

Affordability has been an important topic of discussion in the 132nd Legislature. We do our best to help customers understand and manage their monthly electric bills. Our work focuses on:

- Tools to manage usage and costs
- Information about assistance programs and help with enrollment
- Communications that help customers stay on track
- Clear presentation of supply costs so customers can understand what they are paying for supply and shop

Read on to learn more about our focus on affordability and please, continue to reach out if there is anything I can do to assist you.

Kathleen Bowman, Vice President, Government Affairs

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



Customer Relations Center Supervisor Brandi A. and Customer Advocate Rhonda Y. (right) are ready to assist customers at a local Community Connection Event.

## Tools to Manage Usage and Costs

Usage Alerts help customers track and adjust energy use before the bill arrives. Using data from smart meters, we offer:

- **Usage Update:** Weekly updates with usage, estimated cost, and daily averages for the current billing period.
- **Usage Amount Exceeded:** Set a monthly usage or dollar target and get notified if you exceed it.
- **Usage Change:** Alerts for big change in daily usage changes over three days in a row.

CMP Update: Your Usage for 123 Main St  
 Days: 8/9-9/5  
 Usage: 443 kWh  
 Appx cost: \$122.11 (includes monthly svc charge of \$40.21)  
 Daily avg: \$4.36 (16 kWh)  
 MeterID G044595555: 352 kWh  
 MeterID G044595555: 91 kWh  
 Reply HELP for options

**SimplePay** helps avoid billing surprises by setting stable monthly payments based on a customer's average usage over the past year. We review accounts every six months to ensure accuracy.

We also offer optional rate plans that may help customers save:

- **Electric Technology Rate** – higher monthly fixed charge, lower kWh rate for customers with higher-than-average usage, including those with heat pumps or EVs
- **Time-of-Use Delivery Rate** – lower prices during off-peak hours

Customers can use our **Energy Manager** tool to understand how much and when they use energy to determine if they can benefit from one of these optional plans.

## Assistance for Customers in Need

We work proactively to connect qualified customers to assistance programs. Once a customer is approved for HEAP, we help explore additional support such as the Electricity Lifeline Program and Arrearage Management Program, which reduce current or past-due balances.

We also maintain strong partnerships with local nonprofits to better coordinate services and, when needed, request assistance on behalf of customers. Community Connection Events are held statewide for customers who prefer in-person help. In 2025, we hosted 78 events and assisted over 360 customers with questions about rates, usage, solar, assistance programs, and collections. Customers are notified through social media and targeted emails, and local legislators are invited to attend.

If a constituent is struggling, please encourage them to call us at 800.750.4000 so we can help identify solutions, including payment plans and tools to manage usage. Our customers may also learn more about available assistance by contacting 211 Maine.

## Enhanced Customer Communications

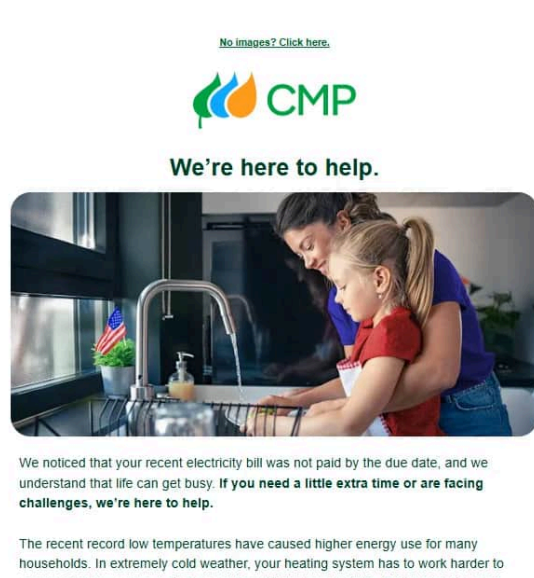
We've expanded proactive outreach to help customers stay informed and avoid falling behind. Communications include:

- Emails to customers eligible for payment arrangements
- Reminders for customers already on arrangements
- Outreach to customers who have recently fallen behind
- Alerts for higher-than-normal usage
- Reminders to customers who received assistance in previous years
- Notices to customers with active disconnect warnings

We've also increased communication for Arrearage Management Program participants, including:

- Emails encouraging eligible customers to apply
- Texts when payments are overdue
- Letters when a payment is missed

All communication efforts aim to help customers understand their options, stay current, and avoid escalating issues.



## Clearer Supply Cost Information

| Account Number                                   | Service Location  | Amount Due | Date Due   |
|--|-------------------|------------|------------|
|  |                   | \$688.19   | 02/05/2026 |
| Invoice Number                                   | BELGRADE ME 04817 |            |            |
| <b>Your Account Summary</b>                      |                   |            |            |
| Prior Balance                                    |                   | \$403.69   |            |
| Payments received through 01/09/2026 - Thank you |                   | -\$403.69  |            |
| Balance Forward                                  |                   | \$0.00     |            |
| CMP Delivery                                     |                   | +\$385.52  |            |
| Non-CMP Supplier Standard Offer                  |                   | +\$302.67  |            |
| Please pay by 02/05/2026                         |                   | \$688.19   |            |

We present supply charges in blue to clearly distinguish them from transmission and distribution charges. This helps customers understand their supply options and shop for alternatives if they wish.

## Community: A growing partnership

CMP's partnership with Mid Coast Hunger Prevention Program (MCHPP) in Brunswick has expanded significantly since our initial corporate sponsorship in 2020. MCHPP provides essential access to healthy food through its pantry, soup kitchen, and free grocery distribution programs, and CMP is proud to support this mission.

We've strengthened this partnership by hosting on-site Community Connection events, where our Customer Service team meets directly with MCHPP clients to help them understand their bills and explore energy assistance options.

Several times a year, CMP's Community Relations team also volunteers in the MCHPP kitchen, preparing meals and produce for the pantry and soup kitchen. Partnerships like this expand community access to vital services and create meaningful opportunities for our employees to connect with the customers we're honored to serve.



"As a corporate sponsor of MCHPP, Central Maine Power has joined us in several ways throughout the year. We were recently joined by CMP's Rhonda (CMP Customer Advocate), who set up a table in the Food Pantry and spent the day patiently answering questions about CMP bills and services. We appreciate Rhonda's approachable, helpful presence in our space and look forward to having her back again soon."

- Mid Coast Hunger Prevention Program

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

**Contact Information**

You can easily reach the Community Relations Team by email at [government.affairs@cmpco.com](mailto:government.affairs@cmpco.com)