2025 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 2025.

Central Maine Power
An Avangrid company

Service standard	Target	Actual

Calls Answered

≥80% | 85.6% ✓

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.

Calls Abandoned

≤7% | 2.3% ✓

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.

Blocked Calls

≤3% | 0.42% ✓

Calls which could not be connected to us.

4,792 calls could not be connected.

Meters Read
(not estimated)

≥99% | 99.3% ✓

% 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.

Bill Accuracy

≥99.6% | 99.8% ✓

Accurate bills that are issued within 10 days of the planned billing date.

We produced 7,961,512 bills in 2025, or 663,459 per month. 7,942,692 were issued on time and accurately.

Service standard	Target	Actual

Customer Contact Satisfaction

87.1% ✓

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 87.1% were satisfied with their experience.

Frequency of Outages (SAIFI)

≤2.05 | 1.74 ✓

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.

Duration of Outages (CAIDI)

≤2.09 | 1.70 ✓

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.

Time without power (SAIDI)

≤3.89 | 2.95 ✓

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.

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Stronger, smarter and more resilient: CMP's 2025 reliability improvements

Central Maine Power

In 2025, Central Maine Power made important upgrades to strengthen our electric system and keep your power more reliable. Here are a few examples of that work as a small snapshot of the improvements happening across the state. Learn more about projects in your area at **cmpco.com/ReliabilityProjects**.

Building a more resilient grid

Our team strengthened the grid by installing new storm-resistant equipment in the Winthrop and Manchester areas, improving service for nearly 2,000 customers. And, in Woolwich and Wiscasset, we upgraded more than seven miles of lines with stronger poles, covered wire and smart devices to improve reliability for 3,200 customers. We also welcomed a new class of lineworker apprentices who are training to support Maine's energy future.

Restoring power faster

More than 100,000 customers across Maine are benefiting from 250 newly installed smart devices that help us detect outages remotely and reroute power more quickly, sometimes in just minutes.

Upgrading aging equipment across Maine

We're strengthening the grid by replacing older poles, lines, transformers and modernizing key substations, including installing a new, modern switch at the Cape Substation in South Portland serving more than 9,000 customers. Upgrading this equipment improves safety, reduces outage time and delivers more reliable service to meet customer demand.

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