



# The Source

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

## Smart solutions to help with your bill

Are you looking for ways to reduce and manage your energy use? We can help with these smart solutions to make life better and energy bills smaller.

- Home Energy Solutions
- Financing Energy Saving Improvements
- Energy Saving Tips
- Home Efficiency Checklist

Visit [mainenaturalgas.com/Efficiency-Programs-and-Resources](https://mainenaturalgas.com/Efficiency-Programs-and-Resources) for more information about these and other programs.



## Know what to expect

Our Budget Payment Plan makes it easy for you to plan. We'll calculate a monthly payment based on your average monthly natural gas usage over the past year, so that you get a bill for the same amount each month.

We'll also periodically review your account to make sure your payment amount is still accurate for your usage.

Take it a step further with AutoPay. We'll automatically process your payment, so you don't have to! It's safe, secure and convenient.

## Winter Protection ends April 15, 2024

The Maine Natural Gas Winter Protection program ensures that qualifying customers receive service through the cold-weather months. That protection ends April 15, 2024.

Customers with past-due accounts or payment concerns should call us before April 15, 2024 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 p.m. weekdays.  
Call us at **877.867.1642**.





## Convenient ways to pay your bill

We have many convenient options for you to make your payment. Here are just a few:

- If you're enjoying the ease and convenience of eBill, you can easily make a payment in our secure customer portal.
- If you're not signed up for eBill, log into My Account to make your payment online.
- AutoPay is the secure, hassle-free way to ensure your bills are paid on time each month, automatically.
- Mail your payment to: Maine Natural Gas, P.O. Box 847100, Boston, MA 02284-7100

For more information about our convenient payment options, please visit [mainenaturalgas.com/PayOptions](https://mainenaturalgas.com/PayOptions).

## 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 digging. Here's what you need to know to work safely.

- Contact Dig Safe® at least three full working days before excavation. Call 811 or visit [digsafe.com](https://digsafe.com). Utilities will visit your 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.

Remember: It's free. It's easy. And it's the law.



### IMPORTANT INFORMATION

#### Smell Gas/Gas Leaks

877.532.5636

#### Main Office

877.867.1642  
207.729.0420

#### Marketing

877.867.1642

#### Web

[mainenaturalgas.com](https://mainenaturalgas.com)

#### Dig Safe

811  
888.344.7233



## Spring forward for safety

When Daylight Saving Time began and you set your clocks ahead on March 10, did you remember to replace the batteries in your smoke and carbon monoxide (CO) detectors? Test them at least once a month.

You should have a smoke detector on every floor, in every bedroom and outside sleeping areas. Replace smoke alarms after 10 years. Place CO detectors on every floor of your home, including the basement, within 10 feet of each bedroom and one near or over any attached garage. Replace CO detectors every 5-6 years.

