

September 2025

The Source

Save paper — sign up for **eBill** and view this newsletter online, too!



It's nice to know what to expect

With our Budget Payment Plan, you'll know what to expect in your natural gas bill every month.

Our Budget Payment Plan is available to eligible customers to help balance high natural gas bills in the winter months by spreading those costs throughout the year.

The plan features:

- Predictable, manageable monthly payments.
- No late charges on accounts with balances (assuming your budget payment made on time).
- Reviewed at least twice during the year to ensure you're on track.
- Once you're enrolled, your account will remain on the Budget Payment Plan until you notify us that you wish to cancel this service.

To enroll, visit mainenaturalgas.com and select Budget Payment under Account or call our Customer Care team at **877.867.1642**.

Fall for the convenience of our My Account

My Account is a safe and secure way to manage your MNG account in one convenient place.

- View your bill and online payment history.
- Choose how and when to pay.
- Track your energy usage.

Creating your account is easy. Visit mainenaturalgas.com and have your account number ready.

Go on! Join the thousands of other customers who are enjoying the ease of online account management.



Never misplace a bill with eBill

Never miss a payment and view your eBill history.



Never miss a payment with AutoPay

It's safe, secure, and convenient.

Know what's below
Call 811 or visit
digsafe.com



Smell gas/
gas leaks
877.532.5636

Main Office
877.867.1642
207.729.0420

Marketing
877.867.1642

mainenaturalgas.com



Carbon monoxide safety tips

Carbon monoxide (CO) is a colorless, odorless and toxic gas. Carbon monoxide poisoning can happen in a matter of minutes, so if you suspect a problem, don't hesitate, go outside!

- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide is found in combustion fumes, such as those produced by automobile engines, small gasoline engines, stoves, generators, lanterns, and natural gas ranges, or by burning charcoal, oil, wood or propane.
- The U.S. Consumer Product Safety Commission recommends putting CO detecting alarms outside the bedrooms in each separate sleeping area of your home. Replace or test batteries in your carbon monoxide detectors and smoke alarms at least twice each year.

If you need to report a natural gas emergency or suspect a carbon monoxide problem, please call **911**.



Free energy resources for educators, parents and kids

If you want to teach your students – or your own children – about natural gas safety, our free educational resources are just a click away at MaineNaturalGas.com/School.

There you'll find:

- **Energy Underground** to explore and learn more about natural gas. Whether you like playing games, doing activities or learning about inventions, this is the site for you!
- **Grrrr the Natural Gas Safety Bear** coloring book and safety posters to print and color.



Use your senses to detect natural gas leaks

A natural gas leak is usually recognized by smell, sight or sound. Remember, if you suspect a natural gas leak, get up, get out and get away! Then 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.

Sight



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

Sound



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