

Customer Guide

Manage your account easily at cmpco.com/MyAccount



An Avangrid company



Substation upgrade increases reliability and safety

We have completed a series of major upgrades to our Great Falls Substation in Auburn.

We installed smart devices to speed up restoration times during outages and replaced aging infrastructure with stronger, modern equipment.

We replaced all 10 circuit breakers that had been in service since 1988 and added a safety device to improve worker protection during substation maintenance.

These upgrades will increase service reliability for approximately 6,300 customers in downtown Auburn and surrounding communities, and we're happy to make improvements that support the community we serve.

Stay informed and in control

Take charge of your electricity use with these two easy tools designed to keep you informed and help you manage costs.



Energy Manager. View your usage hour by hour, see when you're using the most electricity, and get personalized tips to help you manage your electricity use. Log into your online account at cmpco.com/MyAccount to explore Energy Manager today.



Usage Alerts. Get weekly updates, set monthly targets and receive an alert if your use changes unexpectedly or goes over your goal. Sign in to your online account at cmpco.com/MyAccount and go to "Manage your preferences" to explore Usage Alerts.



Your account, your way, with our Mobile App

Whether you're out enjoying the warmer weather or tackling your spring to do list, our free Mobile App keeps your CMP account just a tap away.

With the app, you can:

- Pay your bill in just three clicks.
- Stay informed if there's a power outage.
- Sign up for AutoPay and eBill.
- Report and view the status of an outage without logging in.

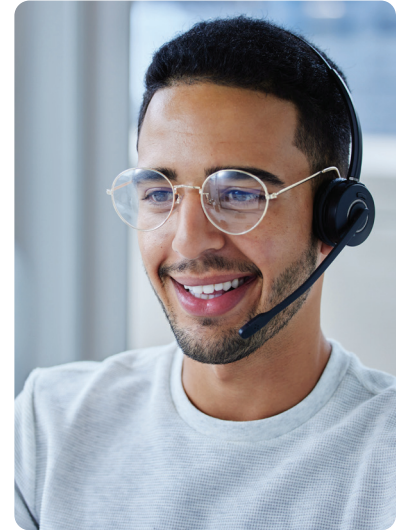
Download the app by searching CMP in the App Store or Google Play, or scan this QR code.



Help is just a click or a call away

If keeping up with your electricity bill has been tough, help is available.

- We offer flexible payment arrangements to help you catch up. Go to cmpco.com/MyAccount to see if you're eligible to set up your payment arrangement online, or call us at **800.686.4044**, Monday through Friday from 7:30 a.m. to 6 p.m.
- Pay the same amount each month based on your average electricity use over the past year. **Simple Pay** makes your monthly electricity bill easier to predict. Enroll at cmpco.com/MyAccount.
- The **Home Energy Assistance Program (HEAP)** helps income-eligible households pay for energy bills, weatherization and repairs. Apply through your local Community Action Agency.
- 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.



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

Supporting our communities, one volunteer at a time

In 2025, we had the opportunity to support Maine communities, thanks to our CMP team members who generously shared their time through outreach and volunteer initiatives.

- More than 6,800 volunteering hours across Maine supporting community partners.
- We hosted nearly 80 Community Connection events.
- We reached more than 10,000 people through 363 education presentations to schools, fairs, first responders, contractors and municipalities.

Our employees volunteered with numerous organizations in 2025, including Mid Coast Hunger Prevention Program, Portland Trails, Junior Achievement, Animal Refuge League of Greater Portland, Make-A-Wish Maine, Augusta Food Bank and the Travis Mills Foundation.

