

December 2025

# Customer Guide

Manage your account easily at [cmpco.com/MyAccount](https://cmpco.com/MyAccount)



**CMP**

An Avangrid company

## Winter help is here

Winter can be tough, but support is available. If you're having difficulty managing your heating costs this season, these programs can help you stay warm and comfortable:

- 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](https://cmpco.com/HelpWithBill) to learn more about these programs and other available resources.



## Bright ideas for a safe, energy-smart holiday season

As the days get shorter and the holidays approach, it's important to remember festive lights can increase your electricity use. But if you use our tools below, you can have a holly-jolly holiday season and stay energy smart!

- Use Energy Manager to track your electricity use.
- Set up Usage Alerts so you're always in the know.
- Use timers or smart plugs to automatically turn off lights late at night.

Visit [cmpco.com/MyAccount](https://cmpco.com/MyAccount) to start using these energy-saving tools today!

## Holiday safety tips

Stay safe this holiday season with these helpful reminders:

- Inspect cords and plugs for damage before use.
- Don't overload outlets.
- Keep flammable decorations away from tree and other lights.
- Keep wires away from toddlers and pets.



## Unwrap convenience with our Mobile App

Enjoy easy access to your CMP account anytime, anywhere, no matter where you go or how busy you are this holiday season. Plus, you can:

- View and pay your bill in just a few clicks.
- Sign up for eBill to help reduce paper waste.
- Enroll in AutoPay so your payments are made automatically, securely and on time every time.

Just text **APP** to **267898** to have a download link sent directly to your phone, then go bake some cookies!



## Powering Progress: We're building a new type of smart grid facility

We're bringing cutting-edge energy infrastructure to Westbrook with a new compact smart grid switching station, designed to boost reliability and speed up response times during storms.

This compact, high-tech facility can reroute electricity remotely during storms or outages, meaning faster restoration and fewer disruptions for homes and businesses in the area.

Our investment in smart infrastructure means faster restoration, better reliability and a more resilient grid for Maine communities.

Visit [cmpco.com/WestbrookSwitchingStation](http://cmpco.com/WestbrookSwitchingStation) to read the full story.

## Aprons on, hearts in

Our team jumped into action at Wayside Food Programs, prepping meals and serving up support for Maine families in need. From chopping vegetables to sharing smiles, it was a day full of teamwork, purpose, and community spirit.

We extend a big thanks to Wayside Food Programs for the incredible work they do. We're proud to stand beside them!

