



This month I am pleased to share CMP's 2025 Service Quality Report Card. The Company has met every reliability and customer service target required of us by the Maine Public Utilities Commission in the three years since these metrics were established.

Kathleen Bowman, Vice President, Government Affairs

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

CMP 2025 Service Quality Report Card

We're committed to providing our customers 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 2025.

Service standard	Target	Actual
Calls Answered Calls connected to a representative within 30 seconds. CMP answered 665,082 calls from our customers and 568,978 of them were answered within 30 seconds or less.	≥80%	85.6%
Calls Abandoned Callers who did not speak with us. Of the 680,634 callers who indicated they wanted to speak with a customer representative, 15,552 then did not wait to be connected to a customer representative.	≤7%	2.3%
Blocked Calls Calls which could not be connected to us. 4,792 calls could not be connected.	≤3%	0.42%
Meters Read (not estimated) % 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 8,068,358 meter readings and estimated 60,247 readings.	≥99%	99.3%
Bill Accuracy Accurate bills that are issued within 10 days of the planned billing date. We produced 7961,512 bills in 2025, or 663,459 per month. 7942,692 were issued on time and accurately.	≥99.6%	99.8%
Customer Contact Satisfaction We survey customers who complete a transaction with us, to be sure our customers are satisfied with their experience. We surveyed 52,854 customers who completed a transaction with us, and 87% were satisfied with their experience.		87.1%
Frequency of Outages (SAIFI) System Average Interruption Frequency Index, or SAIFI, represents the number of times the average customer was out of power. In 2025, customers experienced an average of 1.74 outages.	≤2.05	1.74
Duration of Outages (CAIDI) Customer Average Interruption Duration Index, or CAIDI, measures the time it took to restore power to the average customer. In 2025, the average outage duration was 1.70 hours.	≤2.09	1.70
Time without power (SAIDI) System Average Interruption Duration Index, or SAIDI, represents the total hours the average customer was without power. In 2025, the average customer was without power a total of 2.95 hours.	≤3.89	2.95

Customers Report Higher Satisfaction

From 2024 to 2025, CMP's Customer Satisfaction Score increased from approximately 84% to 87%. Satisfaction scores are also accompanied by positive feedback from customers in 2025 including the following:

- "I feel I am always getting help with anything I am calling about in a professional and respectful manner, no matter what the issue is. I moved to Maine over 40 years ago and have never had any reason to think differently."
- "I fell a bit behind on my bill payment and the service person I spoke with on the phone was very helpful and very understanding and helped me set up a more affordable payment schedule. I appreciated her kindness and help. Thank you."
- "My experience with phone and in-person support has always been amazing. We appreciate the teams who risk difficult conditions to help restore power to Mainers!"

CMP remains focused on meeting customers' service expectations. In the past several years, CMP has launched a refreshed Energy Manager tool and expanded the utilization of Usage Alerts, to give customers tools to understand and manage their electricity usage, digital start, stop, or transfer service functionality, an online portal for contractors performing upgrades, as well as a modernized outage portal for when customers need us the most. We have also recently introduced online payment arrangements as well as a rate comparison tool. Each of these tools offer our customers more control over their electricity bill and more time back in their day.

Community: CMP Resiliency Summit

At our first-ever Resiliency Summit, we hosted dozens of community organizations, businesses, government agencies and legislators at our Augusta headquarters on April 30. This event brought together groups to discuss resiliency in various forms, including energy grid planning, extreme weather impacts, mental health, and emergency response. The Resiliency Summit's overarching goal was to empower communities to adapt, recover, and thrive amid environmental, economic, social, and organizational challenges.

In addition to a lively and informative panel discussion of emergency response, the summit also included an interactive Live Line demonstration of CMP's grid infrastructure in action and featured conversations centered around:

- Climate and environmental resilience
- Economic and workforce resilience
- Mental health and community wellbeing
- Infrastructure and emergency preparedness
- Innovation and collaboration



Pictured: Emergency Response Panel at CMP's Resiliency Summit with (left to right) **Fred Lamontagne** – Senior Manager, Emergency Operations, CMP, **Philip Davis** – Director, Sagadahoc County Emergency Management Agency (with Crisis Response K9 Chaos), **Sophie Piconi** – Executive Director, American Red Cross Northern New England, **Jenny Pierce** – VP, Integrated Operational Services, Avangrid and moderated by **Katie Yates** - Director of Community Relations at CMP

"The CMP Resiliency Summit makes clear that emergency preparedness is most effective when it's built through collaboration at the community level," **said Maine State Representative Mathew McIntyre, member of the Legislature's Energy, Utilities and Technology Committee and Summit attendee.**

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



Contact Information

You can easily reach the Government Affairs Team by email at government.affairs@cmpco.com



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