

May 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](http://unitil.com/mng).



## Here to Help

If you're concerned about keeping up with your energy bills, let's find practical solutions together:

- **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 seasonal bill fluctuations by spreading costs throughout the year. To learn more and enroll, call us at 877.867.1642.
- **Contact 211 Maine** at [211maine.org](http://211maine.org) or call 211 for information about programs in your area that can help with your energy bill.

Visit [mainenaturalgas.com/HelpWithBill](http://mainenaturalgas.com/HelpWithBill) to discover more resources.



## Use your senses to detect natural gas leaks



**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.



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



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

If you suspect a gas leak, leave the area first, then call 911 and MNG at 877.532.5636.

## Check-free, stamp-free, worry-free

AutoPay is the easy way to pay your monthly natural gas bill. Your payment is automatically withdrawn from your bank account. You'll never have to worry about late payments again! Visit [mainenaturalgas.com/AutoPay](http://mainenaturalgas.com/AutoPay) to sign up today.

Know what's below  
Call 811 or visit  
[digsafe.com](http://digsafe.com)



Smell gas / gas leaks  
877.532.5636

Main Office  
877.867.1642  
207.729.0420

[mainenaturalgas.com](http://mainenaturalgas.com)



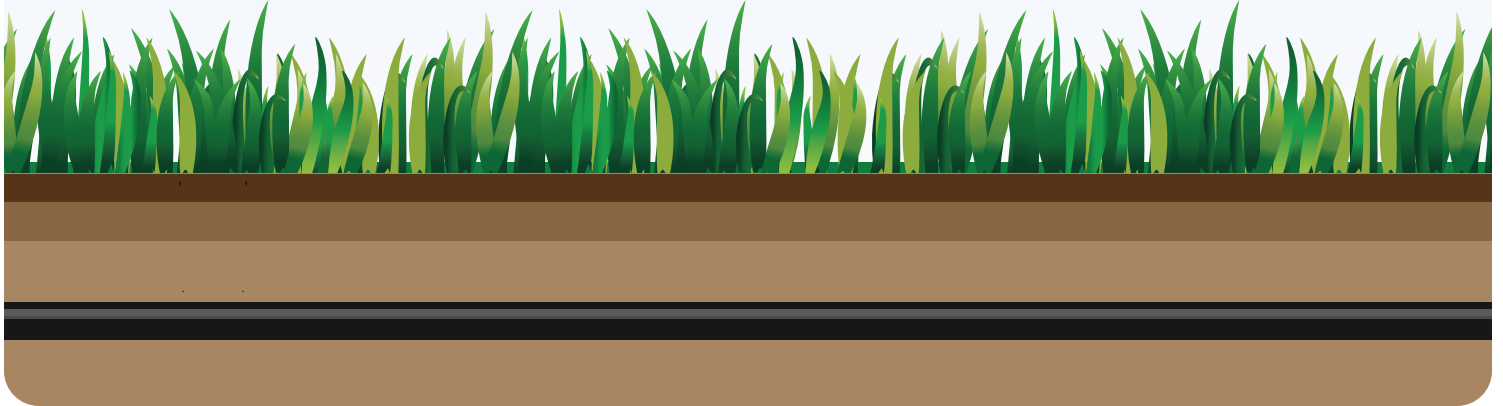
## Don't dig into trouble; know what's below

A safe job starts with **DigSafe**. This free, statewide service identifies any underground utilities and protects you and others from injury.

**It's easy.** Call **811** or visit [digsafe.com](http://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. And because many lines are not marked, it is critical that you contact **Dig Safe** by calling **811** or opening an e-ticket at [digsafe.com](http://digsafe.com) before you start a digging project.



## Natural gas piping safety notice

Homes and businesses built between 1990 and 2006, or older buildings that have had work done to the natural gas system during that period, might have corrugated stainless steel tubing (CSST) installed. If the CSST was improperly installed and lightning strikes the structure, the traveling lightning could cause a natural gas leak or possibly a fire.

All homes and businesses should have a professional inspect the natural gas system to identify CSST. If CSST is identified, we recommend that a licensed electrician ensure the CSST is bonded and properly grounded.

It's important to inspect all types of natural gas pipes to make sure they are properly maintained.