

Customer Guide

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An Avangrid company



New all terrain bucket trucks improve reliability and winter response

We have added four new Prinoth Track Bucket Trucks to our fleet, which will help us reach remote and rural areas more easily. These special vehicles are important for storm response and everyday maintenance.

Because they can travel on snowy trails and rough terrain, our crews can reach hard to access locations to make repairs and do maintenance quickly and safely. They can even work on energized lines without interrupting power.

Our fleet now has more than 800 vehicles and trailers that help us build and maintain the electric grid and respond to outages during severe weather. This helps us provide reliable service to our more than 670,000 customers.

Are you struggling this winter? We can help.

We offer several support programs to help you manage your energy bills and reduce financial stress this winter.

- **HEAP.** The Home Energy Assistance Program (HEAP) helps income-eligible households pay for energy bills, weatherization and repairs. Apply through your local Community Action Agency.
- **ELP.** Our Electricity Lifeline Program (ELP) offers qualified customers a credit on their electricity bill based on household income and estimated electricity use. Apply through your local Community Action Agency.
- **AMP.** Our Arrearage Management Program (AMP) helps qualified customers who are enrolled in HEAP or ELP reduce their past-due balance. Apply at cmpco.com/ampApply.
- **Payment Plans.** We offer flexible payment plans to help you get back on track. Call us at **800.686.4044**.

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



Go paperless. Go effortless.

Say goodbye to paper clutter and hello to convenience! With eBill, you can view, pay and manage your bill online, anytime, anywhere. No more waiting for the mail or worrying about misplaced statements.

Switch today at cmpco.com/MyAccount and experience the ease of eBill.



Spring into smart energy use

Are you ready to spring into better energy habits? Try these simple tools.

- **Energy Manager.** Track your electricity use and get tips on how to lower your use. Visit cmpco.com/EnergyManager for more information.
- **Usage Alerts.** Receive weekly summaries of your electricity usage, set monthly targets, and get alerts for big changes in your daily usage. Visit cmpco.com/Alerts for more information and how to sign up.

Shop for your supplier

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 electricity bill to view your current supplier and supply cost. The supplier page is printed in blue, so you know you're on the right page. Visit cmpco.com/SupplierChoice for more information.

Tree Care helps deliver reliable service

We use a variety of techniques to clear trees, branches and shrubs from our lines to reduce tree-related outages. If you prefer that we don't use herbicides on transmission corridors next to your property, we won't.

With a Landowner Maintenance Agreement, you have the option of clearing trees and shrubs on your own.

Just enter "I wish to talk to CMP about developing a Maintenance Agreement" into the comment section of the Contact Before Pruning Form located at cmpco.com/TreeCareForm and our transmission team will schedule an on-site or in-person visit with you.

You can also request a Maintenance Agreement by writing to:

CMP Vegetation Management
83 Edison Drive
Augusta, ME 04336



Save \$5,000 on water heating

Tens of thousands of Mainers own heat pump water heaters. They're popular because they produce lots of hot water, help dehumidify, and can save more than \$5,000* in electricity over the life of their 10-year warranty.

Visit efficiencymaine.com or call **866.376.2463** to find the best prices in Maine or to locate a plumber near you.

*Compared to a traditional electric water heater as shown on Efficiency Maine's Compare Water Heating Costs calculator as of 2/4/2026. Your results may differ.

