

The Source

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We can help you this winter

If you're having difficulty managing your natural gas bill this winter, there are steps you can take to ensure continued service.

- Step 1.** If you're having trouble paying your natural gas bill, please give us a call at **877.226.7427** so we can find a solution together.
- Step 2.** We'll review available payment program options with you to pay your winter natural gas bills in affordable monthly payments. In most cases, you have until the following November to get caught up.
- Step 3.** 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, please call **211**. They can direct you to financial help, 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 and Safety Division (CASD) of the Maine Public Utilities Commission. Disconnection of residential service during the winter period cannot take place without permission from the CASD. You will be notified of any request for permission to disconnect and will have the opportunity to be heard by the CASD.

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

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

Additional resources

You can find more information on help with paying your utility bills by contacting the group in your county or calling 211.

CUMBERLAND COUNTY

The Opportunity Alliance

190 Lancaster Street, Suite 310
Portland, ME 04101

207.553.5900

877.429.6884 Toll Free (Maine)

opportunityalliance.org

energyassistance@opportunityalliance.org

KENNEBEC COUNTY

KVCAP - Waterville Office

101 Water Street, Waterville, ME 04901

207.859.1500

800.542.8227 Toll Free

Fax: **207.872.6747**

info@kvcap.org



Manage your natural gas use

Make your home energy-smart by starting with an energy assessment and other services including air sealing, insulation and rebate programs. Visit [efficiencymaine.com](https://www.efficiencymaine.com) to get started.

We also offer the following energy-saving tips:

- Set the thermostat as low as comfort permits. Each degree above 68° F can use 3% more energy.
- Install a programmable or wi-fi thermostat.
- Have your furnace checked and cleaned annually.

Visit [mainenaturalgas.com](https://www.mainenaturalgas.com) for our full list of energy-savings tips.

Safety tips: Carbon monoxide prevention

- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion and carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.

If you suspect a carbon monoxide problem, get up, get out and get away! Then call us immediately at [877.532.5636](tel:877.532.5636) or **911** from a safe location. We'll respond quickly to make sure you and your family are safe.



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](https://www.mainenaturalgas.com)



Call us if you suspect energy theft

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

