

Energy savings made easy with our smart solutions

See what your neighbors are saying!

You may be looking for ways to reduce your energy bill, especially with the recent increases in energy supply prices. We can help you understand and manage your energy use with these smart solutions:

“By taking the energy IQ test, I learned some of the simple things I can do to increase the energy in my home.” - Maine Natural Gas Customer

- **Energy IQ test.** By using energy wisely, you can increase the comfort of your home, help protect the environment and better manage your energy costs. Test your energy smarts at mainenaturalgas.com.
- **Energy Saving Tips.**
 - Turn down your thermostat. *You can save as much as 3% for each degree that you turn your thermostat down in the winter.*
 - Take care of your furnace. *Have your furnace cleaned and checked out every year to keep it running at peak performance. Clean and replace the air filter on your furnace regularly.*
 - Let the heat circulate. *Check your furniture, curtains and drapes and area rugs to make sure they are not blocking heat registers and vents.*
 - Insulate. *Adding insulation can seriously reduce your cost of heating and improve your comfort. Go to efficiencymaine.com/at-home/weatherization for valuable rebates.*

Visit mainenaturalgas.com for more tips on how to manage your energy use.

Your guide to helpful resources

If you need help with your energy bill, you're not alone. There are free programs and services available to help you get caught up. We have listed a few of them in the table at the right. Please visit mainenaturalgas.com/HelpWithBill for more information.



Resource	Contact Information
Maine Homeowner's Assistance Fund Free, federally funded program for homeowners financially impacted by COVID-19 seeking financial assistance with housing-related payments.	Visit Maine.gov/HomeAssist
Home Energy Assistance Program (HEAP) Federal grant programs that help income-eligible households pay for energy bills, weatherization, and repairs.	Apply through your local Community Action Agency
Budget Payment Plan Spread your costs evenly over 12 months and avoid the fluctuations – and any surprises – with winter heating bills	Call us at 877.867.1642
Payment Arrangements We offer flexible payment arrangements for customers who need to manage past due amounts.	Call us at 877.867.1642

Employees volunteer at the Ronald McDonald House

Recently, our team volunteered at the **Ronald McDonald House** in Portland! This incredible organization “provides comfort for the families of pediatric patients and supports programs that directly improve the health and well-being of all children.” To learn more about them visit: rmhcmaine.org/about-us



Safety requires clear access to your meter

It's important to gently clear any snow and ice around your gas meters and regulator exhaust vents. Snow and ice can cause them to malfunction and can allow trapped vented gas under the snow. If you suspect a leak, go to a safe place and call **877.532.5636** or **911**.



Energy charges have increased

Maine Natural Gas safely and reliably delivers natural gas to you and your family. The bill you receive has two parts: **delivery charges** and **energy charges**. We are your energy delivery company.

Energy pricing reflects the cost for **Maine Natural Gas** to purchase natural gas on your behalf and is itemized on your bill as Cost of Natural Gas. Your energy charges are a direct pass along to you and reflect the purchase price that we paid for natural gas. This pricing changes each month and is based on the current market price.

If you have a natural gas emergency or if you have questions regarding your energy delivery service, we will be there for you.

For more information on energy supply pricing, please visit mainenaturalgas.com.



IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS

877.532.5636

Main Office

877.867.1642

207.729.0420

MARKETING

877.867.1642

WEB

mainenaturalgas.com

DIG SAFE

811

888.344.7233



Start the New Year with My Account!

Did you resolve to be more organized this year? **My Account** can help you manage your **Maine Natural Gas** account all in one place. Create a **My Account** today and get access to all the latest tools to keep you, your **Maine Natural Gas** bill and account organized!

eBill

- Never misplace a bill
- Set payment reminders
- View your previous eBills

AutoPay

- Safe, secure, convenient
- Set a payment schedule best for you
- Never miss a payment