

It's nice to know what to expect

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

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

The **Budget Payment Plan** features:

- Predictable, manageable monthly payments
- No late charges on accounts with balances (assuming budget payment is made on time)
- Reviewed at least twice during the year to ensure you're on track
- Balance trued up in August

You may request a **Budget Payment Plan** by visiting mainenaturalgas.com and selecting Budget Payment under Account or by calling our Customer Care team at **877.867.1642**.



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



We're here to help you manage your energy bill

If you're having trouble managing your energy bill, there are programs to help you.

Please call us at **877.867.1642** Monday through Friday 7:30 a.m. to 4 p.m. to speak with a Customer Care representative about your options.

Or visit mainenaturalgas.com/HelpWithBill to learn about our programs and services available to help you manage bills and reduce energy costs.

Be safe: Pipeline markers show the way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact **Dig Safe at 811** or [open an e-ticket at digsafe.com](http://openan.e-ticket.at.digsafe.com) prior to any excavation.



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

A safe job starts with **DigSafe**. This free, statewide service identifies any underground utilities and protects yourself and others from injury.

It's easy. Call **811** or visit **digsafe.com** at least three days (but not more than 10 days) before starting your project.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

It's the law. Accidentally digging into underground utilities can cause injury, environmental harm and costly damage.



COLOR CODE FOR UTILITY LOCATIONS

- electric ● water ● sewer ● survey markings
- gas, oil or steam ○ proposed excavation
- communications ● reclaimed water/irrigation



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



Know what's below.
Call before you dig.

Use your senses to detect gas leaks

A natural gas leak is usually recognized by smell, sight, or sound. Remember, if you smell natural gas, get up, get out and call us or 911 immediately from a safe location. We'll respond quickly to make sure you and your family are safe.



SMELL: Natural gas is colorless and odorless. For your safety, a distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly. Not all transmission lines are odorized.



SIGHT: You may see a white cloud, mist, fog or bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.



SOUND: You may hear an unusual noise like roaring, hissing, or whistling.