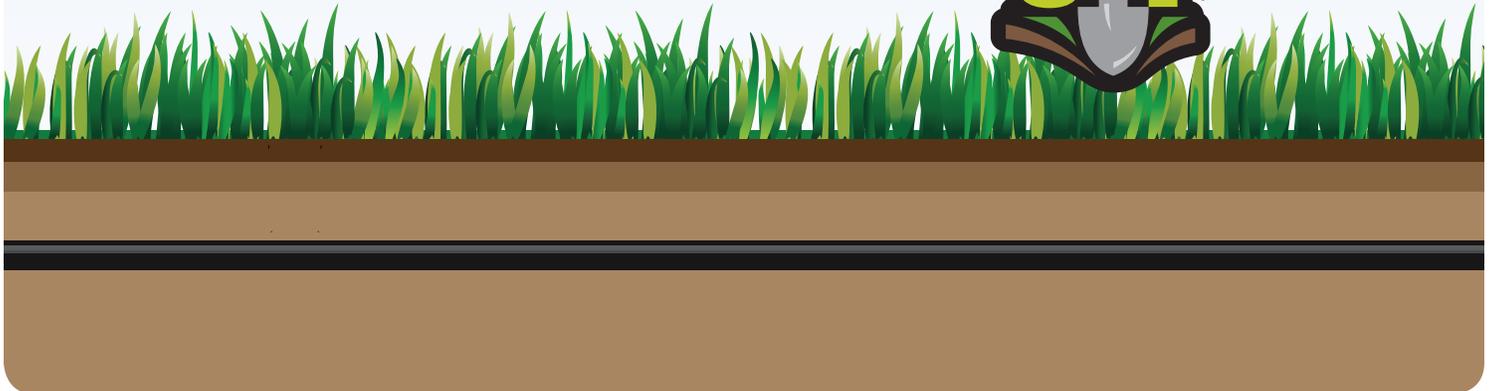


## *YOU NEVER KNOW WHAT LIES Right Beneath Your Feet*

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](https://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.



## Winter Protection Ends April 15, 2020

The Maine Natural Gas Winter Protection program ensures that qualifying customers receive **service through the cold-weather months**. That protection ends April 15, 2020.

Customers with past-due accounts or payment concerns should call us before April 15, 2020 to make payment arrangements and learn about programs to reduce balances and prevent loss of service.

Helpful representatives are available 7:30 a.m. to 4:00 p.m. weekdays.  
Call us at **1.877.867.1642**.



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

Select the options that are right for you!

To get started, register at [mainenaturalgas.com](http://mainenaturalgas.com)



An AVANGRID Company

**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

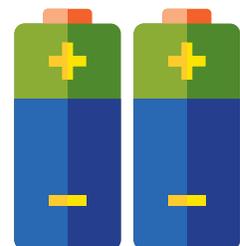
**MARKETING**  
877.867.1642

**WEB**  
[mainenaturalgas.com](http://mainenaturalgas.com)



Know what's below.  
Call before you dig.

**Spring Forward for Safety**



When you "Spring Forward," remember to **replace the batteries in your smoke and carbon monoxide detectors**. Test them at least once a month. You should have a smoke/CO detector on every floor, in every bedroom and outside sleeping areas. Replace smoke alarms after 10 years.