

# Customer Guide

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



## Taking reliability to new heights

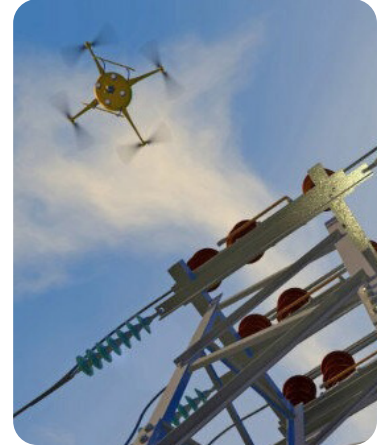
We're improving our grid inspection and maintenance by using drones. Drones help us check hard to reach areas safely and quickly.

When outages were reported on Hupper's Island St. George – a location accessible by boat only – we took to the sky with Coutts Drone Technology.

The drone allowed us to inspect damage from the mainland and send the right equipment by boat for repairs. We also saved the drone's flight path to speed up future inspections on the island.

We're exploring ways to use drones even more, including checking other remote locations and pre-flying the drones in areas to create flight plans for future use.

We're reaching new heights in reliability and the sky's the limit!



## Need help? We've got you covered

If you're struggling with energy bills, help is available.

- **Payment Plans.** We offer flexible payment plans to help you catch up. Call us at **800.686.4044**, Monday through Friday from 7:30 a.m. through 6 p.m.
- **SimplePay.** Pay the same amount each month based on your average electricity use over the past year. This makes your monthly electricity bill easier to predict. Enroll at [cmpco.com/MyAccount](https://cmpco.com/MyAccount).
- **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.

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

## Did you know?

You may be able to lower your electricity costs by choosing one of our optional delivery rates that best fits your household.

The **Residential Electric Technology** rate is good for customers who use higher amounts of energy, usually because of heat pumps or electric vehicles, and can be beneficial for homes using at least 800 kWh per month.

There's also an optional **Time of Use** rate, which offers lower per kWh pricing during off-peak hours and higher pricing during on-peak hours (from 5 p.m. to 9 p.m. Monday through Friday).

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## We help make wishes come true

CMP volunteers helped answer calls during the **Make-A-Wish Maine** Power of a Wish telethon, raising **more than \$131,000**. These funds, including a CMP donation, help grant wishes for Maine children with life-threatening medical conditions. 2,000 of these wishes have been granted through this program since 1992.

We also transformed our Augusta headquarters into a real-life Super Nintendo adventure to surprise seven year old **Make-A-Wish** recipient, Khloe Drew, with a dream trip for her and her family to Super Nintendo World in Orlando, FL. The celebration included a Princess Peach themed Mario Kart ride and appearances by Mario and Luigi. It was an honor to bring joy to Khloe and her family.



## Celebrate Earth Month and spring clean with eBill

Switch to eBill to reduce your paper pile and get organized. It's quick, convenient and one less envelope on your counter.

- Get an email when your bill is ready.
- Pay your bill online.
- Access your bill anytime, anywhere.

Visit [cmpco.com/MyAccount](http://cmpco.com/MyAccount) to sign up today.

## Are you moving this spring?

Start, stop or transfer service with just a few clicks – even months ahead of time. Visit [cmpco.com/Moving](http://cmpco.com/Moving) to see how easy your move can be.



## Don't dig into trouble, know what's below

Whether you're a contractor or homeowner, a safe job starts with **Dig Safe**. This free, statewide service identifies any underground utilities and protects you and others from injury.

**It's easy.** Call **811** or visit [digsafe.com](http://digsafe.com) before you dig. State law requires you give at least three business days (72 hours) notice before starting your project.

**It's free.** Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

**It's the law.** Accidentally digging into underground utilities can cause personal injury, environmental harm and costly damage.