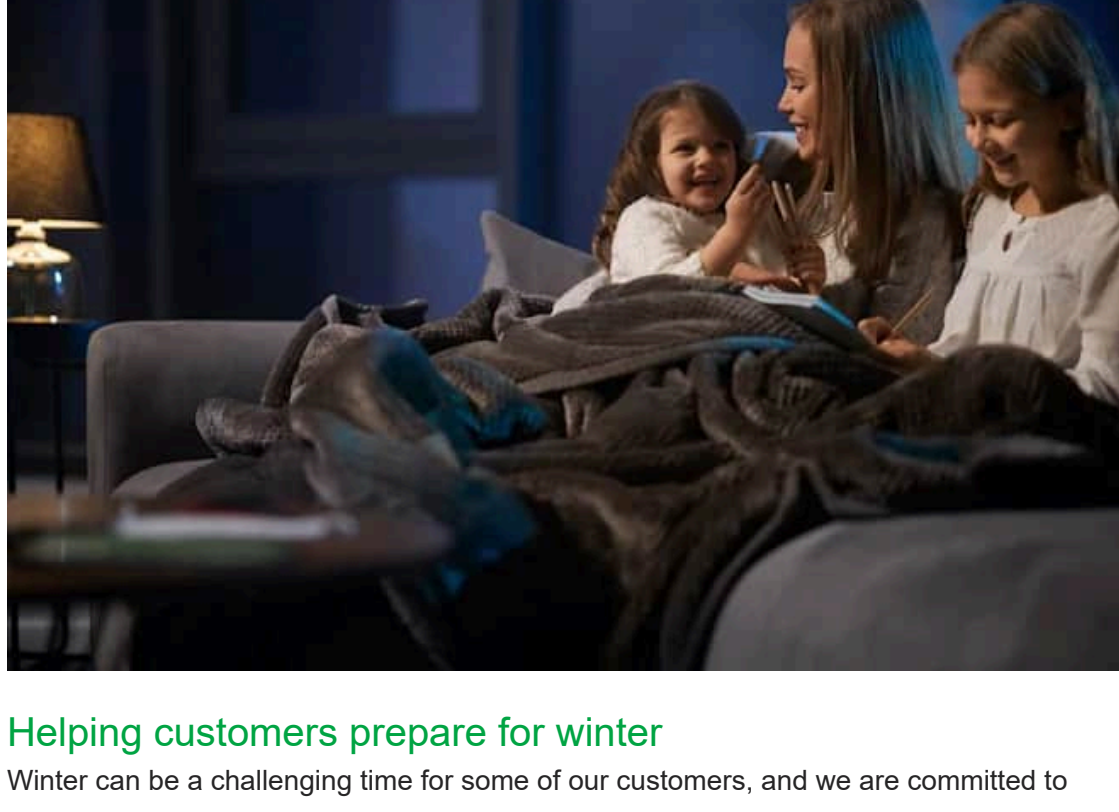


You may receive questions from your constituents regarding energy bills. To help you answer their questions, we have created an **Energy Affordability Toolkit** with printable fact sheets and links to helpful information for CMP customers.

I hope you find this resource helpful 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**.



### Helping customers prepare for winter

Winter can be a challenging time for some of our customers, and we are committed to helping them manage their energy costs with a focus on three areas:

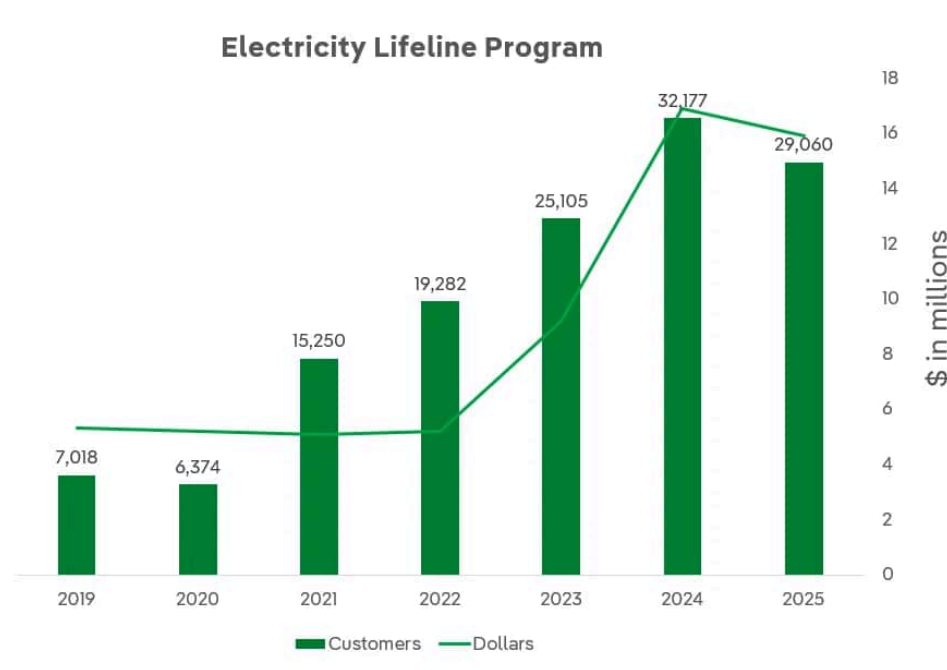
1. Helping customers understand and manage their usage
2. Offering information on available payment options and assistance programs
3. Encouraging customers to understand their bill, including supply choice

