

# The Source

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## Need help? We're only an ask away.

If you're having difficulty managing your natural gas bill this winter, there are steps you can take to stay comfortable, manage your cost and 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

To learn more about available assistance programs and see if you qualify, 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**.

## 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  
222 St. John Street  
Portland, ME 04102  
207.874.1175  
Fax: 207.874.1181  
Email: [energyassistance@opportunityalliance.org](mailto:energyassistance@opportunityalliance.org)

### Kennebec County

KVCAP - Waterville Office  
101 Water Street  
Waterville, ME 04901  
800.542.8227 Toll Free  
Fax: 207.872.6747  
Email: [info@kvcap.org](mailto:info@kvcap.org)

Know what's below

Call 811 or visit  
[digsafe.com](http://digsafe.com)

Smell gas/gas leaks

877.532.5636

Main Office

877.867.1642  
207.729.0420

Marketing

877.867.1642

[mainenaturalgas.com](http://mainenaturalgas.com) 



## Control and comfort this winter – here's how!

Did you know that there are generous federal and Efficiency Maine rebates available for residential insulation projects? Visit [efficiencymaine.com/home-insulation](https://www.efficiencymaine.com/home-insulation) to learn more.

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.

There's never been a better time to invest in saving money and keeping your family comfortable.

## Protect yourself and your family from carbon monoxide

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** or **911** from a safe location. We'll respond quickly to make sure you and your family are safe.



### 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.**

### Winter meter safety tips

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the buildup of potentially deadly carbon monoxide.
- Natural gas meters and regulators should be kept clear of snow and ice by using a broom or by hand – not a shovel. Never bury natural gas meters, pipes or regulators with snow.
- Please clear a pathway to outside meters so we have clear and safe access. We'll be able to provide you with a bill based on your actual natural gas use if we can access your meter safely.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **877.532.5636**.

For more information, please visit our safety section at [mainenaturalgas.com](https://www.mainenaturalgas.com).