



Corporate Responsibility Report 2025

Central Maine Power Company (CMP)



Our Networks Operations in Maine

A Message from Leadership

When I think of **Central Maine Power**, I think of community. I think of employees living and working alongside customers; of the decades of partnership we provide Maine businesses and nonprofits; and of our employee community – full of some of the most dedicated people I know.

I'm proud of the work we did in 2025. We advanced reliability with the installation of **250 more smart grid devices**, which allow us to more quickly pinpoint outages and restore power. We built on our track record of investing in workforce development by launching a new **Union Trade Internship Program**. We continued decades of funding, volunteer time and partnership with local organizations, and we were especially honored to receive the **2025 Wishmaker Award** from the **Maine Make-A-Wish Foundation**.

We are making strides in customer service, with a customer satisfaction score of **87%**, the highest since 2021 and a **4% increase from last year**.

We also continued to advocate for grid-strengthening investments, including updating critical infrastructure like substations and transmission lines to increase power reliability and capacity for thousands of Mainers. As you know if you live here, Maine is the most forested state in the U.S., and downed trees and tree limbs are the leading cause of power outages. CMP must enhance tree trimming in order to reduce this threat, and we must expand capacity to make room for more power generation and delivery.

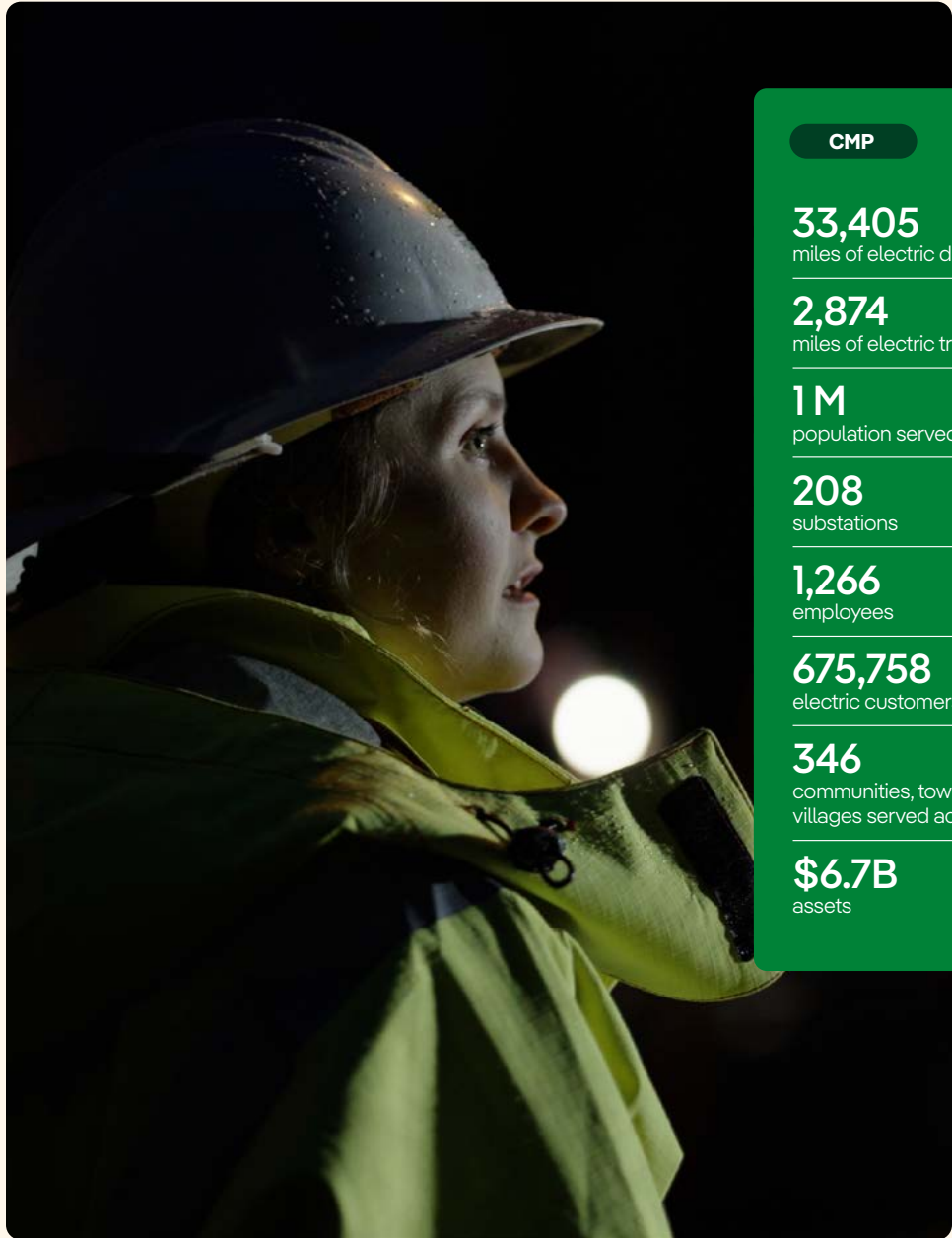
I started at CMP as a customer service representative 30 years ago. I can attest to how meaningful it's been to be part of this team and to serve our communities. I look forward to continuing to serve our customers and the people of Maine in advancing our community toward a safe, resilient energy future.

