



**MAINE
NATURAL GAS**
An AVANGRID Company

The Source

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

Go eBill today and enjoy your summer!

With eBill you can:

- View and pay your bill online – no waiting for the mail, no stamps needed.
- Manage your account anywhere, anytime, at your convenience.

Sign up for eBill:
mainenaturalgas.com/eBill.



Stack up photos and memories instead of papers this summer by signing up for eBill.

You're getting a new account number!

MAINE NATURAL GAS
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Manage your account online: mainenaturalgas.com
For billing inquiries call: 1.877.226.7427 or email: info@mainenaturalgas.com

Your messages:
NOTICE OF CHANGE: Maine Natural Gas Account Number
Your account number has changed. We have made this change to allow for enhancements to our billing processes. Your new account number is unique to each person or company at each service location. Going forward you should use your new account number when communicating with Maine Natural Gas. Customers who use their banks bill pay system to send payments, will need to update payment information to utilize your new account number.
If you have already sent a payment using an old account number, we will process the payment as normal.
IMPORTANT NOTICE: Rate adjustments for all Maine Natural Gas customers effective May 1, 2022 will result in prorated distribution rates for the month of May. Please note, as of 12/01/2022 a conservation assessment of \$0.0058 per therm is included in the tiered Delivery Charge rates to fund Efficiency Maine Trust Programs.

MPUC Approved Rate Schedule:
Rate: Residential, RGU \$35.00 per month
Customer Charge \$0.5999 per therm
First 50 Therms \$0.5353 per therm
Over 50 Therms

Your Account Summary
Amount Due \$76.37 Pay by 08/01/2022
Acct No: 100011
Billing Period: 6/19/22 - 7/18/22
Statement Date: 07/20/22
Service Location: JANE DOE, 123 MAIN STREET, GORHAM, ME 04038

Prior Balance	\$106.00
Payments Rec'd. - Thank you	\$-106.00
Interest Charges	\$0.00
Balance Forward	\$76.37
Total New Charges	\$0.00
Autopay will be withdrawn on 08/01/2022	\$76.37

Your Monthly Usage Summary (Therms)
Your next meter reading is on or about 08/17/2022

Therms Per Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
2022	79	86	73	44	21	0	0	0	0	0
2021	79	81	79	41	21	0	0	0	0	0

Your Monthly Usage Comparison (Therms)

For change in service, payment arrangements, questions or to dispute a bill:
Write: P.O. Box 99, Brunswick, ME 04011
Phone: 207.729.0420 (local) or 1.877.226.7427
Office Hours: 7:30 a.m. - 4:00 p.m. Monday through Friday

When you receive your bill with your new account number, please make the following updates to ensure your payments are processed correctly.

Automatic payments

If you have automatic payments set up through your bank, you will need to ensure that your bank is using the account number shown on the bill that you are paying.

If you are enjoying **AutoPay** payments directly with Maine Natural Gas, no further action is needed, your account will update automatically.

Payments by mail

Return a remittance slip with each account paid. Use the remittance envelope or use your own envelope addressed correctly to the remittance address printed on your bill.

Online payments

If you use our online payment portal, no further action is needed.

To continue providing you with the best customer service, we are updating our billing system. Effective **July 18, 2022**, you're getting a new account number.

Maintaining your service connection

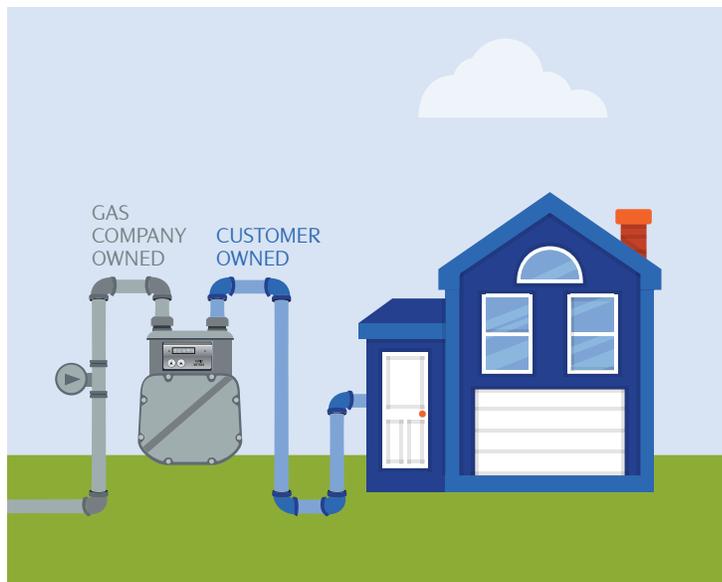
Proper maintenance of natural gas lines is important for your safety and the safety of others. While MNG is responsible for maintaining the natural gas lines that carry gas to your meter, as the property owner, property manager, tenant and/or occupant you are responsible for maintaining all customer-owned gas lines on your side of the meter.

Customer owned gas lines include:

- Pipes that go from your gas meter to the appliances on your property.
- Pipes that go from your meter underground to a building, pool/spa heater, generator, gas light, gas barbecue grill or other natural gas appliances.

Prevent corrosion and leakage:

- Inspect for unsafe conditions and leaks. Look for corrosion (if the pipe is steel or other metal).
- Paint the house pipe.
- Repair any unsafe conditions immediately. A professional plumbing or heating contractor can examine and repair gas lines.



It's nice to know what to expect

Surprise parties are nice, but surprise bills are not. 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 higher 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 balance (assuming budget payment is made on time)
- Reviewed at least twice during the year to ensure you're on track
- We will reconcile your balance in August

You may request a **Budget Payment Plan** by visiting mainenaturalgas.com/BudgetPaymentPlan or by calling our Customer Care team at **877.867.1642**.



An AVANGRID Company

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



Know what's below.
Call before you dig.