



THE SOURCE

The Customer Newsletter of Maine Natural Gas

Paying your bill is easy

You want ease and convenience when paying your MNG bill, we have options to help you do just that.

1. Enroll in **eBill** and you'll be able to view, pay, and store your bills online for easy access.
2. Add **AutoPay** and let your bill pay itself. Your bill will be paid automatically, securely and on time every month. You won't have to lift a finger!

With **eBill** (and **AutoPay**), it's easy to manage your monthly energy bills so you can spend time doing things you enjoy. Sign up today by visiting mainenaturalgas.com



Get back to spending time doing things you enjoy! Sign up for eBill today and make managing your energy bill easier.

We're committed to your safety

We work with industry groups to continually enhance natural gas pipeline safety. We also work with emergency responders, and state and local agencies to prevent and prepare for emergencies through training and periodic drills.

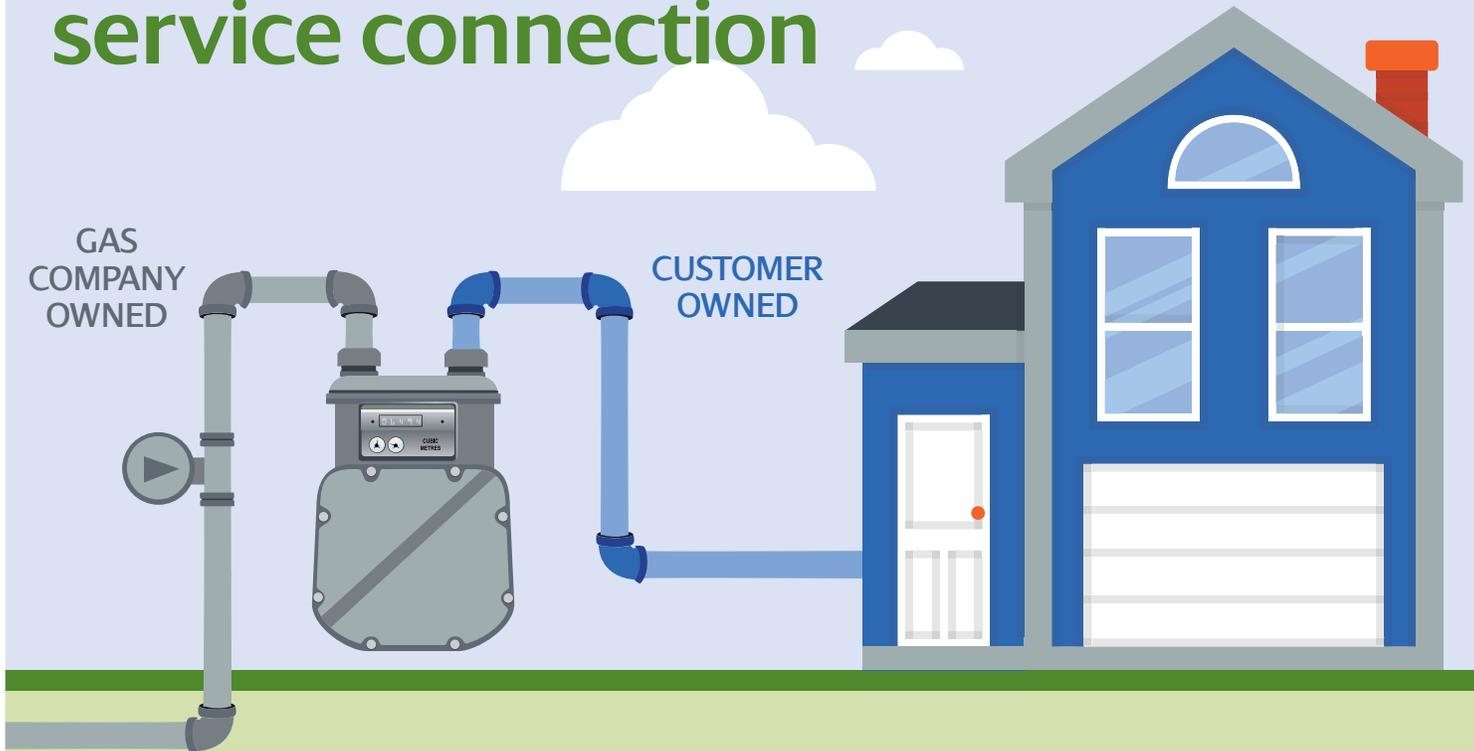
Since natural gas pipelines are underground, pipeline markers are sometimes used to indicate their approximate location. Markers only indicate a pipeline's general location and should not be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact Dig Safe at **888.344.7233** or **811** prior to any excavation.

As an added safety measure against excavation damage, you can request that we install an Excess Flow Valve. For more information on installation requirements and costs, visit mainenaturalgas.com.



Maintaining your service connection



Proper maintenance of natural gas lines is important for your safety and the safety of others. While MNG is responsible for maintaining the natural gas lines that carry gas to your meter, as the property owner, property manager, tenant and/or occupant you are responsible for maintaining all customer-owned gas lines on your side of the meter.

CUSTOMER OWNED GAS LINES INCLUDE

- Pipes that go from your gas meter to the appliances on your property.
- Pipes that go from your meter underground to a building, pool/spa heater, generator, gas light, gas barbecue grill or other natural gas appliances.

PREVENT CORROSION AND LEAKAGE

- Inspect for unsafe conditions and leaks. Look for corrosion (if the pipe is steel or other metal).
- Paint the house pipe.
- Repair any unsafe conditions immediately. A professional plumbing or heating contractor can examine and repair gas lines.



IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS

877.532.5636
207.729.0420

DIG SAFE

811
888.344.7233

Main Office

877.867.1642
207.729.0420

MARKETING

877.867.1642

WEB

mainenaturalgas.com



Use your eyes, ears and nose to detect natural gas leaks and identify potential hazards



SMELL

Natural gas is colorless and odorless, but an odor similar to rotten eggs is added to help you notice it. Not all pipelines are odorized.



SIGHT

Natural gas is colorless, but you might see signs of it. A mist, bubbles in standing water, blowing dust or even dying vegetation can be clues.



SOUND

You might hear an unusual noise, like roaring, hissing or whistling, coming from an area near a gas pipe or appliance.

If you suspect a gas leak, immediately move to a safe place and call MNG at **877.532.5636** or **911**.