Linda Ball
President and CEO – CMP





2025 Operational Data - Maine



CMP

33,405
miles of electric distribution lines

2,874
miles of electric transmission lines

1M
population served

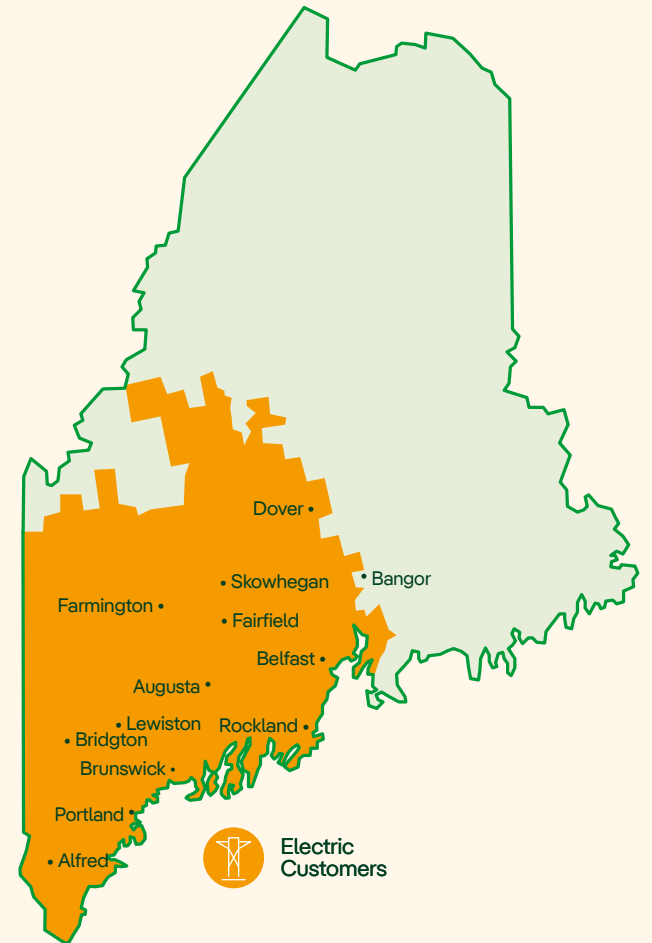
208
substations

1,266
employees

675,758
electric customers

346
communities, towns, cities and villages served across **14** counties

\$6.7B
assets





2025 Impact At A Glance - Maine

11%

CMP alternative fuel fleet vehicles

100%

renewable electricity in Avangrid buildings

3,796

CMP clean energy interconnections



7,791

Avangrid volunteer hours
6,811 CMP

\$186M

Avangrid taxes and fees paid
\$160M CMP

\$219M

Avangrid spend with ME-based suppliers
\$179M CMP

\$1.5M

Avangrid community support
\$1M CMP

29,288

CMP customers supported by low-income programs

\$17.6M

CMP financial support to customers

11,062

Avangrid jobs supported

99%

customer smart meters installed





Delivering Safe, Reliable and Affordable Power

Our customers are our top priority, and in 2025 we continued focusing on **affordability**, **reliability** and **customer service**.

