November 2026

Customer Guide

Manage your account easily at **cmpco.com/MyAccount**

CMP
An Avangrid company



Ready for the season ahead

Now is a good time to make sure you're prepared for severe weather and potential power outages. A little planning today can help make unexpected situations easier to manage when storms arrive.

At CMP, we work year-round with local emergency management partners, maintain and upgrade the electric system and prepare crews and equipment so we're ready to respond as quickly and safely as possible when severe weather impacts our communities.

Customers can also take simple steps to prepare, such as reviewing emergency plans, checking emergency supplies and selecting how you'd like to receive Outage Alerts by text, email, phone or all three. Visit **cmpco.com/BeReady** for a Storm Checklist and additional storm preparedness tips.

Remember to always stay away from downed power lines and report outages or hazardous conditions to CMP. By preparing ahead of time, we can all be more ready for whatever the season brings.

Not sure where to start? We can help.

We offer programs designed to support you in different situations. Which option sounds most like you?

"I need assistance paying my winter heating bills."	The **Home Energy Assistance Program (HEAP)** helps qualified customers pay their winter heating bills.
"I could use help lowering my monthly electric bill."	The redesigned **Electricity Lifeline Program (ELP)** offers qualifying customers an income-based discount on their monthly bill.
"I have a past due balance and need help catching up."	The **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 our other available resources.



Your winter preparation smart energy guide

Track your energy use

- Use Energy Manager through My Account to compare usage trends and gain insight into your winter energy habits.
- Log in to your My Account at **cmpco.com/MyAccount** to explore Energy Manager.

Explore your supply options

- Shop for your electricity supplier or receive the Standard Offer service arranged by the Maine Public Utilities Commission.
- Learn more at **cmpco.com/SupplierChoice**.

Find seasonal savings tips

- From adjusting thermostat settings to improving insulation, our Winter Energy Tips can help you stay comfortable while using less energy.
- Visit **cmpco.com/Winter-Energy-Tips** to see how you can save.

Stay connected

- Sign up for Usage Alerts to stay informed about your energy use as temperatures drop.
- Log in at **cmpco.com/MyAccount** and select "Manage your preferences" to sign up for Usage Alerts.

Take care of your account online

My Account

As colder weather arrives, now is a great time to take control of your account. With My Account, you can view and pay your bill, track electricity usage and manage your account anytime. Visit **cmpco.com/MyAccount** to sign up today.

eBill

Enroll in eBill to receive your bill online, reduce paper clutter and keep your account information organized in one secure place. Sign up at **cmpco.com/MyAccount**.





Honoring organizations fighting hunger across Maine

On National Food Bank Day, we recognized the organizations working every day to help fight hunger across Maine, including Mid Coast Hunger Prevention Program, Wayside Food Programs, Camp Out Hunger, Good Shepherd Food Bank and the Capital Region Salvation Army.

Food banks do more than provide meals. They offer support, hope and resources to individuals and families facing difficult times.

Through partnerships like these, we are proud to help strengthen local communities and support neighbors when they need it most.

Part of our commitment to the environment, printed on recycled paper using soy inks.

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