

Now she understands how the weather impacts her natural gas use

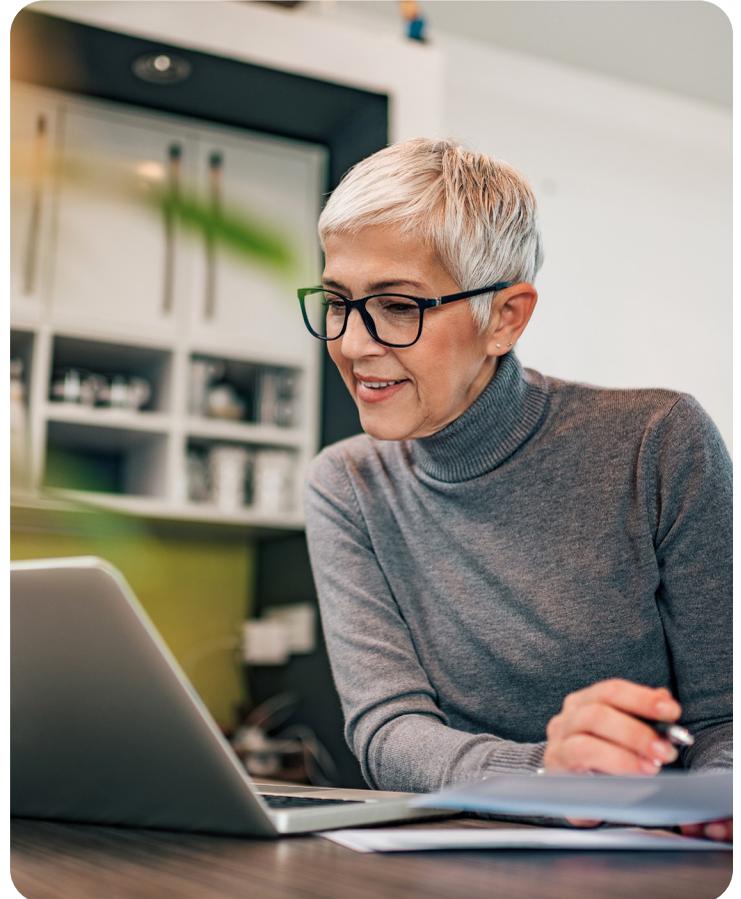
How much natural gas you use varies from day to day and month to month, depending upon a variety of factors including how many people are in your home, your daily habits and the weather.

Our natural gas **Budget Payment Plan** option is available to eligible customers to help balance high 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 balances (assuming budget payment is made on time)
- Reviewed at least twice during the year to ensure you're on track
- Balance trued up in August

You may request a **Budget Payment Plan** by visiting mainenaturalgas.com and selecting Budget Payment under Account.



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

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.



Keep your family safe. If you smell gas, don't wait!

If you suspect a gas leak, get up, get out and get away! Then call us immediately at **877.532.5636 (877.LEAK.ODOR)** or 911 from a safe location.

We will respond quickly to ensure that you and your family are safe.

- Do not use your telephone or cell phone in your home.
- Provide the exact location with cross streets.
- Do not smoke, light candles or operate electrical switches or appliances. Doing so can produce a spark, ignite the gas and cause an explosion.
- Let us know if sewer construction or digging activities are going on in the area.
- Do not assume someone else will report the condition.



Our commitment: Safe, reliable gas service for you

We work hard to maintain safe and reliable gas service to you. Whether you're heating your home or cooking dinner, we are constantly updating and improving our system, using the latest technologies and materials to ensure safe, uninterrupted service now and in the future.

For information about clean, safe natural gas service, please visit our website at mainenaturalgas.com.

Winter Protection Ends April 15, 2021

The Maine Natural Gas Winter Protection program ensures that qualifying customers receive **service through the cold-weather months**. That protection ends April 15, 2021.

Customers with past-due accounts or payment concerns should call us before April 15, 2021 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**.



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



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

Spring Forward for Safety



When Daylight Saving Time begins and you set your clocks ahead on March 14, 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.