Helping Customers Manage Costs

We provide our customers with tools that help them manage their energy usage and control costs, and we help eligible customers access financial support programs. In 2025, our efforts included:

Alerts that notify customers of unusual usage levels: These alerts notify customers by text or email when their daily energy usage exceeds set thresholds.

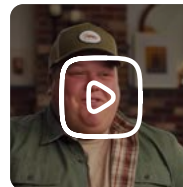
Making it easy for customers to get help: We provide our customers with information about financial support programs by communicating with them through our digital app, website, email and in-person events. Information and enrollment instructions are also always available on our website, under **“Help with Bill.”** The programs include:

- **The Electricity Lifeline Program**, which provides qualified customers with up to \$1,200 toward their electricity bill.
- **The Home Energy Assistance Program**, which provides federal grant money to eligible customers to help pay heating costs and may also help with weatherization needs.
- **The Arrearage Management Program**, which helps qualified customers reduce their past-due balance by as much as \$500 each month as monthly payments are made.

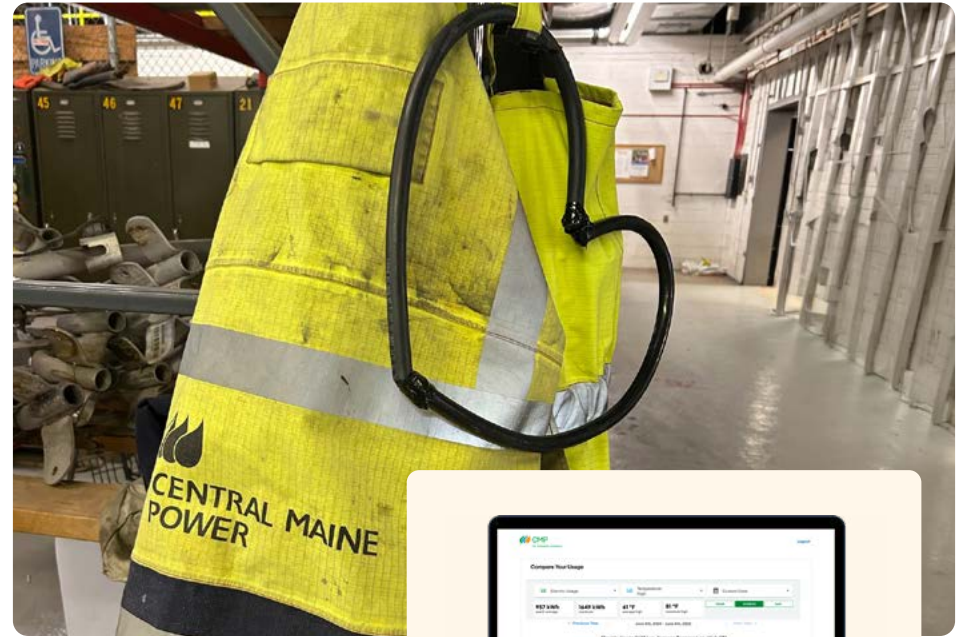
Delivering Quality Customer Service

Our Customer Care Teams meet our customers wherever they are, providing individual solutions online, by phone and at in-person events. Customer service highlights in 2025 included:

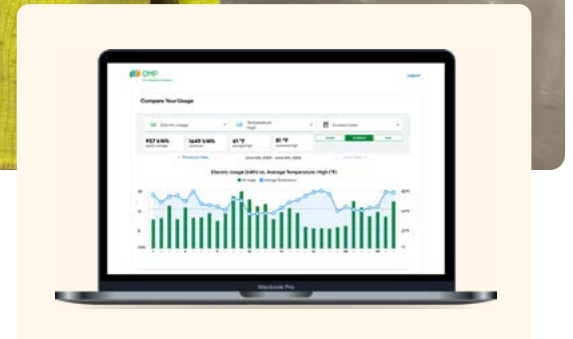
Offering regular in-person customer service options: We continued our **Community Connection** events throughout 2025, where attendees can walk in and get individual support. Our teams answered questions about area projects, showed customers how to use our online tools, helped community members learn about and enroll in programs, and offered other services.



