

Signs of a Scam

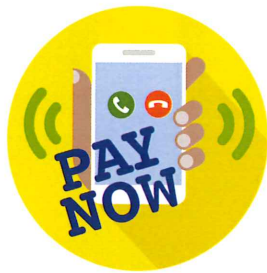
Scammers, fraudsters and imposters may knock on your door, call you or spam your inbox. They use our trusted brand and reputation to trick you. They want **YOUR money** and **YOUR personal information**.

REMEMBER: Never provide personal or financial information unless you're certain who you're giving it to.



NO ID

Never open your door to a stranger unless you're certain who it is. Our employees carry ID and rarely show up unexpected. If you're not sure, call the number listed on your bill.



INTIMIDATION

If someone threatens to turn off service unless you pay right now, hang up — even if it looks like the call is coming from us. Call the number on your bill. If you're behind on payments, we'll work with you.



SKETCHY PAYMENT SCHEMES

Our companies accept multiple forms of payment. We'll never insist that you get a prepaid debit card such as Green Dot or MoneyPak. Report the scam to police.



PHISHY EMAILS

Scammers mimic eBills or other electronic communications to "phish" for personal info or trick you into downloading malware. If something doesn't look right, trash it. Don't click links or open attachments.

You can make electronic payments by logging in at our website, mainenaturalgas.com

Warning Signs of Phishing

- Email is unexpected or comes from an unfamiliar address
- Our logo is missing or distorted
- Words are misspelled



Make Billing a Breeze

Maine Natural Gas offers convenient payment and billing options that make it easy to manage your account.

No stamps. No checks. No problem! Choose our paper-free e-Billing option and we'll send you your monthly bill by email.

Manage your account online: Register for our online account solution, and your MNG account is always at your fingertips.

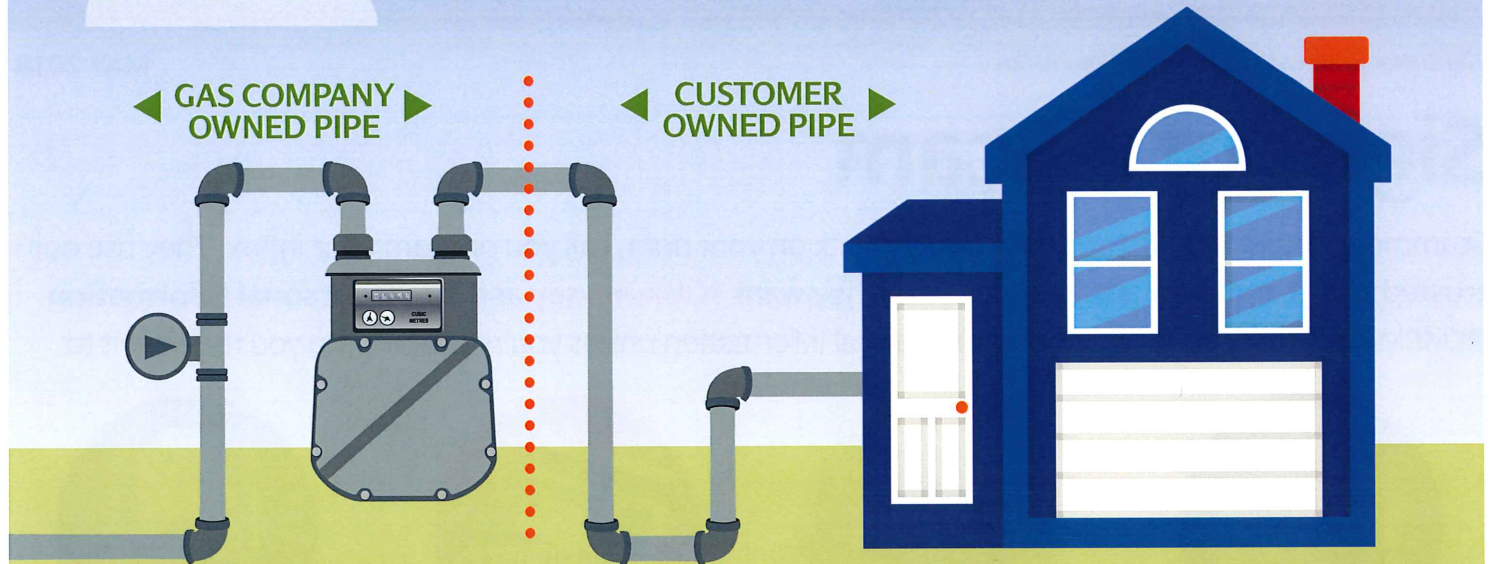


Never miss a payment. AutoPay lets you schedule secure automatic payments from the financial account you choose.

No more surprises. MNG's Budget Payment Plan spreads your natural gas costs more evenly throughout the year, so you know what to expect from month to month.

Visit mainenaturalgas.com or call MNG to get started.

What's Ours. What's Yours.



As your natural gas company, it's our responsibility to maintain the safety and reliability of our natural gas distribution system. That system ends at the MNG gas meter.

As the property owner, manager, tenant or occupant, you are responsible for natural gas pipes and buried lines on the customer side of the meter. These include:

- Pipes from your gas meter to the appliances on your property.
- Pipes that extend from your meter underground to a building; pool or spa heater; generator; barbecue or other natural gas appliances.

If the customer-owned buried gas piping is not maintained, it may be subject to the potential hazards of corrosion and

leakage. Buried piping should be periodically inspected for leaks, and metallic piping for corrosion. Any unsafe conditions should be repaired if discovered. Plumbing and heating contractors can assist in locating, inspecting and repairing buried piping.

When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.



Dial 811 or visit digsafe.com at least two business days before excavation begins. DigSafe will arrange for utility representatives to locate and mark out buried utility-owned natural gas lines and other underground facilities.



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



MNG Facts



CUSTOMERS
4,770



SERVICE TERRITORY
12 communities
in central and southern Maine

