

December 2025

The Source

Save paper — sign up for [eBill](#) and view this newsletter online, too!

Unitil, a regional electric and natural gas utility operating in Maine, New Hampshire, and Massachusetts, has acquired Maine Natural Gas. You should expect no change to your existing service or account information at this time. For more information, visit unitil.com/mng.



MNG

A Unitil company

Need help? We're only an ask away.

If you're having difficulty managing your natural gas bill this winter, there are steps you can take to stay comfortable, manage your cost and ensure continued service.

Step 1: Call us

If you're having trouble paying your natural gas bill, please give us a call at [877-867-1642](tel:877-867-1642) so we can find a solution together.

Step 2: Review payment options

We'll review available payment program options with you to pay your winter natural gas bills in affordable monthly payments. In most cases, you have until the following November to get caught up.

Step 3: Learn more

To learn more about available assistance programs and see if you qualify, please call [211](tel:211). They can direct you to financial help, 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 and Safety Division (CASD) of the Maine Public Utilities Commission. Disconnection of residential service during the winter period cannot take place without permission from the CASD. You will be notified of any request for permission to disconnect and will have the opportunity to be heard by the CASD.

If you have questions, please call us at [877-867-1642](tel:877-867-1642).



Additional resources

You can find more information on help with paying your utility bills by contacting the group in your county or calling [211](tel:211).

Cumberland County

The Opportunity Alliance
222 St. John Street
Portland, ME 04102
Phone: 207.874.1175
Fax: 207.874.1181
Email: energyassistance@opportunityalliance.org

Kennebec County

KVCAP - Waterville Office
101 Water Street
Waterville, ME 04901
Phone: 800.542.8227 Toll Free
Fax: 207.872.6747
Email: info@kvcap.org

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



Smell gas / gas leaks
[877.532.5636](tel:877.532.5636)

Main Office
[877.867.1642](tel:877.867.1642)
[207.729.0420](tel:207.729.0420)

mainenaturalgas.com



Get winter ready with our smart tools

Managing your natural gas use doesn't have to be a guessing game. With our smart tools, you can save energy and make smart energy decisions right from your phone or computer.

- **Efficiency Maine** offers generous rebates for residential insulation projects. Visit efficiencymaine.com/home-insulation to see what's available to you.
- Get **Winter-Ready Tips**. From insulation to thermostat settings, our Energy Saving Tips help you lower your natural gas use without sacrificing comfort. Visit mainenaturalgas.com/EnergySavingTips to see how you can save.



Protect yourself and your family from carbon monoxide

Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.

- Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion and carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.

If you suspect a carbon monoxide problem, get up, get out and get away! Then call us immediately at **877.532.5636** or **911** from a safe location. We'll respond quickly to make sure you and your family are safe.



Call us if you suspect energy theft



For your safety, please leave your natural gas meter and its connections to the experts. Call us if you suspect energy theft — it's dangerous and against the law.

Winter meter safety tips

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the buildup of potentially deadly carbon monoxide.
- Natural gas meters and regulators should be kept clear of snow and ice by using a broom or by hand – not a shovel. Never bury natural gas meters, pipes or regulators with snow.
- Please clear a pathway to outside meters so we have clear and safe access. We'll be able to provide you with a bill based on your actual natural gas use if we can access your meter safely.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **877.532.5636**.

For more information, please visit our safety section at mainenaturalgas.com.