See how customers use energy alerts from Central Maine Power.



Hear from the dedicated staff at CMP's partner Community Action Agencies who connect clients with programs to help manage their energy bills.



Interactive resources that explain each line item on bills: Our **Bill Explainer** videos and sample bills help customers understand each line on their utility bill, including charges outside of our control. The resources are available on our website under **“Understanding Your Bill.”**

The Energy Manager digital tool: This tool provides customers with a daily breakdown of energy consumption by category, such as heating, lighting and appliances, and allows customers to compare their usage to similar households to make informed decisions.



Responding Quickly and Safely During Storm Events

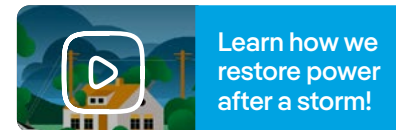
As severe weather events become increasingly common, so does the potential for power outages. Emergency response is one of the most important ways we support our customers and communities.

Emergency Response Award: We received multiple Emergency Response Awards this year from the Edison Electric Institute for our response following a spring nor'easter and for outstanding assistance during Hurricane Helene.



2025 Customer Support

	CMP
Customer satisfaction score	87.1%
Financial support to customers	\$17.6M
Customers enrolled in usage alerts	81%
Customers supported by low-income programs	29,288
Customer smart meters installed	99%





Making Critical Upgrades to Systems and Infrastructure

Our customers rely on infrastructure and power systems that require regular upgrades and modernization. Our 2025 investments in this area included everything from upgrading outdated wooden transmission structures built in the 1970s to rebuilding lines constructed more than 100 years ago.

Replacing wooden structures with steel: In December, we completed the replacement of 17 wooden structures with steel structures on a transmission line running from Raymond to Pownal. Steel structures are stronger and more resistant to severe weather and moisture, so this upgrade strengthens grid resilience for customers across our service territory.

Improving service for 3,200 customers with grid strengthening measures: In June, we began a project installing stronger poles and tree wire across more than 7 miles of streetside lines in Woolwich and Wiscasset. The project will establish a backup power pathway to reach Woolwich if a storm impacts the area and includes the addition of smart grid devices, which can restore power in as little as five minutes.

Leveraging technology: From shortening outages to improving grid mapping, smart technology supports a more effective response to incidents and gives customers more insight and control. Examples of smart technology initiatives in 2025 included:

- **Installation of new smart grid devices across our energy grid:** In 2025, we completed the installation of 250 new smart devices, which can restore service in as little as five minutes. The devices allow our Energy Control Center to remotely reroute power around damaged lines, which is a **critical advantage, particularly in rural and remote areas.** Along with the 220 devices previously installed, smart devices have already improved service for more than 54,000 customers.

