Help Paying for Electricity

Programs that may help Westbrook residents pay the electric bill.

Maine has new help for electric bills starting in the fall of 2026. Most Westbrook homes get power from Central Maine Power (CMP). Check your bill to be sure. Then follow the steps below.

Worried about a shutoff?

Call your electric company first. For CMP:

800-686-4044

Still stuck? Call the state's Consumer Assistance office:

800-452-4699 (Monday to Friday, 9 a.m. to 4 p.m.)

Life-threatening emergency?

Call 911. For help finding other aid any time, dial 211.

Who may qualify

Most electric help is for households with lower incomes. You may qualify if you are approved for heating help (HEAP), or you get SNAP, TANF or MaineCare, or your income is at or below 150% of the federal poverty level.

Heating help and electric help use many of the same papers. If you apply for one, ask about the other. See the heating income limits.

Last checked Oct 14, 2026.

Get these ready

- [ ] Your latest electric bill, with your account number
- [ ] Photo ID
- [ ] Proof of income, or letters about SNAP, TANF or MaineCare
- [ ] Names and birth dates for everyone in your home

The electric bill must be in the name of someone in your home. Each program may ask for more, so check its official page.

YOUR LOCAL AGENCY

The Opportunity Alliance

The local Community Action Agency for Cumberland County, which includes Westbrook. It helps with electric programs, and with heating help. Call first to make an appointment. Please do not walk in.

Call: (207) 553-5800

Official page: maine.gov/mpuc/consumer-assistance/programs

Source: maine.gov/mpuc: assistance programs. Last checked Oct 14, 2026.

Follow these steps

STEP 1

Check your latest CMP bill

A new monthly discount | 1 program

FOR LOWER-INCOME HOUSEHOLDS

Low Income Assistance Program (LIAP)

[Income limit applies]

A monthly discount on your electric bill. Starting in the fall of 2026, many CMP customers who qualify are signed up without having to apply.

The state says CMP discounts run from 25% to 81% of the bill, based on income. Look for a discount on your latest bill. The state says it should show on the November bill or later. No discount and you think you qualify? Call CMP, or ask the local agency. You can choose to opt out.

Call: (877) 544-3271

Official page: maine.gov/governor/mills/index.php/news/governor-mills-announces-automatic-electric-bill-discounts-thousands-maine-families-2026-10-01

Source: maine.gov: Governor's announcement. Last checked Oct 14, 2026.

STEP 2

Behind on your bill?

Payment plans and old bills | 2 programs

FROM YOUR ELECTRIC COMPANY

CMP payment help

[Open to CMP customers]

CMP can set up a payment plan if you are behind. It also has programs for people with medical needs.

Ask about payment plans, SimplePay and medical emergency protection. You can call, or sign in to My Account online.

Call: 800-686-4044

Official page: cmpco.com/account/waystopay/help-with-bill

Source: cmpco.com: ways to get help. Last checked Oct 14, 2026.

IF YOU OWE MONEY

Arrearage Management Program (AMP)

[Rules apply]

Helps erase an old electric bill. Over 12 months, part of what you owe is wiped out each month you pay on time. CMP says up to $500 a month.

This is for people behind on their bill who are in the LIAP or HEAP programs. Ask the local agency if you qualify.

Call: (207) 553-5800

Official page: maine.gov/mpuc/consumer-assistance/programs

Source: maine.gov/mpuc: assistance programs. Last checked Oct 14, 2026.

STEP 3

Afraid of a shutoff?

Winter protection | 1 program

NOV 15 TO APR 15

Winter shutoff protection

[Open to all residents]

From Nov 15 to Apr 15, an electric company must get the state's permission before it can shut off a home's power.

Call your electric company first and ask for a payment plan. Still worried? Call the state at 800-452-4699, Monday to Friday, 9 to 4. They do not take walk-ins.

Call: 800-452-4699

Official page: maine.gov/mpuc/consumer-assistance

Source: maine.gov/mpuc: Consumer Assistance. Last checked Oct 14, 2026.

STEP 4

Lower your bill

Rebates and a help line | 2 programs

LOWER YOUR BILL

Efficiency Maine rebates

[Income tiers apply]

Rebates on heat pumps, insulation and other upgrades can lower your energy use. Lower-income households get the biggest rebates.

Rebate amounts can change, so check the official page or call before you buy.

Call: 866-376-2463

Official page: efficiencymaine.com/at-home

Source: efficiencymaine.com: at home. Last checked Oct 14, 2026.

ANYONE

211 Maine

[Open to anyone]

A free help line that can point you to utility help near you.

You can also text your ZIP code to 898-211.

Call: 211

Official page: 211maine.org/?p=1431

Source: 211maine.org. Last checked Oct 14, 2026.

STEP 5

Are you a veteran?

Extra help for veterans | 1 program

FOR VETERANS

Veterans' emergency help

[Based on need]

Maine has an emergency money program for veterans. The state says it can help with rent, utilities and other urgent costs.

Ask if your electric bill counts, then apply with the form on the official page. The state's Public Advocate also lists Veterans Forward (347-443-0005) and USA Cares (1-800-773-0387) for veterans who are behind on bills.

Official page: maine.gov/veterans/maine-veterans-assistance

Source: maine.gov/veterans: assistance for veterans. Last checked Oct 14, 2026.

STEP 6

Last stop

Only when other programs are not enough | 1 program

LAST RESORT

Westbrook General Assistance

[Based on your 30-day budget]

City help for basic needs like heat and electricity when other programs are not enough. Appointment only, no walk-ins.

Based on income for 30 days at a time. You must apply to other programs first.

Call: 207-591-7015

What to expect at General Assistance: westbrookcurrents.com/help/general-assistance

Official page: westbrookmaine.gov/194/General-Assistance

Source: westbrookmaine.gov: General Assistance. Last checked Oct 14, 2026.

The newest version is always on the website.

Scan the code, or visit westbrookcurrents.com/help/electricity. Phone numbers, rules and dates can change, so check the website before you go.

This guide was made on Nov 5, 2026. Each program shows the date we last checked it.

Please check before you apply.

We worked hard to get this right, but programs, phone numbers and dates change. Check each program or its official page first. Westbrook Currents is independent. It is not run by the City of Westbrook or any agency listed here.

See something wrong? Tell us at westbrookcurrents.com/feedback and we will check it.