

eBill is as easy as 1-2-3!

Managing your account anywhere, anytime is easy with eBill.

1 Receive an email when your new bill is ready for review and payment

2 Make a payment online, or enroll in **AutoPay**

3 View past eBills



See? It's as easy as 1-2-3! Visit mainenaturalgas.com today to sign up.



Help with your bill

Are you – or is someone you know – having trouble managing energy bills? We can help with the following programs and services.

- 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. Please visit mainenaturalgas.com for more information or to enroll.
- Contact 211 Maine at 211maine.org or call 2-1-1 for information about programs in your area that can help with your energy bill.

To learn more about assistance programs and services available to help you manage your energy bills and reduce your energy costs, please visit mainenaturalgas.com and select “Help With Bill” under “Ways to Pay” in the Account tab options.

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** prior to any excavation.



Prevent carbon monoxide poisoning

Carbon monoxide (CO) is a colorless, odorless and toxic gas. Carbon monoxide poisoning can happen in a matter of minutes, so if you suspect a problem, don't hesitate to go outside!



- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide is found in combustion fumes, such as those produced by automobile engines, small gasoline engines, stoves, generators, lanterns, and natural gas ranges, or by burning charcoal, oil, wood or propane.
- The U.S. Consumer Product Safety Commission recommends putting CO detecting alarms outside the bedrooms in each separate sleeping area of your home. Replace or test batteries in your carbon monoxide detectors and smoke alarms at least twice each year.

If you need to report a natural gas emergency or suspect a carbon monoxide problem, please call **911**.

Helping today's young people prepare for tomorrow

FREE Energy resources for educators, parents and kids

Whether you're teaching students at school or you're teaching your children about natural gas safety at home, our FREE energy education resources are just a click away at mainenaturalgas.com/schools.

There you'll find:

- Explore the **Energy Underground** and learn more about natural gas. Whether you like playing games, doing activities or learning about inventions, this is the site for you!
- **Grrr the Natural Gas Safety Bear** coloring book and safety posters to print and color.



IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS
877.532.5636

DIG SAFE
811
888.344.7233

Main Office
877.867.1642
207.729.0420

MARKETING
877.867.1642

WEB
mainenaturalgas.com



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.