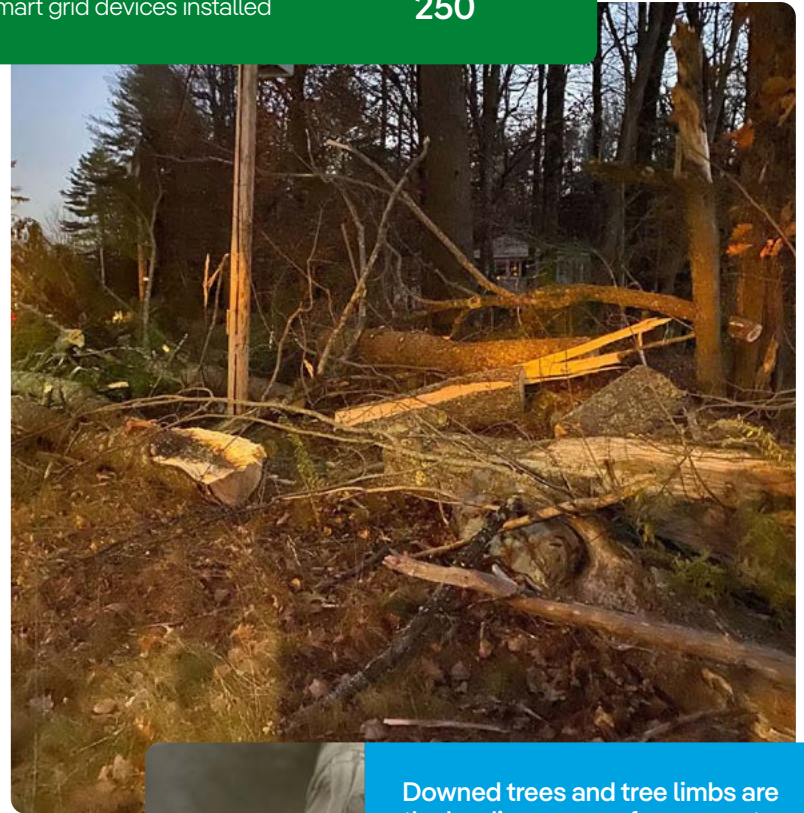


- **Utilizing drones and AI technology:** We launched an innovative grid mapping project in 2025 that utilizes specially equipped vehicles and drones to survey distribution lines. The data helps us detect possible risks and prioritize improvements. With the help of AI tools, **we were able to quickly assess images of over 24,000 miles of our lines.** The operational efficiency we gain with this technology results in targeted decisions that ensure our customers have a safer, more resilient grid that is ready for severe weather.

2025 Reliability, Resiliency and Capacity Upgrades

CMP

Utility poles replaced	12,297
Miles of tree wire installed	83
Smart grid devices installed	250



Downed trees and tree limbs are the leading cause of power outages in our heavily forested state. Learn more about how we protect against tree-related outages with “tree wire.”



Contributing to Economic Growth, Workforce Development and Healthy Communities

We are proud to contribute to the economic growth of our communities by helping small businesses create big impacts, developing and growing our workforce, and supporting people in need.



“CMP is really a hand-in-hand partner in how we operate on a daily basis and provide for our community.”
George O’Keefe / Rumford Town Manager and Economic Development Director

Growing Local Businesses

In 2025, we continued to contribute to the economic growth of Maine in various ways, including:

Hosting the third annual Municipal Day in Augusta, Maine: In May, we hosted our third annual Municipal Day, where we met with leaders from across the state to discuss how to continue serving the communities where our customers live.



Developing Future Energy Leaders

Throughout 2025, we created meaningful opportunities for a broad spectrum of current and future members of our workforce, including:

Kennebec Valley Community College Lineworker Program: For the seventh year in a row, we welcomed lineworker apprentices from the graduating class of Kennebec Valley Community College’s **Lineworker Technology Program**. This partnership is the only such program in Maine, giving graduates the opportunity to train at our specialized facility in Farmingdale, with the goal of completing a multi-year process to become fully rated first-class lineworkers.



New Union Trade Internship Program: In 2025, we launched our new **Union Trade Internship Program**, where students get hands-on experience learning the basics of linework during a 10-week paid course with training from frontline union workers. The program is aimed at sparking interest in a vital skilled trade while also building a strong local talent pipeline for in-demand union jobs.



Engaging Our Communities

Supporting the Lincoln County Social Resilience Project:

Following a series of winter storms that devastated several mid-coast Maine communities, CMP joined with local agencies and community leaders in the **Lincoln County Social Resilience Project**, a study aimed at helping vulnerable residents impacted by severe storm events. Our participation will help our communities plan for and respond to severe storm events.

Connecting area nonprofits: In July, we hosted the third annual Nonprofit Networking Day at our Augusta headquarters. More than a dozen nonprofits gathered to share information, connect with our team and each other, and promote volunteerism and increased collaboration.

