



The Source

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

We can help you manage your energy bill

In these challenging, ever-changing times, we don't always know what to expect. But with our Budget Payment Plan, you will know what to expect in your natural gas bill every month.

Our **Budget Payment Plan** is available to eligible customers to help balance high natural gas bills in the winter months by spreading the costs throughout the year.

The plan features:

- Predictable, manageable monthly payments
- A review twice per year to make sure you're on track
- No late charges on accounts with balances (when your budget payment is made on time)



Some highs and lows are fun, but not so much when it comes to your energy bill!

You may request a **Budget Payment Plan** by visiting mainenaturalgas.com and selecting Budget Payment under Account.

For a complete list of programs and services available to help you manage your energy bill, please visit mainenaturalgas.com/HelpWithBill.

Convenient ways to pay your bill

We have many convenient options for you to make your payment. Here are just a few:

- With our paperless **eBill** service, we'll send you an email when your bill is ready to view and pay.
- **AutoPay** gives you the convenience of having your monthly bill automatically deducted from your bank account. It's a check-free, stamp-free, and worry-free way to pay.
- If you're already enjoying the ease and convenience of **eBill**, you can pay online through My Account. If you're not signed up for **eBill**, log into My Account to make your payment online.
- And of course, you can mail your payment to: Maine Natural Gas, P.O. Box 99, Brunswick, ME 04011

For more information about our convenient payment options, please visit mainenaturalgas.com and select Account.

Winter Protection Ends April 15, 2022

The Maine Natural Gas Winter Protection program ensures that qualifying customers receive **service through the cold-weather months**. That protection ends April 15, 2022.

Customers with past-due accounts or payment concerns should call us before April 15, 2022 to make payment arrangements and learn about programs to reduce balances and prevent loss of service.

Helpful representatives are available 7:30 a.m. to 4:00 p.m. weekdays.
Call us at **877.867.1642**.



Don't dig into trouble, know what's below

Natural gas pipelines are usually underground. You rarely see them. But you should think about them if you're planning a project that requires excavation or digging. Here's what you need to know to work safely.

- Contact **Dig Safe**® at least three full working days before excavation. **Call 811** or visit **digsafe.com**. Utilities will visit your site to mark underground facilities. This free service, required by law, can prevent injuries and costly damages.
- Look for pipeline markers, which indicate the approximate location of a pipeline, the material transported, and the name and emergency number of the pipeline's operator.
- Hand-dig within 18 inches of any marked underground facility.



Keeping your gas systems safe

With more than 206 miles of natural gas main in our system, safety — yours and ours — is our number one priority. We're constantly updating and improving our system, using the latest technologies and materials to ensure safe, uninterrupted service now and in the future.

If you suspect a natural gas leak, get up, get out and get away! Then call us immediately at **877.532.5636** or call **911** from a safe location.

We will respond quickly to ensure that you and your family are safe.

- Do not use your telephone or cell phone in your home.
- Provide the exact location with cross streets.
- Do not smoke, light candles, or operate electrical switches or appliances.
- Let us know if sewer construction or digging activities are going on in the area.
- Do not assume someone else will report the condition.



IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS

877.532.5636

Main Office

877.867.1642

207.729.0420

MARKETING

877.867.1642

WEB

mainenaturalgas.com

DIG SAFE

811

888.344.7233



Spring Forward for Safety



When Daylight Saving Time begins and you set your clocks ahead on March 13, remember to **replace the batteries in your smoke and carbon monoxide detectors**. Test them at least once a month. You should have a smoke/CO detector on every floor, in every bedroom and outside sleeping areas. Replace smoke alarms after 10 years.