

October 2025

Customer Guide

Manage your account easily at cmpco.com/MyAccount.



An Avangrid company



Don't wait for winter, we can help you now

As the days get shorter and the air turns crisp, we're here to help you stay comfortable. We offer a variety of programs to help manage your electricity bill:

- **The Home Energy Assistance Program (HEAP)** provides federal grant money to qualified customers to help pay their heating costs and may also assist with weatherization needs. Contact your local Community Action Agency to schedule your HEAP appointment.
- Our **Electricity Lifeline Program (ELP)** offers qualified customers a credit of up to \$1,200 annually on their electricity bill. The amount of the ELP credit is based on household income and estimated electricity usage.
- Our **Arrearage Management Program (AMP)** helps qualified customers who are enrolled in HEAP or ELP reduce their past due balance by as much as \$500 each month.

Visit cmpco.com/HelpWithBill to learn more about these programs and other available resources.

Your Energy Manager just got better

Manage your electricity use easily with Energy Manager.

- See how much electricity you're using at any point in the day.
- Download data to analyze your energy-saving opportunities.
- See your electricity use breakdown by category (heating, lighting, hot water).
- Complete a Home Profile and take quick quizzes to get personalized energy insights and savings tips.

Access Energy Manager by logging into your online account.

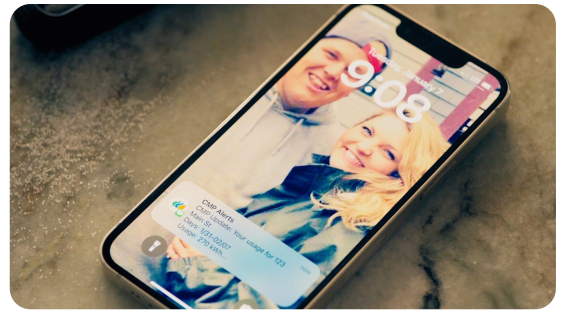


Turn over a new leaf with Usage Alerts

Stay ahead of seasonal energy fluctuation with our easy-to-use Usage Alerts. With Usage Alerts, you can:

- Track your electricity use weekly.
- Get notified when your usage is trending higher.
- Set your own usage target and get notified before costs add up.

Visit cmpco.com/MyAccount to get started today.



We are building a smarter, stronger, more resilient grid for Maine.

Powering progress: Line upgrades across the state

We're installing stronger steel poles and covered tree wire on a section of transmission line that runs through Augusta, Winslow and Vassalboro.

We're excited to announce we've completed a segment of this work in Winslow and we're already running power through it.

These upgrades are bringing the benefits of modern materials that can better withstand extreme storms to this area of Maine and the 8,000 customers served by this line.

Visit cmpco.com/ReliabilityProjects to see what else we're working on to strengthen our grid.

Button up your home and save

Proper insulation reduces energy bills and boosts comfort by helping heating and cooling systems run less. It can even pay for itself in about three years.

Efficiency Maine offers **rebates of 40%** of the cost of an insulation project up to a **maximum rebate of \$4,000** when you hire a Residential Registered Vendor (Find a list on Efficiency Maine's website) to insulate and seal drafts in your home. Enhanced rebates are available to qualified low- and moderate-income homeowners. Visit efficiencymaine.com for more information.



Making waves for Maine's marine life

Our employees recently teamed up with Marine Mammals of Maine (MMoME) to support their incredible mission: rescuing, rehabilitating and researching marine animals along Maine's coast — including Circuit, a harbor seal we proudly sponsored and helped release back into the wild.

From hands-on animal care to behind-the-scenes insights, our volunteers received a firsthand look at the vital work MMoME does every day.

We're proud to partner with local nonprofits like MMoME that are making a real impact on Maine's wildlife and coastal communities.