

March 2026

The Source

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

Unitil, a regional electric and natural gas utility operating in Maine, New Hampshire, and Massachusetts, has acquired Maine Natural Gas. You should expect no change to your existing service or account information at this time. For more information, visit unitil.com/mng.



Don't wait! Now is the time

Our work doesn't stop at providing you with reliable and essential natural gas delivery. If you are having difficulty paying your bill, we have programs that can help:

- Our Customer Care Department can help you set up a **Payment Arrangement**. Call us at **877.867.1642** to discuss your needs confidentially.
- Our **Budget Payment Program** is available to eligible customers to help avoid high energy bills in the winter months by spreading those costs throughout the year. To learn more and enroll, call us at **877.867.1642**.
- Contact 211 Maine at **211maine.org** or call **211** for information about programs in your area that can help with your energy bill.

Visit mainenaturalgas.com/HelpWithBill to discover more ways we can help.



Practical ways to manage your energy bill

Looking for ways to manage or reduce your energy bill? We have tools and tips that can help.

- **Energy saving tips.** Check out our low and no-cost energy savings tips, which can help make your home more energy efficient.
- **Use our home efficiency checklist.** Getting a handle on your home's energy use is an important first step toward saving energy and money.



If you want to learn more, visit mainenaturalgas.com/Efficiency-Programs-and-Resources today.

Know what's below
Call 811 or visit
digsafe.com



Smell gas / gas leaks
877.532.5636

Main Office
877.867.1642
207.729.0420

mainenaturalgas.com





Convenient ways to pay your bill

We have many convenient payment options. Here are just a few:

- If you're enjoying the ease and convenience of **eBill**, you can easily make a payment in our secure customer portal.
- If you're not signed up for **eBill**, you can still log into My Account to make your payment online.
- **AutoPay** is the secure, hassle-free way to ensure your bills are paid on time each month, automatically.
- **Mail your payment** to: Maine Natural Gas, P.O. Box 847100, Boston, MA 02284-7100

For more information about our convenient payment options, please visit mainenaturalgas.com/PayOptions.

Winter Protection ends April 15, 2026

Winter protection ensures that qualifying customers receive service through the cold-weather months. That protection ends April 15, 2026.

Customers with past-due accounts or payment concerns should call us before April 15, 2026 to make payment arrangements and learn about programs to reduce balances and prevent loss of service. Call us at **877.867.1642**.

Our courteous and helpful Customer Care Representatives are available 7:30 a.m. to 4 p.m. weekdays.



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

Natural gas pipelines are usually underground. You rarely see them, but you should think about them if you're planning a project that requires excavation or digging. Here's what you need to know to work safely:

- Contact Dig Safe at least three full working days before excavation. Call **811** or visit digsafe.com. Utilities will visit your site to mark underground facilities. This free service, required by law, can prevent injuries and costly damages.
- Look for pipeline markers, which indicate the approximate location of a pipeline, the material transported, and the name and emergency number of the pipeline's operator.
- Hand-dig within 18 inches of any marked underground facility.

Remember:
It's free. It's easy.
And it's the law.



Spring forward for safety

When Daylight Saving Time began and you set your clocks ahead on March 8, did you remember to replace the batteries in your smoke and carbon monoxide (CO) detectors? Test them at least once a month.

You should have a smoke detector on every floor, in every bedroom and outside sleeping areas. Replace smoke alarms after 10 years.

Place CO detectors on every floor of your home, including the basement, within 10 feet of each bedroom and one near or over any attached garage. Replace CO detectors every 5-6 years.

