Having difficulty paying your CMP bill? We can help.

If you're struggling to pay your electricity bill, we can help. Please visit **cmpco.com/HelpWithBill,** call us at **800.686.4044**, or call your local Community Action Agency (CAA).

Manage your electricity bill:
You may be eligible for a payment arrangement to pay your balance in manageable installments, including a Special Payment Arrangement which could allow you to pay less than the full amount due on your bills during the winter period.

Manage your usage:
Our tools, Energy Manager and Usage Alerts, can help you understand and manage your electricity usage. Visit **cmpco.com/MyAccount** to sign up.

Seek assistance:
You may qualify for help to pay your electricity bill. For more information please call **211** or visit **211maine.org** or contact your local CAA.



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Contact your local Community Action Agency to apply for these benefits:

Home Energy Assistance Program (HEAP)
This program offers financial assistance for heating costs and energy improvements to qualified customers.

CMP's Electricity Lifeline Program (ELP)
ELP, also known as LIAP, offers qualifying customers an income-based discount on their monthly electricity bill.

CMP's ELP Oxygen and Ventilator Benefits
Qualifying ELP participants may also be eligible to receive an Oxygen Pump/Ventilator Benefit. Contact us at **800.750.4000** to discuss the certification process.

Arrearage Management Program (AMP)
Customers who qualify for HEAP or ELP may also be eligible to participate in this arrears forgiveness program that provides credits to your past due balance when your current bill is paid on time. You can apply by visiting **cmpco.com/AMP** or calling us at **800.750.4000**.

We're here to help

If you have any concerns about our services, please contact us at **800.750.4000** (residential customers) or **800.565.3181** (non-residential customers). If you are not satisfied with our response, you can contact the Consumer Assistance and Safety Division, Maine Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018; phone: **207.287.3831** or **800.452.4699**; email: casd.puc@maine.gov. Please give us the opportunity to work with you before contacting the Maine Public Utilities Commission.

CMP
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