

Customer Guide

Manage your account easily at cmpco.com/MyAccount.

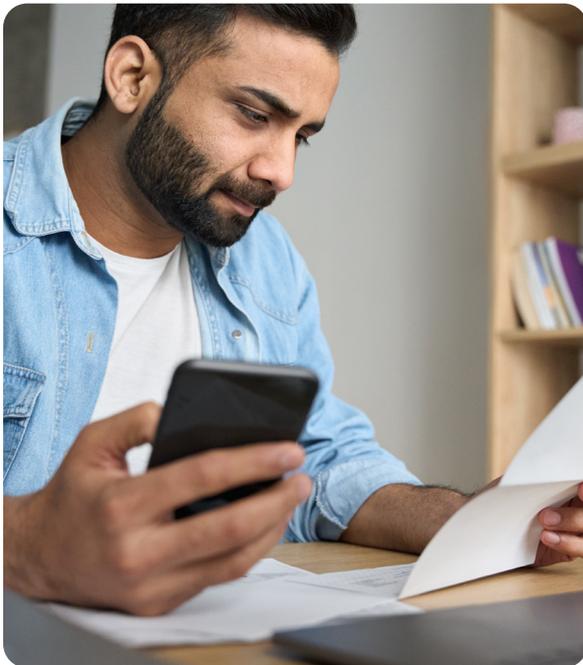


An Avangrid company

Get winter ready with our smart tools

Managing your electricity use doesn't have to be a guessing game. With our smart tools, you can stay informed, save energy and make smart electricity use decisions right from your phone or computer.

- **Energy Manager.** Complete a Home Profile and take quick quizzes to get personalized energy insights and savings tips. Log in to your online account to access Energy Manager at cmpco.com/MyAccount.
- **Usage Alerts.** Receive weekly updates of your electricity use. You can also receive an alert if you exceed your set target amount of electricity use or cost. Learn more at cmpco.com/Alerts.
- **Supplier Choice.** You can shop for your electricity supplier or receive the Standard Offer service arranged by the Maine Public Utilities Commission. See the supplier page of your CMP bill to view your current supplier and supply cost. Visit maine.gov/SupplyRates for more information.



Assistance programs designed with you in mind

We care about your comfort and peace of mind. If you need help with your electricity bill, we're ready to support you with programs tailored to your needs.

- The **Home Energy Assistance Program (HEAP)** provides federal grant money to qualified customers to help pay their heating costs and may also help 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.

Powering Progress: 250 new smart devices improve reliability

We have installed 250 new smart devices across Maine's energy grid, bringing faster, more reliable service to nearly 50,000 customers. These devices allow our Energy Control Center to reroute power remotely, restoring service in as little as five minutes, especially in rural areas.

This upgrade is part of our broader grid modernization plan, which includes covered wires and stronger utility poles to better withstand extreme weather. With this milestone reached ahead of schedule, we are preparing to install 500 more smart devices in 2026.

A smarter, stronger, more resilient grid.

Read the full story at cmpco.com/PoweringProgress.



Rising to the Dempsey Challenge

Our employees participated in the 17th Annual Dempsey Challenge 5K run, walk and ride events in Lewiston. **They raised nearly \$17,000 to support the Dempsey Center's \$1.9 million goal.**

The Dempsey Center provides comfort, connection, compassion and choice to cancer patients, their loved ones, care partners and survivors, all at no cost. The center offers personalized care through counseling, support groups, nutrition, integrative therapies, movement and fitness, and more.

One less thing on your plate

Holidays are a busy time, so paying your bills may be the last thing on your mind.

With our eBill online billing service, you can easily get your energy bill paid in minutes, leaving you more time for what matters most.

Plus, you can:

- View and pay your bill securely online anytime
- Set up payment reminders
- Easily find your eBill history

Sign up at cmpco.com/MyAccount.



Meet Ava - Your new AI energy assistant

Need quick answers about your energy account? Ava is here to help – anytime, day or night! Whether you're:

- Checking your bill
- Exploring payment options
- Navigating MyAccount

Ava makes it easy to get the information you need, fast. Just look for the green speech bubble in the bottom right corner on our website to start chatting!

