

# The Source

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



## Let us introduce you to AutoPay

**AutoPay** is the easiest way to pay your **MNG** bill.

Your payment is made on time, automatically, each month. It's safe, secure and convenient!

Visit [mainenaturalgas.com/AutoPay](https://mainenaturalgas.com/AutoPay) to sign up.



## Spread out your payments with Budget Billing

Avoid seasonal fluctuations by paying the same amount every month.

Our natural gas **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.

Ask for a **Budget Payment Plan** by visiting [mainenaturalgas.com](https://mainenaturalgas.com) and selecting **Budget Payment** under Account or by calling our Customer Care team at **877.867.1642**.

## Stay safe around hot water

Did you know that water from your faucet can get hot enough to cause third-degree burns in seconds? Prevent this from happening to you or your loved ones by following these few tips.

- **Set your water heater thermostat to 120 degrees fahrenheit** to prevent scalding and save energy, per EPA recommendations.
- When bathing infants, small children and the elderly **hand test the water temperature**. Supervise small children in the tub.
- **Consider installing an anti-scalding device** on fixtures, particularly where water temperature is unreliable.



**Know what's below**

Call 811 or visit  
[digsafe.com](https://digsafe.com)

**Smell gas/gas leaks**

877.532.5636

**Main Office**

877.867.1642  
207.729.0420

**Marketing**

877.867.1642

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



## Store flammable materials away from appliances



Flammable materials and appliances are a deadly mix. Vapors from flammable liquids can catch fire or explode when exposed to a flame or electrical spark.

- Never store or use gasoline or any flammable products such as solvents, varnishes or adhesives in the same room with a natural gas, oil or electric appliance.
- Never store rags, paper or other combustibles near any natural gas, oil or electric appliance.
- Have only qualified personnel install or service your appliances.
- If an appliance, such as a water heater, is installed where flammable products will be stored or used, such as a garage, be sure it is a minimum of 18 inches above the floor unless listed as flammable vapor ignition resistant. This may reduce but not eliminate the risk.

**Remember:** Vapors from flammable products cannot be seen. They are usually heavier than air and can travel great distances. They can be carried from other rooms by air currents to the pilot and main burner flames of gas appliances.

## Have a professional check your natural gas appliance connectors

Appliance flexible connectors are corrugated metal tubes used to connect dryers, stoves, ranges and cook tops to gas supply lines. Some older brass connectors have a serious flaw in how their tubing was joined to their end pieces. These older brass connectors have not been in production for more than 20 years now but might still be found and in use in older homes and buildings.

These older brass connectors can crack, break and/or pull apart, causing potentially dangerous situations that could result in a leak, fire or explosion. Therefore, the Consumer Product Safety Commission (CPSC) has recommended any uncoated brass connector be replaced immediately by a new stainless steel or plastic-coated brass connector.

Only a qualified professional should check and replace connectors. Do not move your appliance to check the connector! The connector can easily break if moved even slightly. For your safety, have a qualified professional perform an inspection and immediately replace any uncoated brass connectors with stainless steel or plastic-coated connectors.

## Maintaining your service connection

Proper maintenance of natural gas lines is important for your safety and the safety of others. While MNG is responsible for maintaining the natural gas lines that carry gas to your meter, as the property owner, property manager, tenant and/or occupant you are responsible for maintaining all customer-owned gas lines on your side of the meter.

### Customer owned gas lines include:

- Pipes that go from your gas meter to the appliances on your property.
- Pipes that go from your meter underground to a building, pool/spa heater, generator, gas light, gas barbecue grill or other natural gas appliances.

### Prevent corrosion and leakage:

- Inspect for unsafe conditions and leaks. Look for corrosion (if the pipe is steel or other metal).
- Paint the house pipe.
- Repair any unsafe conditions immediately.

A professional plumbing or heating contractor can examine and repair gas lines.

