

It's summer in Maine and you will find us participating in many of the fairs and festivals around the State. Whether we are working behind the scenes to power the party or hosting customers at one of our own booths, we are pleased to support the communities we serve.

Kathleen Newman, Vice President, Government Affairs

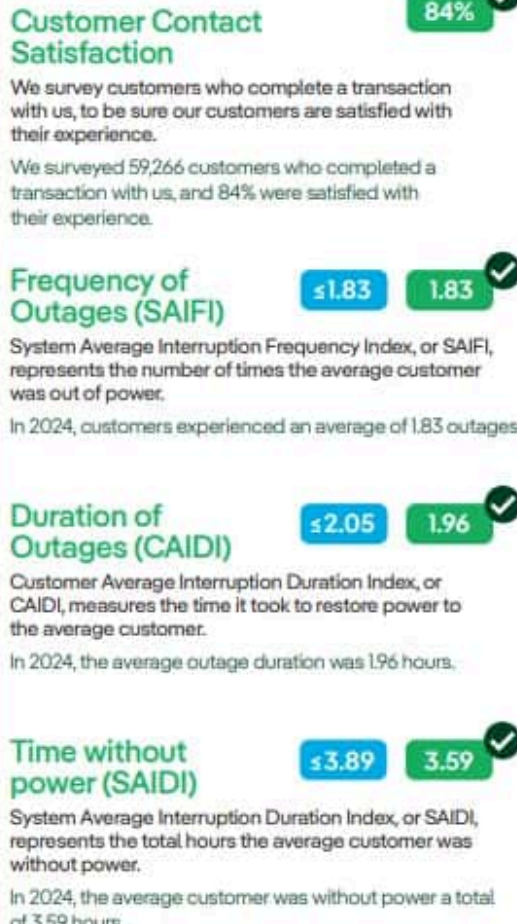
P.S. You can find past editions of the newsletter on our [website](#).

2024 Service Standards Met

Recently, the Company delivered our annual report card to customers with our 2024 performance results on the service standards set by the Maine Public Utilities Commission. The Company met all targets in 2024 and remains committed to delivering safe, reliable power and providing exceptional customer service to our customers.

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.



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We'll be in your neighborhood

For over 125 years, CMP employees have been living and working in the communities we serve. We are a local company with a local presence - including at your local community fair or festival.

Our Community Relations Team, is supported by employees who volunteer time to greet customers and answer any questions they might have. Typically, we share one of our popular public safety demonstrations like "Live Line" or "Safety City", which are popular with customers of all ages. Employee **Key Account Manager Pat Voit** (pictured right) provides electric safety education and hard hats to attendees with help from his son - maybe a future lineworker for the Company!



"We love to meet our customers where they are - out in the Maine communities we serve", says **Katie Yates, Director of Community Relations** for CMP. "We've spoken with thousands of our customers at these events. It's a great way for us to connect!"



Upcoming Events
August 7
August 10
August 23
August 31
September 6
September 17
September 22
Skowhegan State Fair
Topsham Fair
Action Fair
Windsor Fair
Starks Community Days
Farmington Fair
Cumberland Fair

CMP Community Connection Events

Our Community Connection Events provide in-person opportunities for customer service, too. These walk-in meetings allow CMP customers to ask questions about their accounts in-person at convenient, central locations in Maine communities.

"We're excited to continue our Community Connection Events and bring our team to more communities where our customers live," said **Linda Ball, Vice President of Customer Service at CMP**.



"These events are a great opportunity for us to hear from our customers directly, provide answers to questions, offer support, and walk through digital tools that can help them monitor their energy use and manage their costs."

Community Connection Events scheduled for August

Date	Time	Location	Town
Monday, August 4	10 a.m. to 2 p.m.	AIO Food Pantry 1A Gordon Dr	Rockland
Wednesday, August 13	3:30 p.m. to 6 p.m.	CLC YMCA 525 Main St	Damariscotta
Thursday, August 14	10 a.m. to 1 p.m.	Bridging the Gap 209 Eastern Ave	Augusta
Wednesday, August 20	9 a.m. to 1 p.m.	Spectrum Generations 22 Town Farm Rd	Hallowell
Thursday, August 21	9 a.m. to 1 p.m.	Spectrum Generations 38 Gold St	Waterville

Community Connection Events are advertised via email and through local hosts. We are committed to letting you know when we are coming to your community so you can pass that information on to your constituents.

Grid and Climate Planning Update

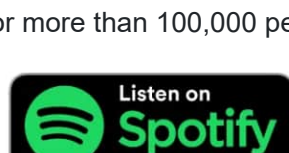
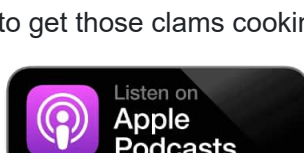
We invite you to visit our [website](#) and subscribe to our grid planning updates to stay informed throughout the planning process.

In the Community: Powering the celebrations



Summer in Maine brings fairs and festivals and often you will find us working behind the scenes to make sure the event has safe and reliable electricity to power the fun. Listen to our podcast **On the Line** to learn about how CMP powers the annual Clam Festival in Yarmouth, Maine!

You will hear from festival organizers, including the Yarmouth Chamber of Commerce, about the immense planning that goes into this community event, specifically how the CMP team layers a temporary electric grid onto the streets of Yarmouth for this multi-day spectacle in order to get those clams cooking for more than 100,000 people each year.



Learn more about our [charitable giving and volunteering](#).

Contact Information



You can easily reach the Government Affairs Team by email.

Email: Government.Affairs@cmpco.com



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