

# THE MNG REPORT

The Maine Natural Gas Customer Newsletter

November – December 2017

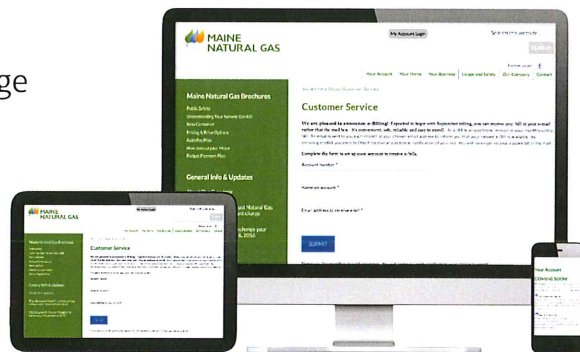


## Customer Portal

Maine Natural Gas is pleased to announce that online e-check payment and account management services are available! Simply log onto your Maine Natural Gas account, from your home or on the go, and you will be able to:



- Make Payments via e-Check
- View Payment History and Usage
- Sign-Up for e-Billing
- Submit Service Requests
- Update Contact Info
- Pay Multiple Accounts
- View Messages from MNG



Portal Address: <https://mainenaturalgas.epayub.com>

Thank you for  
shoveling a path  
to your meter.

**FOR A GAS ODOR OR LEAK EMERGENCY  
CALL 1-877-532-5636, 24 Hours A Day**

Both your safety and our employees' safety are very important to us. That's why we remind all of our customers to clear a path to the meter and keep them free of ice and snow just in case our employees or emergency responders need to get to a meter in an emergency.



**MAINE  
NATURAL GAS**

Maine's Local Gas Company

Discover more at [MaineNaturalGas.com](http://MaineNaturalGas.com)

Augusta | Bath | Brunswick | Freeport | Gorham | Pownal | Topsham | Windham



# Work With Us To Avoid Winter Disconnection. **We Can Help.**

We know that sometimes money can get a little tight, particularly during the winter. So we want you to know that if you find that you're unable to pay your natural gas bill this winter, there are steps you can take to avoid losing your service.

**Step 1. Give us a call.** We can't help you if you don't let us know about your situation. So please call us right away at 1-877-226-7427 to tell us that you cannot pay your bill.

**Step 2. We'll set up a payment program for you.** We have several payment options that allow you to pay your winter natural gas bills in affordable monthly payments. In most cases, you must pay all that you owe us by the following November 1, but a monthly payment arrangement can help you avoid being disconnected.

**Step 3. You may qualify for a financial assistance program.** Depending on your financial situation, you may be entitled to financial assistance from the state, a local government agency, or private sources to help you pay your utility bills. To find out more these programs, we recommend that you call 211. They may be able to point you in the right direction for financial help, and they may also be able connect you to no-cost energy audits, weatherization programs, or other efficiency measures that can reduce your overall natural gas usage and save you money.

Remember that the first step is to call us to let us know you can't pay your bill. Failure to contact us may result in disconnection with the approval of the Consumer Assistance Division of the Maine Public Utilities Commission.

If you have questions, please call us at 1-877-226-7427.

If you are not satisfied, you can call the Consumer Assistance Division of the Maine Public Utilities Commission at 1-800-452-4699.

## You can find more information on help with paying your utility bills, by contacting these groups in your county.

### CUMBERLAND COUNTY

The Opportunity Alliance  
50 Monument Square  
Portland, ME 04101  
(207) 553-5800  
Toll-Free (Maine): 1-877-429-6884  
[www.opportunityalliance.org](http://www.opportunityalliance.org)  
[heatingassistance@opportunityalliance.org](mailto:heatingassistance@opportunityalliance.org)

### SAGadahOC COUNTY

Mid-Coast Maine Community Action  
34 Wing Farm Parkway  
Bath, ME 04530  
(207) 442-7963  
Toll Free: 1-800-221-2221  
TTY: 1-888-212-6229  
Fax: (207) 442-0122  
[www.midcoastmainecommunityaction.org](http://www.midcoastmainecommunityaction.org)

### KENNEBEC COUNTY

KVCAP  
Buker Community Center  
22 Armory Street  
Augusta, ME 04330  
(207) 859-1500  
Toll Free: 1-800-542-8227  
[info@kvcap.org](mailto:info@kvcap.org)

## Heating System Carbon Monoxide Safety

*Whether you heat your home with natural gas, propane, oil or wood, improperly functioning equipment can leak potentially hazardous Carbon Monoxide (CO) into your home.*

Carbon Monoxide (CO) is produced from internal combustion devices such as engines, furnaces boilers and cook stoves. CO is odorless, colorless and tasteless, but it can be very hazardous. CO displaces oxygen in the blood and, given enough concentration, can lead to unconsciousness, brain damage and death.

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### Symptoms of CO Poisoning

Headaches | Dizziness | Nausea |  
Unclear thinking Shortness of breath |  
Vision problems | Loss of muscle  
control

