

Personalized and easy - give My Account a try today

My Account can help you manage your MNG account all in one place. Create a [My Account](#) and access all our latest tools to get the most out of your service with us.



Never misplace a bill with eBill

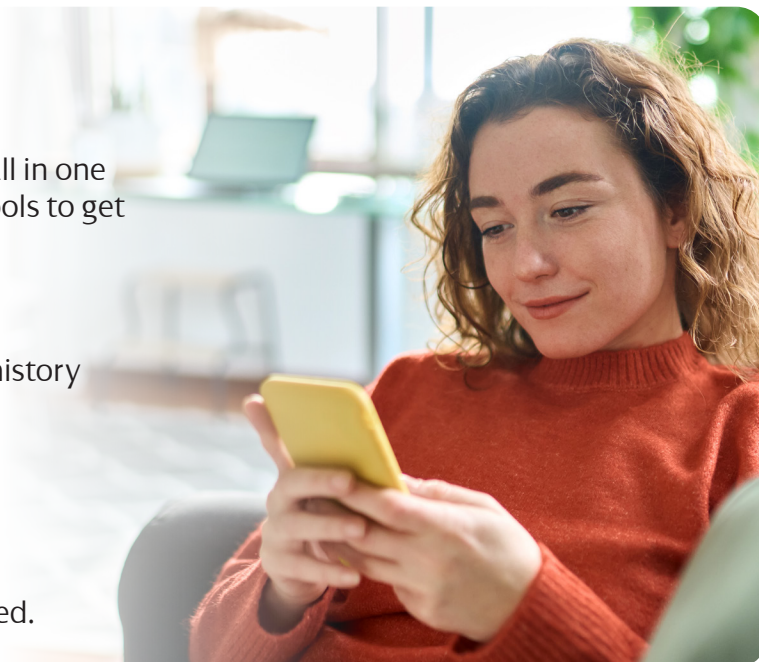
Never miss a payment and view your eBill history



Never miss a payment with AutoPay

It's safe, secure, and convenient

Go to mainenaturalgas.com/MyAccount to get started.



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.



IMPORTANT NOTICE:

Rate adjustments for all Maine Natural Gas customers effective May 1, 2023, will result in prorated distribution rates for the month of May – meaning part of your bill will be based on new rates. Please note, as of December 1, 2020 a conservation assessment of \$0.0058 per therm is included in the tiered Delivery Charge rates to fund Efficiency Maine Trust Programs.

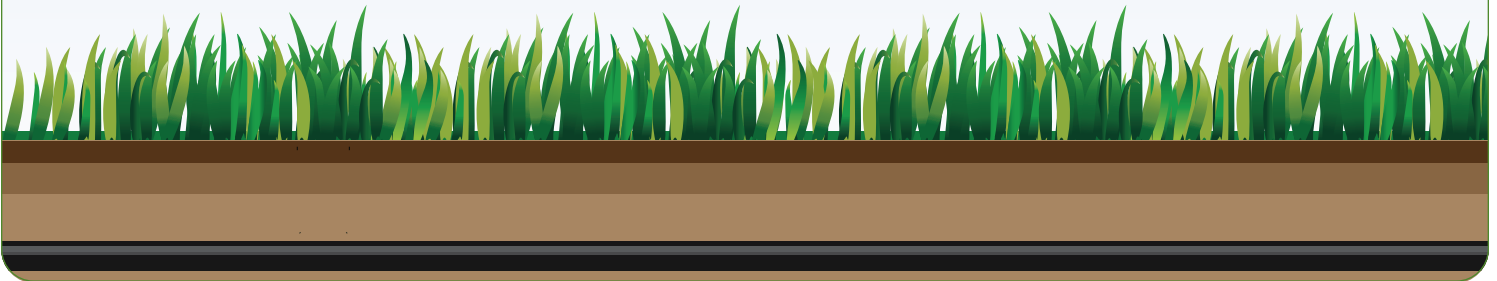
Don't dig into trouble; know what's below

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.

Because many lines are not marked, it is critical that you contact **Dig Safe at 811** or [open an e-ticket at digsafe.com](https://digsafe.com) prior to any excavation.



**MAINE
NATURAL GAS**

An AVANGRID Company

IMPORTANT INFORMATION

SMELL GAS/GAS LEAKS
877.532.5636

DIG SAFE
811
888.344.7233

Main Office
877.867.1642
207.729.0420

MARKETING
877.867.1642

WEB
mainenaturalgas.com



Know what's below.
Call before you dig.

Use your senses to detect gas leaks

A natural gas leak is usually recognized by smell, sight, or sound. Remember, if you smell natural gas, get up, get out and call us or 911 immediately from a safe location. We'll respond quickly to make sure you and your family are safe.



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. Not all transmission lines are odorized.



SIGHT: You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.



SOUND: You may hear an unusual noise like roaring, hissing, or whistling.