



The Source

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

COVID-19 and our commitment to you

As the coronavirus outbreak continues to unfold, we are following our emergency response plans and taking the steps necessary to continue to provide safe and reliable service to you.

We also encourage you to use our digital tools to manage your account:

- Visit mainenaturalgas.com to pay your bill, report a gas emergency, find out if gas is available and more.
- Make a one-time payment online at your convenience. You may also enroll in eBill to continue receiving and paying your bill online.
- Call our customer service number at **877.867.1642**.

Your safety is our priority. We encourage everyone to practice simple, preventative measures as recommended by public health authorities. We have instructed our employees in personal hygiene and social-distancing techniques, and have provided resources to help stop the spread of the virus at work and in the community. If you have a service appointment at your home or business, and you are ill, please contact us so we can reschedule or take appropriate measures.

We understand the concern and uncertainty you may be experiencing as a result of this situation and want to help. We encourage you to visit our website, mainenaturalgas.com to learn about **programs and resources that can help you manage your bills** and reduce your energy costs. If you are concerned about paying your bill, call us at **877.867.1642** Monday through Friday 7:30 a.m. to 4 p.m. to speak with a representative about your options. We have temporarily suspended re-connection fees, late fees, and service shut-offs for nonpayment.

We will continue to monitor the situation and will take additional measures as necessary, following guidance from public health authorities.



IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS

877.532.5636 • 877.LEAK.ODOR

Main Office

877.867.1642 • 207.729.0420

MARKETING

877.867.1642

WEB

mainenaturalgas.com

DIG SAFE

811 • 888.344.7233



**Know what's below.
Call before you dig.**

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

A safe job starts with **Dig Safe**. 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 full working days (but not more than 30 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.

At Maine Natural Gas, it's *a pleasure doing business with you*. We want it to be a pleasure for you, too. That's why we offer *convenient payment and billing options* to make it *easy and hassle free* to manage your account.

Always On Time,

No Postage Required Never miss a payment with *AutoPay*. No stamps. No checks. No problem! Schedule secure automatic payments from your financial account.

Predictable Payments

Our *Budget Payment Plan* evens out your monthly payments throughout the year. We'll review past billing to set an average monthly payment. Periodically, we'll review your payments against actual billing, and adjust as necessary.

Go Paperless

Choose our *e-Billing* option and we'll send you your monthly bill by email. It's convenient, secure, environmentally friendly and reliable.

Manage Your Account Online

Register for our new *E-Check* payment solution, and your Maine Natural Gas account is at your fingertips.

- Make payments • View payment history and usage • Update contact info • Manage multiple accounts
- View messages from Maine Natural Gas

To get started, register at mainenaturalgas.com

YOU NEVER KNOW WHAT LIES Right Beneath Your Feet

Natural gas pipelines are usually underground. You rarely see them. But you should think about them if you're planning a project that requires excavation or heavy digging. Here's what you need to know to work safely.

- Contact *Dig Safe* at least three full working days before excavation. *Dial 811 or visit digsafe.com*. Utilities will visit the site to mark underground facilities. This free service, required by law, can prevent injuries and costly damages.
- Look for *pipeline markers*, which indicate the approximate location of a pipeline, the material transported, and the name and emergency number of the pipeline's operator.
- *Hand-dig* within 18 inches of any marked underground facility.

