

## We're on the job – and online – for you

Our priority is providing the safe, reliable service you depend on every day. We are on the job for you – making sure you have the gas service you need to stay comfortable and productive.

We are also online for you. Our digital tools let you manage your account from the safety and comfort of your home - give them a try!

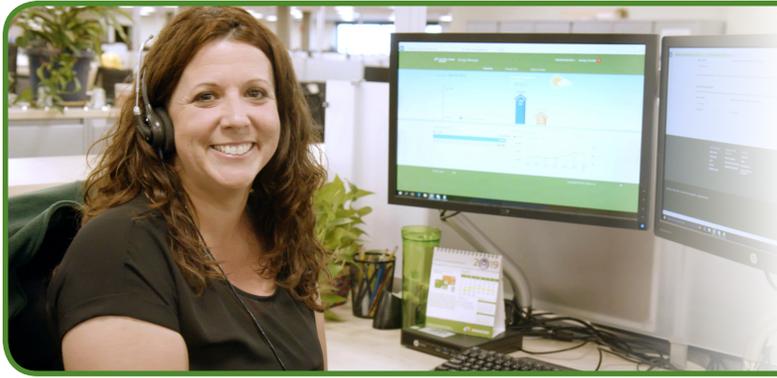
- Visit [mainenaturalgas.com](https://mainenaturalgas.com) to view and pay your bill, report a gas emergency, find out if gas is available and more.
- Enroll in **eBill** to receive and pay your bill online.
- Sign up for **AutoPay** and have your payment automatically withdrawn from your bank account, saving you time and the worry your payment may be late.



## Thank you

Thank you to all the men and women in our communities working on the front-lines of COVID-19 for making our safety your priority. We are grateful and our hats are off to you.





## We're here to help

If you are concerned about paying your bill, we have programs to help you manage your energy bill. Please 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.

## Don't dig into trouble; know what's below

A safe job starts with **DigSafe**. 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 days (but not more than 10 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.

### COLOR CODE FOR UTILITY LOCATIONS

- electric   ● water   ● sewer   ● survey markings
- gas, oil or steam     proposed excavation
- communications   ● reclaimed water/irrigation

## As schedules and habits change, your energy use may change, too

Your energy usage varies from day to day and month to month, depending upon lots of things including the number of people in your home, a change like an increase in cooking, the weather, and the time of year.

Staying at home likely impacted your energy use for the last two months. If you were home all day, every day, you were likely to use more energy to stay safe, comfortable, productive and entertained.

The good news is that we have **FREE** tools available to help you understand and manage your energy use.

- Use our online Home Efficiency Checklist to see how your home checks out. Visit **mainenaturalgas.com**, click on Smart Energy and then click on Home Efficiency Checklist under Efficiency Resources.
- Visit **efficiencymaine.com** for more FREE tools and energy-saving resources.



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### 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.**

## Use your senses to detect gas leaks

A natural gas leak is usually recognized by smell, sight, or sound. Remember, if you smell natural gas, get up, get out and call us or 911 immediately from a safe location. We'll respond quickly to make sure you and your family are safe.



**SMELL:** Natural gas is colorless and odorless. For your safety, a distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly. Not all transmission lines are odorized.



**SIGHT:** You may see a white cloud, mist, fog or bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.



**SOUND:** You may hear an unusual noise like roaring, hissing, or whistling.