

# Customer Guide



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

An Avangrid company

## Take charge of your electricity use

Managing your electricity use doesn't have to be complicated. With our smart tools and programs, you can stay informed, make confident choices and stay in control every step of the way.

- Track your electricity use patterns and make informed decisions about how and when you use electricity with Energy Manager. Visit [cmpco.com/MyAccount](https://cmpco.com/MyAccount) to learn more and to get started.
- You'll stay in control by receiving alerts for big changes in your daily electricity use plus much more with Usage Alerts. Manage your preferences at [cmpco.com/MyAccount](https://cmpco.com/MyAccount).
- You can shop for your electricity supplier or receive the Standard Offer service arranged by the Maine Public Utilities Commission (MPUC). See the supplier page of your CMP bill to view your current supplier and supply cost. Visit [cmpco.com/Choice](https://cmpco.com/Choice) for more information.

Your energy, your control. Start exploring today.



## Stay warm, stay connected

It may be cold outside, but you can stay warm inside with My Account. Manage your CMP account anytime, anywhere, without leaving your house or your couch.

- View your balance and payment history anytime
- Pay your bill quickly and securely
- Track your electricity use with Energy Manager
- Manage your alerts and notifications

Go to [cmpco.com/MyAccount](https://cmpco.com/MyAccount) with your account number and discover how simple and convenient managing your account can be. Sign up today – it only takes a few minutes!

## We're improving reliability line by line, pole by pole

We're investing in transmission line upgrades to provide you with safe, reliable service and strengthen Maine's energy grid. This is especially important as our state experiences more extreme weather and storms.

Transmission lines, along with substations, are the backbone of our grid serving large numbers of customers. We regularly inspect our lines to ensure each component is performing according to standards.

During these inspections, we identified wooden structures that needed replacing. Starting in May of 2025, we began a two-year program to upgrade wooden structures with new, stronger steel poles that have longer lifespans and can better withstand extreme storms.

For more information about this and other projects, please visit [cmpco.com/ReliabilityProjects](https://cmpco.com/ReliabilityProjects).



# Your guide to helpful resources

If you're finding it difficult to keep up with your electricity bill, there are free programs and services available that can help. We've listed a few below. Visit [cmpco.com/HelpWithBill](http://cmpco.com/HelpWithBill) for a complete list of programs and services.

Resource	Description	How to apply
Home Energy Assistance Program (HEAP)	Helps income-eligible households pay for energy bills, weatherization and repairs.	Apply through your local <b>Community Action Agency</b>
Electricity Lifeline Program (ELP)	Offers qualified customers a credit on their electricity bill based on household income and estimated electricity usage.	Apply through your local <b>Community Action Agency</b>
Arrearage Management Program (AMP)	Helps qualified customers who are enrolled in HEAP or ELP reduce their past due balance.	Apply at <a href="http://cmpco.com/ampApply">cmpco.com/ampApply</a>
Payment Arrangements	We offer flexible payment arrangements to help you get back on track.	Call <b>800.686.4044</b>



## Taking care of trees and power lines

Falling branches and uprooted trees are the number one cause of power outages. To provide you with safe, reliable electric service, our qualified contractors prune and remove trees along public roads using standards endorsed by the Tree Care Industry Association.

If you would like us to consult with you before\* pruning trees near your home, please use our online form at [cmpco.com/TreeCareForm](http://cmpco.com/TreeCareForm) or complete and return the form below. If you have already sent a form to us, we still have it on file, so you don't need to send us another one.

\*If trees cause power outages or pose an immediate hazard to safety or service reliability, we must perform emergency tree work and will not be able to contact landowners beforehand

CMP Account Holder Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

Yes, please consult with me before non-emergency pruning or removing trees along public road(s) bordering my property.



Please send this form **separately from your bill payment** to:

CMP  
Tree Care  
83 Edison Drive  
Augusta, ME 04336