

Customer Guide

Manage your account easily at cmpco.com/MyAccount



An Avangrid company



Building the next generation of Maine's energy workforce

Reliable service for Maine customers depends on skilled teams working safely every day. That's why we recently celebrated nine Maine students who completed our 10-week paid Union Trade Internship Program, gaining hands-on experience in line and substation operations.

During a graduation ceremony at CMP's Farmingdale training facility, students demonstrated skills they built throughout the summer, including pole climbing, bucket truck operation and smart device operation. Their work highlighted the safety, teamwork and technical knowledge needed to help keep Maine's electric system running.

Now in its second year, the program doubled participation and expanded partnerships with Biddeford Regional Center of Technology, Thornton Academy, Sanford Regional Technical Center, Massabesic High School, Lewiston Regional Technical Center, Lewiston High School, Skowhegan High School, Oak Hill High School and Edward Little High School, helping students explore careers that support Maine's energy future.

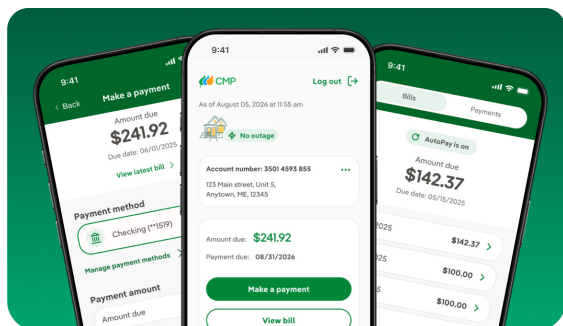
Assistance programs designed with you in mind

Need a hand with managing energy costs? We have programs to help you.

- **Home Energy Assistance Program (HEAP)** – Helps qualified customers pay their winter heating bills.
- **Electricity Lifeline Program (ELP)** – The newly redesigned program offers qualifying customers an income-based discount on their monthly bill.
- **Arrearage Management Program (AMP)** – Helps qualified customers who are enrolled in HEAP or ELP reduce their past due balance by as much as \$500 each month.

Visit cmpco.com/HelpWithBill to learn more about these programs and see our full list of available resources.





Everything at your fingertips - all in our new app

Your energy, your way - right from your phone.

- The new dashboard makes it easy to find what you need.
- You can manage your account preferences with just a few taps.
- Quickly get updates if you are experiencing an outage.

Download our app today at cmpco.com/App.

Energy insights are now easier than ever

Want a better understanding of your energy use? With our improved App, Energy Manager is just a tap away, making it easy to track usage and find ways to save.

- Tap "Energy" in the App to launch Energy Manager.
- See when and how you use energy.
- Get personalized tips to help lower your bill.
- Fast, easy and all in one place.

Download the App or log in to your online account and start using Energy Manager today.



Usage Alerts help keep you informed

An unexpected energy bill can be frustrating. Avoid surprises with Usage Alerts!

- Get weekly updates with your usage 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 Usage Alerts.

Nonprofit leaders come together to support Maine communities

More than 60 nonprofit leaders from across Maine came together at CMP's fourth annual Nonprofit Networking Day in Bath.

The event gave organizations a chance to connect and share ideas while exploring new ways to support their communities.

Attendees also met with CMP employees to discuss local needs, volunteer opportunities and resources available to customers.

By bringing nonprofit partners together, we are proud to help foster collaboration and relationships that make Maine communities stronger.

