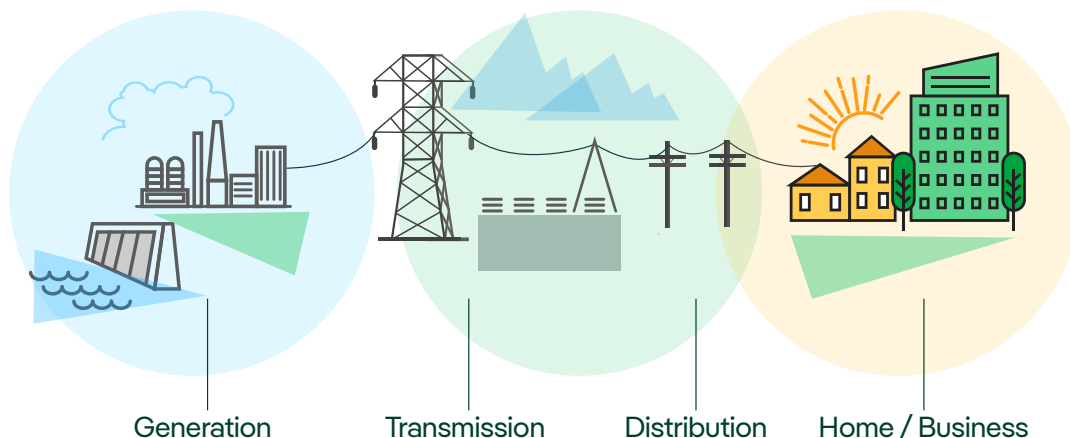
CMP delivers electricity. You may choose a supplier or take supply from the default Standard Offer Supplier.

Click here to learn more or visit cmpco.com/SupplierChoice

Electricity Supply

Competitive - you choose your supplier or you default to the Standard Offer Provider

CMP Delivery Service



Electricity usage

Usage Alerts

When you sign up for Usage Alerts, you can receive updates about your electricity usage and estimated cost — all made possible by your smart meter! You can choose to receive any or all of the following alerts:

- **Usage Update:** Receive weekly updates with your usage, estimated cost and daily averages for the current billing period.
- **Usage Amount Exceeded:** Set a monthly electricity usage, or dollar goal, and we'll notify you if you exceed that amount.
- **Usage Change:** We'll notify you of big changes to your daily usage. Specifically, you'll be notified if your daily usage is significantly higher or lower than your past 30-day average usage for three days in a row.



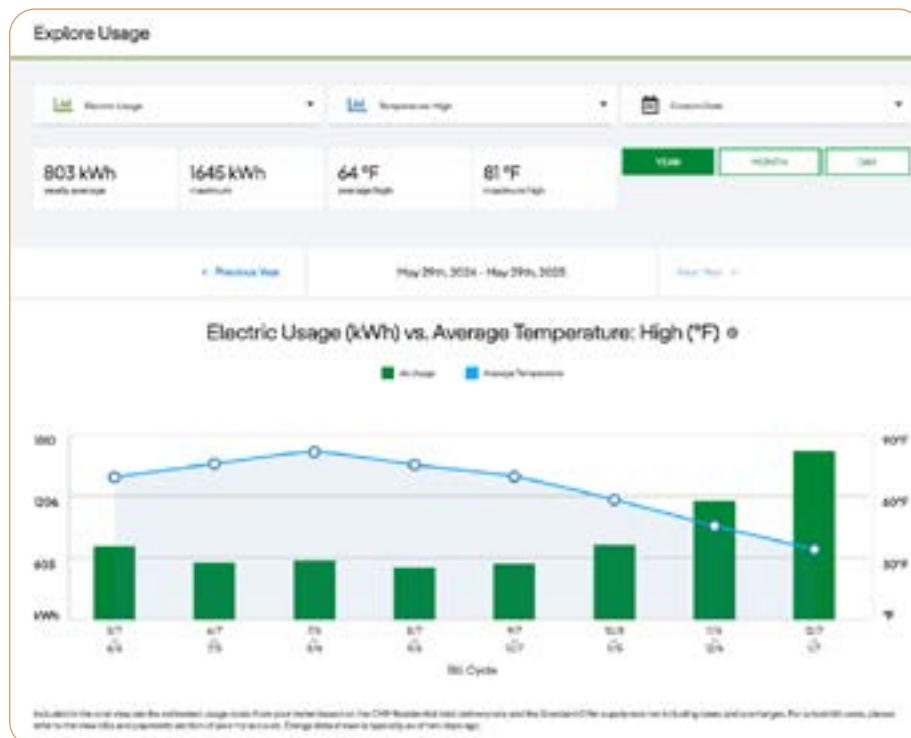
Click here to learn more or visit cmpco.com/Alerts

Energy Manager

Energy Manager provides daily and even hourly data. You can compare your usage from this year to last year, this month to the previous month, or even individual days and figure out exactly when your usage changed, down to the hour.