Our **Energy Affordability Toolkit** provides resources in these areas to help constituents who contact you. It includes fact sheets that you can print and provide to constituents who have reached out to you regarding energy issues.

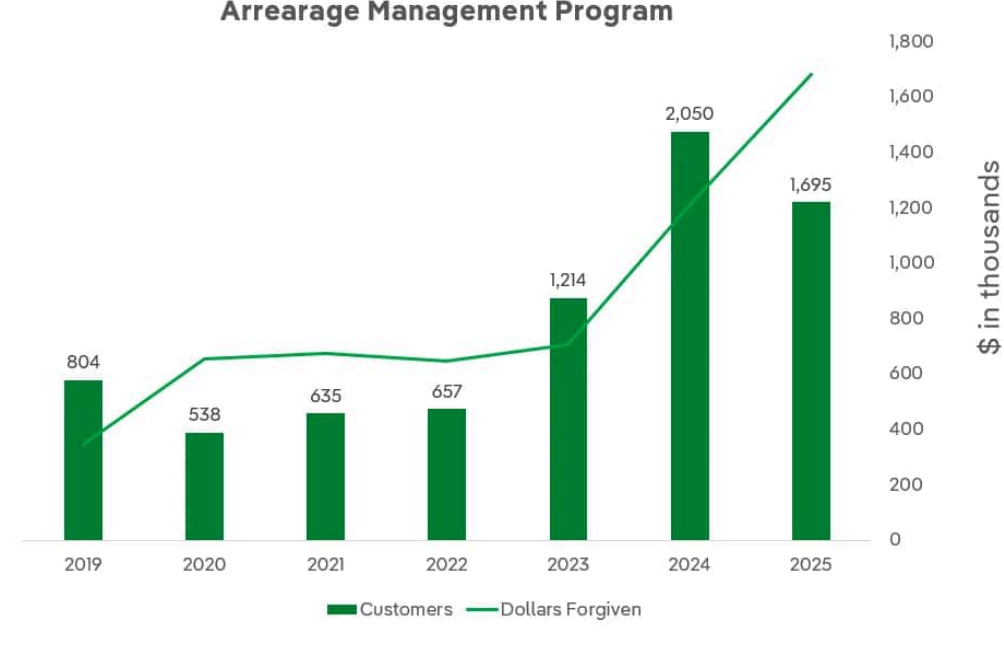
### Payment Options and Assistance Programs

If you have a constituent who is struggling to pay their electric bill, please encourage them to talk with us about setting up a reasonable and affordable payment plan. Customers will not be disconnected during the winter months without permission from the Maine Public Utilities Commission and staying on track is important to avoid owing a large balance in the Spring. Our Customer Service Representatives are available to help and can be reached at **800.686.4044**.

Over 29,000 CMP customers received bill assistance through our **Electricity Lifeline Program (ELP)** in 2025. The Program offers qualified customers a credit of up to \$1,200 annually on their electric bill based on household income and estimated electricity usage.



Our **Arrearage Management Program (AMP)** offers qualifying customers assistance in reducing past due balances by as much as \$500 each month, as long as current monthly payments are made in full and on time. Over 1,600 customers enrolled in this program this year and nearly \$1.7 million in past due balances were forgiven in program year 2025.



We can help your constituents understand assistance options and apply for assistance when they call us.

### Grid and Climate Planning Update

Our grid planning work continues to establish a framework for a smarter, stronger, more resilient grid.

The Company is working to identify measures – both immediate and longer term – to build climate resilience into the electricity delivery system. You can read the **Climate Change Vulnerability Study** or view the **presentation** of the study on our **website** to learn more about upcoming steps in our grid planning process and subscribe to our grid planning updates.

### Community: Making Strides Against Breast Cancer

October is Breast Cancer Awareness Month and CMP was proud to support Making Strides Against Breast Cancer of Greater Portland on October 19th. The walk is the nation's largest and most impactful breast cancer movement that raises funds for breast cancer research and programs.



CMP employees were on hand in the Company-sponsored "Health and Wellness Tent" interacting with community members and sharing in the passion for beating this disease.

The event raised \$104,457!

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](mailto:Government.Affairs@cmpco.com)



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