



The Source

Save paper — sign up for eBill and view this newsletter online, too!

We can help keep you connected this winter

We know that sometimes money can get a little tight, particularly during the winter. So we want you to know that if you find that you're unable to pay your natural gas bill this winter, there are steps you can take to avoid losing your service.

Step 1. Give us a call. We may be able to help if we know about your situation. Please call us right away at **877.226.7427** to tell us that you cannot pay your bill.

Step 2. We'll set up a payment program for you. We have several payment options that allow you to pay your winter natural gas bills in affordable monthly payments. In most cases, you must pay all that you owe us by the following November 1, but a monthly payment arrangement can help you avoid being disconnected.

Step 3. You may qualify for a financial assistance program. Depending on your financial situation, you may qualify for financial assistance from the state, a local government agency, or private sources to help you pay your utility bills. To find out more about these programs, we recommend that you call 211. They may be able to point you in the right direction for financial help, and they may also be able to connect you to no-cost energy audits, weatherization programs, or other efficiency measures that can reduce your overall natural gas usage and save you money.

Remember that the first step is to call us to let us know you can't pay your bill. Failure to contact us may result in disconnection with the approval of the Consumer Assistance Division of the Maine Public Utilities Commission.

If you have questions, please call us at **877.226.7427**.

If you are not satisfied, you can call the Consumer Assistance Division of the Maine Public Utilities Commission at 800.452.4699

You can find more information on help with paying your utility bills, by contacting these groups in your county

CUMBERLAND COUNTY

The Opportunity Alliance
190 Lancaster Street, Suite 310
Portland, ME 04101

207.553.5900
Toll Free (Maine): 877.429.6884

opportunityalliance.org
energyassistance@
opportunityalliance.org

SAGADAHOC COUNTY

Mid-Coast Maine Community Action
34 Wing Farm Parkway
Bath, ME 04530

207.442.7963
Toll Free: 800.221.2221

TTY: 888.212.6229
Fax: 207.442.0122
midcoastmainecommunityaction.org

KENNEBEC COUNTY

KVCAP - Waterville Office
101 Water Street
Waterville, ME 04901

207.859.1500
Toll Free: 800.542.8227
Fax: 207.872.6747

info@kvcap.org

For your safety, follow your nose

Natural gas is a safe, reliable, clean-burning fuel when used properly. With more than 211 miles of gas main in our system, safety is our first priority.



USE YOUR NOSE

Natural gas has no odor of its own. For your safety, a distinctive odor, similar to rotten eggs, is added to it.

SMELL: We add a chemical, Mercaptan, to give natural gas that distinctive “rotten eggs” odor. If you smell it, leave the area, get outside and call us at **877.532.5636** or **911** from your mobile or a neighbor’s phone.

NO SMELL: Poisonous carbon monoxide gas is a byproduct of burning fuels such as natural gas and heating oil. You can’t see or smell it, so you should **have a carbon monoxide detector on every level of your home** and outside of sleeping areas.



We can help you manage your energy bill

With our free and convenient services and tools, managing your energy bill is easy as 1, 2, 3!

1. **Powerful Savings.** Make your home energy-smart. Start with an energy assessment and other services including air sealing, insulation and rebate programs. Visit efficiencymaine.com to get started.
2. **Help With Your Bill.** You’ll find a complete list of our assistance programs when you visit mainenaturalgas.com/HelpWithBill. Also, refer to the other side of this insert for more information on how we can help.
3. **No Surprises.** Our **Budget Payment Plan** option is available to eligible customers to help avoid and budget against high energy bills in the winter months by spreading those costs throughout the year. To enroll, please visit mainenaturalgas.com, select **Account** and click on **Budget Payment** under **Billing Options**.



IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS

877.532.5636
877.LEAK.ODOR

DIG SAFE

811
888.344.7233

Main Office

877.867.1642
207.729.0420

MARKETING

877.867.1642

WEB

mainenaturalgas.com



For your safety, please leave your gas meter and its connections to the experts. Call us if you suspect energy theft — it’s dangerous and against the law.