

The Source

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

# Work with us to avoid winter disconnection. We can help.

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 50 Lydia Lane South Portland, ME 04106 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

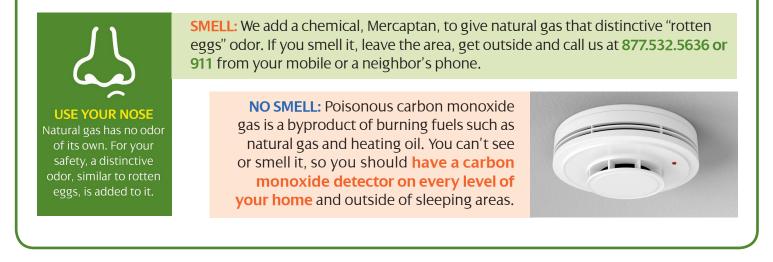
#### KENNEBEC COUNTY KVCAP

Buker Community Center 22 Armory Street Augusta, ME 04330 207.859.1500 Toll Free: 800.542.8227

info@kvcap.org

## For your safety, follow the 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.



## 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



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.