

Payment & Price Options

AutoPay

See designated brochure enclosed

Budget Payment

See designated brochure enclosed

Index Price Option (IPO)

The Index Price Option lets you float with the market. Your rate will rise or fall with the market, as your natural gas price is adjusted each month based on the natural gas commodity market published on the New York Mercantile Exchange (NYMEX).

Fixed Price Option (FPO)

The Fixed Price Option is a way to lock in your natural gas costs for a 1-year term. The opportunity to lock-in prices will happen once a year, during the entire month of August. If you select the FPO, you commit to the fixed rate for the duration of the locked-in term based on the NYMEX published natural gas future prices.

New residential or small commercial customers coming onto MNG's system after the open enrollment month will not be offered to sign up for FPO until the following year.

Maine Natural Gas
PO Box 99
Brunswick, ME 04011

Natural Gas...One Fuel, Many Uses

Heating	Room Heater
Water Heating	Fireplace/ or Stove
Cooking	Cooling
Drying Clothes	Outdoor Lighting
Pool Water Heating	Fuel Cells
Grilling	Back up Generators
Vehicles	Industrial Processing
Space Heater	

Reference Information:

Hours of Operation

Monday - Friday 7:30 am - 4:00 pm

Natural Gas Emergency

1-877-532-5636

Questions about your bill

Business Office: 207-729-0420

Toll Free: 1-877-867-1642

Dig Safe Notification

1-888-344-7233

Payments are accepted by mail,
AutoPay or our office located at
9 Industrial Parkway, Brunswick

www.mainenaturalgas.com

CLEAN, AFFORDABLE,
RELIABLE ... NATURAL GAS

New Customer Information



877-867-1642

Welcome to our service area

As a new Maine Natural Gas (MNG) customer, you're getting one of America's best energy values. Natural gas is clean, safe and economical, not to mention versatile, too. Natural gas can be used to keep homes or businesses warm, cook meals, fuel cars and other vehicles, dry clothes, grill foods, heat water and help you enjoy a smoke-free fireplace or stove.

Maine Natural Gas follows strict government codes and regulations to ensure the safe transport and delivery of natural gas to your home or business. Customers need to do their part for safety by following recommended operating procedures when using natural gas appliances or equipment.

Service Lines and Pipe

In most cases, if a problem exists in the natural gas service line or meter, it is our responsibility. All natural gas pipe from the meter into your home or business and inside your home or business, along with your natural gas appliances, is your responsibility. Call us for a recommendation of licensed natural gas contractors in your area.

Service Information

Connection/Disconnection

Connection: An MNG technician will need access to the meter and all natural gas appliances to re-light the pilots. Your electricity service must be on. If you have a natural gas hot water heater or boiler, the water supply must be on. If you have a natural gas furnace or boiler we need access to the thermostat.

When your electricity and water is turned on call Maine Natural Gas to schedule a time for your service to be turned on. No connection fees are applied.

Disconnection: A disconnection charge of \$25.00 is applied to your bill if your meter is disconnected due to non-payment of bills, your election for summer disconnection or after your request of service disconnection. Call us with a desired date of turn off. Your meter will be read and your monthly service charge will be pro-rated.

Collection Fee: A \$15.00 fee will be assessed to your next bill if money is collected on site to prevent a service disconnection.

Reconnection: A reconnection charge of \$25.00 is applied to your bill if your meter is reconnected due to non-payment of bills or after your election of summer disconnection. Call us with a desired date of reconnection, your meter will be read and your monthly service charge will be pro-rated.

Natural Gas Safety

Natural gas has an odorant added to it before it reaches your home or business. This odorant, mercaptan, makes the gas smell like rotten eggs. It also allows for its detection in very small concentrations well below the combustible level.

Natural Gas Leaks:

If you smell natural gas inside or outside, call the Maine Natural Gas Emergency Number immediately: **1-877-532-5636**. Responding to natural gas leaks is our highest priority. We respond 24 hours a day, 7 days a week at no charge.

- **Evacuate** your home or business and then call the Maine Natural Gas Emergency Number immediately: **1-877-532-5636**. Do not light a match, operate switches, do not use the phone or a flashlight.

Dig Safe:

Be careful where you dig: It's FREE and easy to prevent damage to natural gas pipelines



It's a risk to make faulty assumptions about when to notify Dig Safe. That's why state law requires you to notify Dig Safe for even small projects, like installing a mailbox or planting shrubs. The depth of utility lines vary, and there may be multiple utility lines in a common area.

It's important to know what's below. Call 811 to avoid utility service disruption to an entire neighborhood, harm to you and those around you, as well as fines and repair costs.