

The Source

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

We can help keep you connected this winter

We know that sometimes money can get a little tight, particularly during the winter. So we want you to know that if you find that you're unable to pay your natural gas bill this winter, there are steps you can take to avoid losing your service.

- Step 1. Give us a call. We may be able to help if we know about your situation. Please call us right away at 877.226.7427 to tell us that you cannot pay your bill.
- **Step 2. We'll set up a payment program for you.** We have several payment options that allow you to pay your winter natural gas bills in affordable monthly payments. In most cases, you must pay all that you owe us by the following November 1, but a monthly payment arrangement can help you avoid being disconnected.
- **Step 3. You may qualify for a financial assistance program.** Depending on your financial situation, you may qualify for financial assistance from the state, a local government agency, or private sources to help you pay your utility bills. To find out more about these programs, we recommend that you call 211. They may be able to point you in the right direction for financial help, and they may also be able to connect you to 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 Division of the Maine Public Utilities Commission.

If you have questions, please call us at 877.226.7427.

If you are not satisfied, you can call the Consumer Assistance Division of the Maine Public Utilities Commission at 800.452.4699

You can find more information on help with paying your utility bills, by contacting these groups in your county

CUMBERLAND COUNTY

The Opportunity Alliance 190 Lancaster Street, Suite 310 Portland, ME 04101 207.553.5900 Toll Free (Maine): 877.429.6884 opportunityalliance.org energyassistance@ opportunityalliance.org

SAGADAHOC COUNTY

Mid-Coast Maine Community Action 34 Wing Farm Parkway Bath, ME 04530

207.442.7963 Toll Free: 800.221.2221 TTY: 888.212.6229 Fax: 207.442.0122

midcoastmainecommunityaction.org

KENNEBEC COUNTY

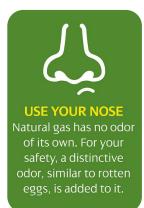
KVCAP - Waterville Office 101 Water Street Waterville, ME 04901

207.859.1500 Toll Free: 800.542.8227 Fax: 207.872.6747

info@kvcap.org

For your safety, follow your nose

Natural gas is a safe, reliable, clean-burning fuel when used properly. With more than 211 miles of gas main in our system, safety is our first priority.



SMELL: We add a chemical, Mercaptan, to give natural gas that distinctive "rotten eggs" odor. If you smell it, leave the area, get outside and call us at 877.532.5636 or 911 from your mobile or a neighbor's phone.

NO SMELL: Poisonous carbon monoxide gas is a byproduct of burning fuels such as natural gas and heating oil. You can't see or smell it, so you should have a carbon monoxide detector on every level of your home and outside of sleeping areas.



We can help you manage your energy bill

With our free and convenient services and tools, managing your energy bill is easy as 1, 2, 3!

- 1. **Powerful Savings.** Make your home energy-smart. Start with an energy assessment and other services including air sealing, insulation and rebate programs. Visit **efficiencymaine.com** to get started.
- 2. Help With Your Bill. You'll find a complete list of our assistance programs when you visit mainenaturalgas.com/HelpWithBill. Also, refer to the other side of this insert for more information on how we can help.
- No Surprises. Our Budget Payment Plan option is available to eligible customers to help avoid and budget against high energy bills in the winter months by spreading those costs throughout the year. To enroll, please visit mainenaturalgas.com, select Account and click on Budget Payment under Billing Options.



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





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