

September 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.



It's nice to know what to expect

With our Budget Payment Plan, you'll know what to expect in your natural gas bill every month.

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

The plan features:

- Predictable, manageable monthly payments.
- No late charges on accounts with balances if your budget payments are made on time.
- Reviewed at least twice during the year to ensure you're on track.

To learn more, visit mainenaturalgas.com/budgetpaymentplan. To enroll, call us at **877.867.1642**.

Fall for the convenience of our My Account

My Account is a safe and secure way to manage your MNG account in one convenient place.

- View your bill and online payment history.
- Choose how and when to pay.
- Track your energy usage.

Creating your account is easy. Visit mainenaturalgas.com and have your account number ready.

Go on! Join the thousands of other customers who are enjoying the ease of online account management.



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.



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



Carbon monoxide safety tips

Carbon monoxide (CO) is a colorless, odorless and toxic gas. Carbon monoxide poisoning can happen in a matter of minutes, so if you suspect a problem, don't hesitate, go outside!

- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide is found in combustion fumes, such as those produced by automobile engines, small gasoline engines, stoves, generators, lanterns, and natural gas ranges, or by burning charcoal, oil, wood or propane.
- The U.S. Consumer Product Safety Commission recommends putting CO detecting alarms outside the bedrooms in each separate sleeping area of your home. Replace or test batteries in your carbon monoxide detectors and smoke alarms at least twice each year.

If you need to report a natural gas emergency or suspect a carbon monoxide problem, please call **911**.



Educational resources for parents, teachers, and kids

If you want to teach your students – or your own children – about natural gas safety, our free educational resources are just a click away at MaineNaturalGas.com/School.

Explore and learn about natural gas on our e-Smart Kids site. Whether you like playing games, doing activities, or watching educational videos, this is the site for you!



Use your senses to detect natural gas leaks

A natural gas leak is usually recognized by smell, sight or sound. Remember, if you suspect a natural gas leak, get up, get out and get away! Then call us at **877.532.5636** 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.

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.