

May 2024

The Source

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



I'm going to show you how easy it is to create your online account

When you have an online account, you have an all-in-one place to manage your account. You can access all your account information, make payments and more. It's a one-time set up and so easy. You can do this! Here's how:



Step 1



Grab your **MNG** bill. You'll need your 6-digit account number, just this once!

Step 2



Go to **mainenaturalgas.com** and sign in at the top of the page.

Step 3



Click on "**Register here**" and follow the prompts.

Now that you have set up your account, you'll log in with your user ID and password – no need to look for your account number again. It's that easy!

Tools to help you manage your energy bill

- **Energy Efficiency Programs.** Start with an energy assessment and other services including air sealing, insulation and rebate programs. Visit **efficiencymaine.com** to get started.
- **Help With Your Bill.** You'll find a complete list of our assistance programs when you visit **mainenaturalgas.com/HelpWithBill**.
- **No Surprises.** Our Budget Payment Plan option is available to help eligible customers avoid seasonal ups and downs by spreading energy costs evenly throughout the year.

Visit **mainenaturalgas.com** today to learn more about these programs and services.



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



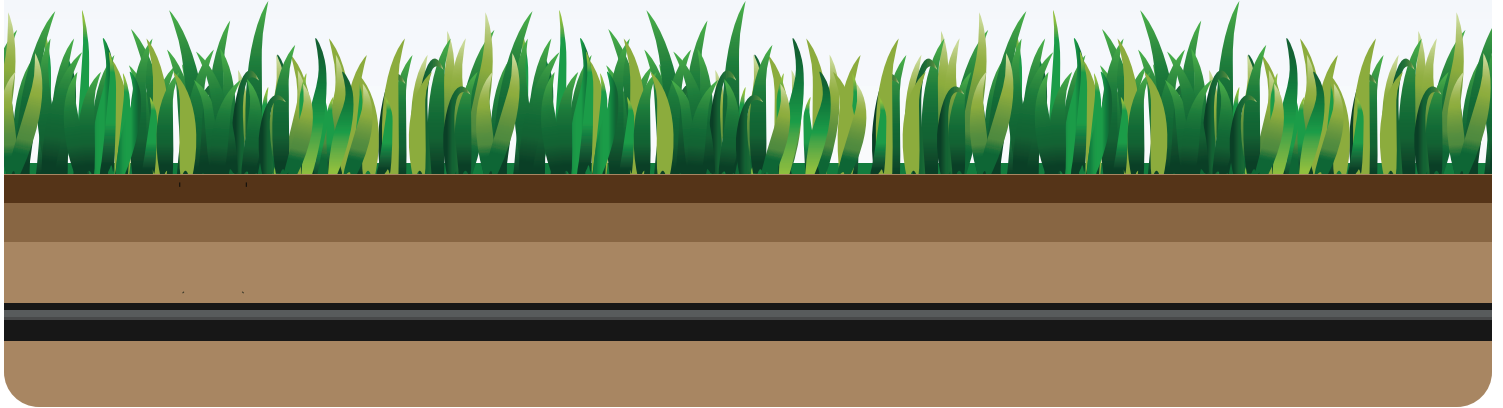
Don't dig into trouble; know what's below

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.



Be safe: Pipeline markers show the way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number.

Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position. And because many lines are not marked, it is critical that you contact **Dig Safe** by calling **811** or opening an e-ticket at **digsafe.com** before you start a digging project.

Natural gas piping safety notice

Homes and businesses built between 1990 and 2006, or older buildings that have had work done to the natural gas system during that period, might have corrugated stainless steel tubing (CSST) installed. If the CSST was improperly installed and lightning strikes the structure, the traveling lightning could cause a natural gas leak or possibly a fire.

All homes and businesses should have a professional inspect the natural gas system to identify CSST. If CSST is identified, we recommend that a licensed electrician ensure the CSST is bonded and properly grounded.

It's important to inspect all types of natural gas pipes to make sure they are properly maintained.

Use your senses to detect natural gas leaks



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.