“Connecting with fellow nonprofits and CMP team members creates positive momentum to do good across Maine. You can tell their staff deeply care about the impact they are making.”

Jodie Hansen / Development Director, Sweetser

“Make-A-Wish Maine can always depend on CMP – providing volunteers to paint sheds and dugouts, answering phones, and even helping plan magical wish reveals for our Maine families.”

Brian Franks / President and CEO, Make-A-Wish Maine



We were honored to receive the 2025 WishMaker Award from Make-A-Wish Maine. This award recognizes our 20-year support of Make-A-Wish Maine, including through hosting wish grant events and providing employee volunteers.

2025 Economic and Community Impact in Maine

CMP spend with ME-based suppliers	\$179M
CMP spend with ME-based equal opportunity suppliers	\$20M
ME taxes and fees paid by CMP	\$160M
Jobs supported by Avangrid in ME	11,062
ME nonprofits supported by CMP	136
ME community support by CMP	\$1M
CMP volunteer hours in ME	6,811

November Food Drive: To help families struggling to put food on the table, we collected over 1,000 pounds of non-perishable food during **92 Moose’s Camp Out Hunger Food Drive**, which helps the Capital Region Salvation Army stock its shelves and support families well into the summer months. Employees also donated nearly 1,000 food items to the Augusta Food Bank. The total Avangrid-wide food drive across Connecticut, New York, Maine and Oregon saw more than 10,000 food items donated to 20 food pantries.



“Central Maine Power has been a terrific supporter of the Augusta Food Bank for many years. Their recent donation couldn’t come at a better time.”

Bob Moore / CEO, Augusta Food Bank



Advancing Conservation and Responsible Resource Management

The well-being of our communities and the operations of our business are both tied to the health of natural resources. In 2025, our work protecting these vital resources included:

Helping rehabilitate “Circuit” the harbor seal pup: We supported the work of Marine Mammals of Maine in caring for Circuit, a harbor seal pup who was just a few days old when he was discovered on private property in Owls Head, Maine. With our sponsorship, Circuit received expert, around-the-clock care until he was strong enough to safely return to the ocean.

