

Customer Guide



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Upgraded substation boosts reliability

We have completed a major upgrade at our Cape Substation in South Portland, part of our broader initiatives to build a smarter, stronger and more resilient electric grid across our service area.

Our crews installed a nearly three-ton new switch, replacing a 70-year-old unit that had reached the end of its service life.

Substation switches are essential components that allow CMP operators to connect or disconnect parts of the electrical network, move power between lines, and isolate equipment for safe maintenance and repairs. Switches also help operators isolate sections of the energy grid during power interruptions.

The new switch at the Cape Substation will improve service for more than 9,000 customers in the Portland area by reducing outage durations and enhancing overall system reliability and is an important step forward to help the region grow and support places like hospitals, schools and companies that serve Mainers across the state.



Smart energy use starts here

Understanding your electricity use is the first step toward lowering your use. That's why we created Energy Manager and Usage Alerts, free tools designed to put you in control of your electricity habits.

- **Energy Manager** gives you a detailed view of how and when you use electricity. With easy-to-read graphs and comparisons to similar homes, you can spot patterns and make informed decisions.
- **Usage Alerts** helps you stay on top of your electricity use with automatic alerts that help you save. Get weekly updates with your electricity use and estimated cost, set a monthly target for yourself and receive alerts when your daily usage suddenly changes.

Together, Energy Manager and Usage Alerts give you the insight and control to understand your electricity use. Whether you're making adjustments or tracking what's working, these tools put you in charge of your electricity use. Visit cmpco.com/MyAccount to start using both today.

We're proud to support our communities

Our commitment to giving back to our communities is year-round.

We partner with more than 140 Maine community organizations, including Make-A-Wish Maine, The Dempsey Center, Special Olympics Maine, Mission Working Dogs, and the Augusta Food Bank.

"CMP employees continue to demonstrate an inspiring commitment to the communities we serve," said Linda Ball, President and CEO of Central Maine Power. "Whether it's through hands-on service like feeding rescued seals with Marine Mammals of Maine, or pulling a plane to support the Travis Mills Foundation, CMP employees show up for their communities."



It's okay to ask for help – we're here for you



If you're struggling to manage your electricity bill, we can help make things a little easier for you with these programs:

- 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.

These programs are designed to help you stay connected and regain control. Visit cmpco.com/HelpWithBill to learn more.

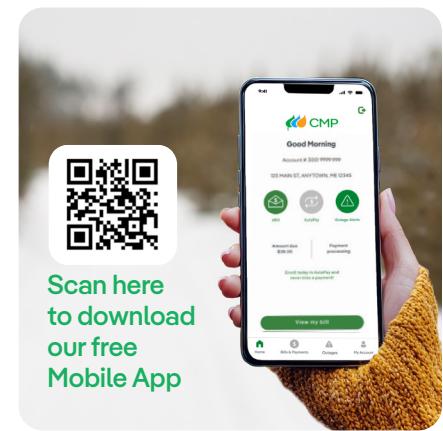
Tap into a great new year with our Mobile App

Whether you're setting goals or simplifying routines for the New Year, our Mobile App will help you stay ahead in 2026. Tap, solve, done.

Our free Mobile App features:

- View and pay your bill in just a few clicks.
- Sign up for eBill to reduce paper waste – less paper to file away!
- Enroll in AutoPay so your payments are made automatically, securely and on time every time.
- Quickly report or check the status of an outage.

Text **APP** to **267898** and we'll send you a link to download the app.



A change in your bill



On January 1, the CMP delivery rate, approved by the Maine Public Utilities Commission (MPUC), has increased. For more information about this price change and how it affects your rate, please visit cmpco.com/Pricing.

Also on January 1, the Standard Offer Price for supply, which is managed by the MPUC, has increased. CMP delivers the electricity you use and does not influence or control the supply price even though we're required by law to include and collect the cost in our monthly bills.