

The Source

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

Go eBill today and enjoy your summer!

With **eBill** you can:

- View and pay your bill online no waiting for the mail, no stamps needed.
- Manage your account anywhere, anytime, at your convenience.

Sign up for eBill: mainenaturalgas.com/eBill.



Stack up photos and memories instead of papers this summer by signing up for eBill.

You're getting a new account number!

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To continue providing you with the best customer service, we are updating our billing system. Effective **July 18, 2022**, you're getting a new account number.

When you receive your bill with your new account number, please make the following updates to ensure your payments are processed correctly.

Automatic payments

If you have automatic payments set up through your bank, you will need to ensure that your bank is using the account number shown on the bill that you are paying.

If you are enjoying **AutoPay** payments directly with Maine Natural Gas, no further action is needed, your account will update automatically.

Payments by mail

Return a remittance slip with each account paid. Use the remittance envelope or use your own envelope addressed correctly to the remittance address printed on your bill.

Online payments

If you use our online payment portal, no further action is needed.

Maintaining your service connection

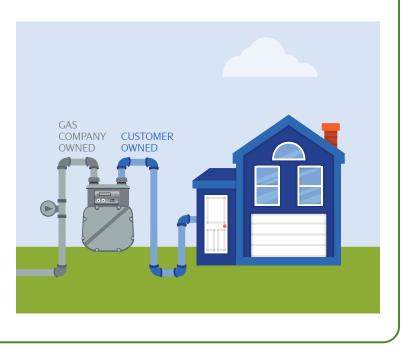
Proper maintenance of natural gas lines is important for your safety and the safety of others. While MNG is responsible for maintaining the natural gas lines that carry gas to your meter, as the property owner, property manager, tenant and/or occupant you are responsible for maintaining all customer-owned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



It's nice to know what to expect

Surprise parties are nice, but surprise bills are not. When you enroll in our free **Budget Payment Plan**, you will know what to expect in your natural gas bill every month.



Our natural gas **Budget Payment Plan** is available to eligible customers to help balance higher energy bills in the winter months by spreading those costs throughout the year.



The Budget Payment Plan features:

- Predictable, manageable monthly payments
- No late charges on accounts with balance (assuming budget payment is made on time)
- Reviewed at least twice during the year to ensure you're on track
- We will reconcile your balance in August

You may request a **Budget Payment Plan** by visiting **mainenaturalgas.com/BudgetPaymentPlan** or by calling our Customer Care team at **877.867.1642**.