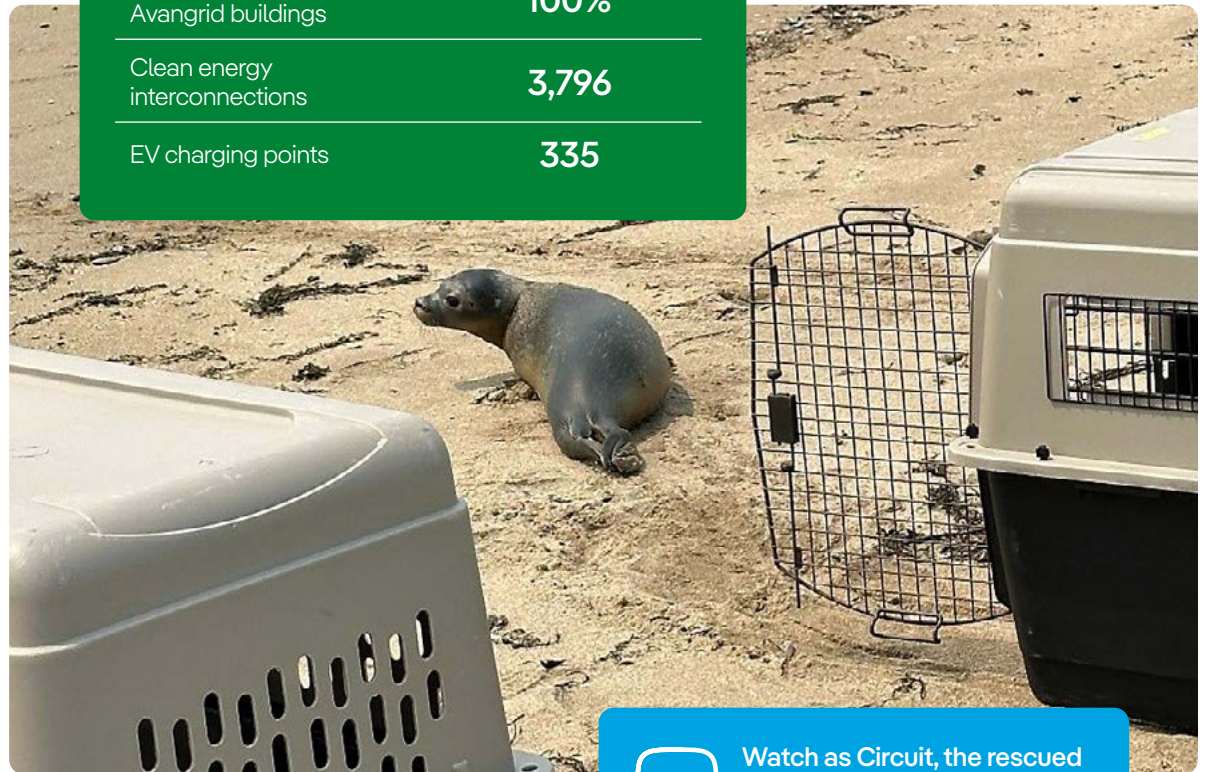


“The support from Central Maine Power has been truly meaningful – not just for the animals in our care, but for the broader mission we serve. CMP’s sponsorship of Circuit is a perfect example of how collaboration can make a real difference.”

Lynda Doughty / Executive Director, Marine Mammals of Maine

2025 Environment and Energy Impact in Maine

Osprey nesting platforms placed	10
Alternative fuel fleet vehicles	11%
Renewable electricity in Avangrid buildings	100%
Clean energy interconnections	3,796
EV charging points	335



Watch as Circuit, the rescued harbor seal pup, makes his way home to the ocean!



Definitions

Battery Storage Capacity: At United Illuminating, data is reported on a mid-year cycle, so the United Illuminating figures included in the total are partial-year indicators rather than a full-year total.

Charitable Giving: Combined total of contributions by the applicable Avangrid company and the Avangrid Foundation that have benefited nonprofits or had a charitable cause. Charitable giving is shareholder-funded.

Clean Energy Interconnections: Total number and installed capacity of clean generation interconnected to distribution within the networks business (often referred to as distributed energy resources or “DER”). Includes wind, solar, hydro and storage projects under 10 MW in ME, 5 MW in NY, and 2 MW in CT. Excludes Avangrid Power business assets.

Community Support: Combined total of charitable giving and certain local economic development support, such as Chamber of Commerce and local business coalition engagement, sponsorships, and similar, by the applicable Avangrid company and the Avangrid Foundation.

Energy Efficiency Programs Participation: Count of customers who participate in at least one energy efficiency program, incentive or offering. Customers participating in multiple programs may be counted multiple times, depending on alignment with applicable state or regulatory reporting methodology.

Energy Efficiency Savings: In cases where electricity and natural gas are combined into totals, MWh is converted to MMBtu for comparability. Calculation of the equivalent annual household energy use is based on the most recently available household total site consumption according to the Energy Information Administration’s RECS Dashboard.

Energy Efficiency Savings (USD): Estimated savings based on conservative application of lowest annual supply rates to total MWh’s saved by NYSEG and RG&E electric and gas commercial and residential customers.

Financial Support to Customers: Dollar value spent on low-income programs. Includes state and company specific programs at each networks operating company. Excludes Home Energy Assistance Program spend due to HEAP being federally funded and available for customers to apply to any eligible utility bill. Also excludes payment plan arrangements.

Jobs Supported: Estimate including direct, indirect and induced impacts of Avangrid’s operations on U.S. employment. Based on Bureau of Labor Statistics data and job factor computations applied to the total number of Avangrid employees based in the applicable state. Avangrid Power operates nationwide so their figure includes all U.S. states.

Nonprofits Supported: Total 501(c)(3) nonprofits that received community support.

Taxes and Fees: Combined total of taxes and any applicable regulatory assessment fees, broken out by the applicable Avangrid company in the applicable state as noted on each Impact graphic. Avangrid Power operates nationwide, so their figure includes all U.S. states.



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