

Customer Guide

Manage your account easily at cmpco.com/MyAccount



Understanding your CMP bill

Your electric bill includes several separate charges that work together to bring electricity to your home or business. These costs include:

- **Distribution** – Delivering electricity through CMP's local power lines and equipment.
- **Transmission** – Moving electricity across the New England regional power grid.
- **Public Policy Charges** – State-mandated energy programs and initiatives.
- **Supply** – The cost of the electricity you use.

While CMP sends your bill, only a portion reflects CMP's costs to operate and maintain the local electric system. Today, **CMP-related costs make up less than half of the average total bill**, with the remainder consisting of supply, public policy and other charges set through regulatory and market processes.

Understanding the different parts of your bill can help you better understand what affects the cost of electricity and how you may be able to control your costs.

The enclosed bill insert includes a Maine Public Utilities Commission-approved 10-year comparison of electric rates, showing how the different components have changed over time. Please note that the chart reflects the previous 10 completed years and **does not include the current year**.



Celebrating our fleet team

We are proud to recognize the hard work of our fleet team in honor of Automotive Service Professionals Month, this past June.

Our team of technicians helps keep more than 800 vehicles and trailers operating safely and efficiently. These vehicles include bucket trucks and specialized equipment used to build and maintain the electric grid and respond to outages.

“Behind every CMP vehicle is a dedicated team of skilled professionals,” said Linda Ball, President and CEO of Central Maine Power. “We recognize and thank our fleet team for their hard work, craftsmanship and unwavering commitment to supporting our crews and serving our customers every day.”

From routine maintenance to urgent repairs, our fleet team helps keep our crews moving and our customers connected.



Plan ahead for your move

With our online tool, you can start, stop or transfer your electric service in just minutes.

Schedule your move date ahead of time and enjoy peace of mind knowing your power will be ready when you arrive.

Visit cmpco.com/Moving to get started.



Free updates with Usage Alerts

Stay informed about your electricity use with Usage Alerts:

- Get weekly updates with your usage, estimated cost and daily averages.
- Set a monthly usage or dollar target and get notified if you exceed it.
- Receive alerts if your daily usage changes significantly over three days in a row.

Visit cmpco.com/MyAccount and select “Manage your preferences” to sign up for free.

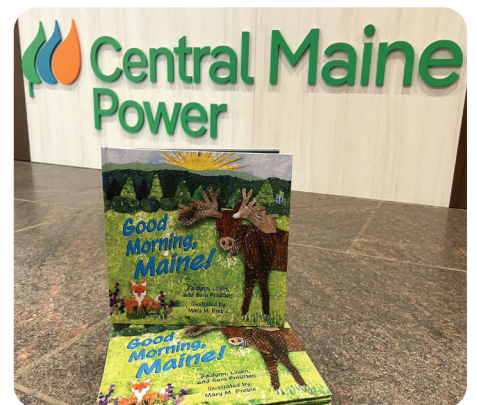
Inspiring young readers across Maine

This year, we’re donating more than 500 copies of “Good Morning, Maine!” to public elementary schools and libraries in our service area through our annual President’s Pick Book Donation Program.

Written by Maine author Sara Fraitten and illustrated by Mary M. Preble, this book celebrates the state’s wildlife and natural beauty, using artwork created from hand-painted and recycled materials.

“I wanted to choose a book that celebrates the landscapes and wildlife that mean so much to Mainers and to me personally,” said Linda Ball, CMP President and CEO. “I hope this book brings joy to readers and inspires a deeper appreciation for Maine’s incredible natural surroundings.”

For more than 20 years, our President’s Pick Book Donation Program has helped put tens of thousands of books into the hands of Maine readers.



Protect yourself from scams and frauds

Scammers may pose as utility representatives to try to access your personal information or demand payment.

Be aware of common tactics:

- Door-to-door imposters claiming to be utility workers.
- Phone scams that appear to come from a trusted number.
- Disconnection threats demanding immediate payment.

CMP will never:

- Ask you to email us personal or financial information.
- Send you programs to install on your computer.
- Interrupt your service without providing notice.
- Perform shut-offs when our Customer Contact Center is closed.



Learn how to recognize and avoid scams at cmpco.com/scams-and-frauds.