Energy Manager provides customized energy management tips to help you save money on your electric bill.

Download the complete fact sheet here or visit cmpco.com/EnergyManager



Help with bill

Struggling with your energy bill? We have options.

Having trouble paying your electric bill? We have programs and services designed to help.

- **Payment arrangement:** Call us at **800.686.4044** to make a reasonable payment arrangement to help you get caught up.



Click here to learn more or visit cmpco.com/HelpWithBill



Customer Rights

Customer Rights are inserted into all customer bills every November. It outlines key rights and resources available to CMP customers, emphasizing the importance of communication with the utility provider when struggling to make payments.

Download the complete Customer Rights insert or visit cmpco.com/CustomerRights



Community Action Agencies (CAA)

CAA connect people with resources that provide social and economic assistance. Visit mainehousing.org/charts/maine-community-action-agency-contacts for a list of CAA contact information.

Click here to view the current list of CAA contact information



Medical emergencies

If there is a medical need for electricity you can declare a medical emergency by calling **800.750.4000**. A medical professional must certify the declaration within 3 business days. The Certificate of Medical Emergency form is at cmpco.com/HelpWithBill.

Click here to learn more or visit cmpco.com/HelpWithBill



Victims of domestic abuse

If you have a Protection from Abuse order, you have additional options available to you. Please contact us at **800.750.4000** to learn more.

Call 2-1-1 if you need assistance

2-1-1 is Maine's 24/7 health and human services information and referral system. They can also be reached by calling **877.463.6207** or texting your zip code to **898-211**. Visit 211maine.org for information about services available throughout Maine.



Assistance programs

Home Energy Assistance Program (HEAP)

HEAP offers income-qualified customers heating assistance, repairs and weatherization. Apply for HEAP with your local CAA.

Click here to learn more or visit cmpco.com/HelpWithBill

Electricity Lifeline Program (ELP)

Our Electricity Lifeline Program (ELP) offers you help with your electricity bill. You may be eligible to receive a benefit based on household income and estimated electricity usage.

Download the complete fact sheet here or visit cmpco.com/HelpWithBill

Arrearage Management Program (AMP)

If you are eligible, you can have your entire past due debt forgiven as long as you pay your new monthly charges as required.

Download the complete fact sheet here or visit cmpco.com/AMP

Additional services

Friend Alert

CMP's Friend Alert Third Party Notification service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you. This may also be helpful if you are helping someone else with their bill, like an elderly parent, friend or neighbor. They can designate you as their Friend Alert contact. For more information, please call us at **800.750.4000**.

Click here to learn more or visit cmpco.com/HelpWithBill

Lifelight

If you have life-sustaining equipment that depends on electricity service, you will be notified of planned outages for maintenance and/or unplanned outages for repairs. For more information, see our **Lifelight fact sheet** or contact us at **800.750.4000** during our business hours.

Download the complete fact sheet here or visit cmpco.com/HelpWithBill

Interpreter services

We want you to be comfortable talking with us. If you prefer to speak in a language other than English, just let us know what your preferred language is, and we'll be happy to get a translator on the line with us. Call us at **800.750.4000**.



Easy ways to pay

Pay online

Available 24 hours a day, 7 days a week using your checking or savings account or a credit or debit card.

Click here to learn more or visit cmpco.com/PayToday



Download our Mobile App

Download our FREE Mobile App and make a payment, access your account, view and report outage information and sign up for our online services.

Click here to learn more or visit cmpco.com/APP



Call us

Call our Automated Phone System at 800.750.4000 – option 2; 24 hours a day, 7 days a week using your checking or savings account or a credit or debit card.

Pay in person

Make a payment at an authorized payment agency.

Click here to learn more or visit cmpco.com/PayInPerson



Convenient online services

AutoPay

Automatic payments made on time, every month from your bank account.

Click here to learn more or visit cmpco.com/AutoPay



eBill

An easy way to view and pay your electric bills.

Click here to learn more or visit cmpco.com/eBill



Outage Alerts

Receive outage updates and estimated restoration times if you experience an outage.

Click here to learn more or visit cmpco.com/Alerts



SimplePay

Make a stable monthly payment based on your average monthly electricity usage over the past year. You'll get a bill for the same amount each month, so you'll know what to expect.

Click here to learn more or visit cmpco.com/SimplePay

