

BLOCKED SEWER OR SEPTIC?

Call MNG Before You Clear It!

Do you have a blocked or backed-up sewer or septic pipe? Before renting equipment or hiring a contractor, there's an important call you should make.

Call Maine Natural Gas at **877.532.5636**. Our professionals will promptly meet you or your contractor on-site to mark out buried natural gas pipelines and confirm there is no concern about cross-boring.

Cross-boring is a rare circumstance where a natural gas line crosses through a sewer or septic pipe. If the sewer or septic pipe becomes clogged, efforts to clear it can damage the intersecting gas line and allow natural gas to escape.

There is no cost for the site visit and inspection by MNG professionals. If cross-boring is discovered, MNG will repair both the sewer and gas line at no cost to you.

WHAT TO DO

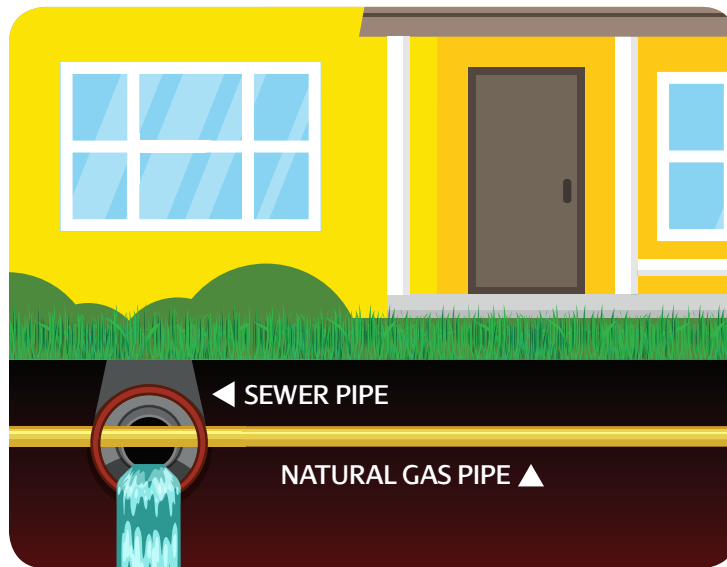
- If you have a blocked or backed-up sewer or septic pipe, call MNG at **877.532.5636** before clearing it. If you have hired a contractor, insist they make the call before starting work.
- At least 2 full business days before any job requiring excavation, contact DigSafe to have natural gas lines and other utilities marked out. **Dial 811 or visit digsafe.com**.
- If you smell natural gas or suspect a leak, leave the building or area immediately and call MNG from a safe place at **877.532.5636**, or dial 911 if there's an imminent threat to life or safety.

OUR COMMITMENT TO SAFETY

MNG has an ongoing program to prevent cross-boring and mitigate risks. We work with local contractors and local municipalities to conduct inspections on a timely basis and take any necessary actions.

YOUR PLUMBER CAN HELP

Your plumber or drain-cleaning professional may recommend inserting a camera in your sewer to look for gas pipelines.



This is a good practice. If a gas pipeline is found, you'll be reimbursed for the camera inspection. However, you should still call MNG to locate the gas pipeline, as it may be concealed behind other obstructions.

IF A CROSS BORE IS DISCOVERED:

- Stop all work
- Contact MNG
- If you suspect a natural gas leak by smelling, seeing or hearing gas escaping:
 - Leave and instruct others to leave the area
 - Call 911
 - Contact the gas company for the area
 - Do not operate any equipment
 - Eliminate any source of ignition
 - Do not operate any pipeline equipment or facility
 - Proceed with your work when the area is safe

ON VIDEO: LEARN ABOUT CROSS-BORING

Learn more about cross-boring, and what to do about it, by watching these helpful videos from the Gas Technology Institute.

For Plumbers and Contractors: youtu.be/c7WkSnxertY

For Homeowners: youtu.be/jdy8GMfjkp8

At Maine Natural Gas (MNG), it's **a pleasure doing business with you**. We want it to be a pleasure for you, too. That's why we offer **convenient payment and billing options** to make it **easy and hassle free** to manage your account.



**Always On Time,
No Postage Required**

Never miss a payment with **AutoPay**. No stamps. No checks. No problem! Schedule secure automatic payments from your financial account.



Predictable Payments

Our **Budget Payment Plan** evens out your monthly payments throughout the year. We'll review past billing to set an average monthly payment. Periodically, we'll review your payments against actual billing, and adjust as necessary.



Go Paperless

Choose our **e-Billing** option and we'll send you your monthly bill by email. It's convenient, secure, environmentally friendly and reliable.



Manage Your Account Online

Register for our new **E-Check** payment solution, and your Maine Natural Gas account is at your fingertips.

- Make payments
- View payment history and usage
- Update contact info
- Manage multiple accounts
- View messages from Maine Natural Gas

Select the plan that is right for you!

To get started, register at mainenaturalgas.com



IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS
877.532.5636
877.LEAK.ODOR

DIG SAFE
811
888.344.7233

Main Office
877.867.1642
207.729.0420

MARKETING
877.867.1642

WEB
mainenaturalgas.com



MAKING YOUR CHOICE

Fixed Price Option: To select the FPO, or to re-enroll, use the form on our website or contact us by phone, fax or email.

- Customers will not be able to enroll in the FPO after Aug. 28 at noon.

The FPO for the year beginning Sept. 1 will be set on Aug. 30. To find out more or to lock in your fixed price, visit the Commodity Pricing Page on our website under Account menu.

