

# FREQUENTLY ASKED QUESTIONS

## How much does it cost to connect my property to natural gas?

If your home or building is less than 250 feet from our gas main, we will install your service line at no charge when you convert to a natural gas heating system.

## What rebates and incentives are available? How do the rebates work, and what equipment is eligible?

We provide rebates and incentives up to \$3,400 for residential properties and up to \$6,650 for commercial buildings to help you convert or replace your heating system and appliances to energy-efficient natural gas.

For rebate eligibility and availability, please visit [www.SummitNaturalGasMaine.com/rebates](http://www.SummitNaturalGasMaine.com/rebates) or [www.EfficiencyMaine.com](http://www.EfficiencyMaine.com) for details.

By upgrading to high efficiency equipment, you can reduce your energy consumption up to 25%\*, so you enjoy lower bills and pay off your investment quickly.

To make it as easy as possible, our Solutions Team will walk you through the process and help you with your rebate applications:

- Once you have chosen an HVAC professional, provide our Solutions Team with a copy of the agreement/invoice. Solutions will pre-fill and assist you through the rebate application process.
- Once your natural gas is connected and your HVAC professional is paid in full, the Solutions Team will submit your rebate forms. Please allow 4-6 weeks to receive checks. Some rebates and incentives may have application deadlines, so be sure to check with us or Efficiency Maine Trust.

## What is the estimated time to bring natural gas service to my home or business?

Once you have selected your HVAC professional, we will enter your site address into our construction schedule. Our Solutions Team will provide you an estimated date and update you as you move up on the schedule.

## Do I have to be present when my service line is installed?

You do not have to be present during construction.

## My boiler/furnace/water heater has died! Can I be moved up in the schedule for a service line installation?

Call our Solutions Team directly at 207-621-8000 option 6 to see if we can make arrangements to prioritize your service line installation.

## Will you restore my property after the work is completed?

Yes. Since natural gas is transported through an underground pipeline system, your lawn will need to be trenched from where your gas meter will be placed to our gas main located under or next to your street. On private property, the trench for your service line will be about 2 feet deep and several feet wide, from our main line to your foundation.

Once your gas line is installed, we will backfill the trench with topsoil and seed, unless you make specific arrangements beforehand. Remember to water the new seed daily until your grass is established!

## Why are there colored flags and paint in my yard, and when can I take them down?

Before starting the project, Dig Safe® 811 will be called to have your buried utilities located. You will see some temporary painted marks and colored flags on or near your property. These marks and flags indicate the approximate location of buried utilities. Each color represents a different utility, such as electricity and water.

*Please do not remove the flags and marks until after your gas meter is installed. The marks are there for your safety and the safety of our work crews.*

Note: You will need to mark the location of any of your privately-owned underground systems, such as sprinklers, septic and oil tanks, pool heater lines, electric fences, water wells, and other underground facilities.

## Do I have to work with a specific HVAC professional? How do I find an HVAC professional that is certified to work with natural gas?

We require you to use a licensed natural gas professional. You can find a list of licensed professionals on the Efficiency Maine website at [www.EfficiencyMaine.com](http://www.EfficiencyMaine.com).

We recommend you use a trusted contractor or that you research multiple HVAC professionals, and get quotes from at least two to compare prices.

Once you receive your quotes, our Solutions Team can help you review your options. Then we will work with your contractor to provide updates on service line installation.

We are responsible for installing the natural gas service line, gas service, gas meter, and monthly billing for your gas service. You are responsible for your natural gas appliance/equipment purchase or conversion, and having your HVAC professional connect it to the fuel line.

\*Source: U.S. Department of Energy, Office of Energy Efficiency and Renewable Energy

### Can my propane appliances be converted?

In most but not all cases, yes. Some appliances will come with a conversion kit included, and some can easily be ordered from your HVAC professional.

### Are there any affordable options to convert my heating system over to natural gas?

Converting an existing propane system over to natural gas is typically an easy and affordable conversion, as it requires only a few modifications to your current system and appliances.

If you have an oil boiler/furnace, your system might be able to accept a replacement burner that allows you to keep your existing equipment and simply replace the component that burns the fuel.

If your heating oil system is not eligible for a replacement burner, there are other affordable options to convert to an energy-efficient natural gas heating system. Your local heating professional can give you estimates on replacement heating and water heating systems, and local appliance dealers can help you select the right gas range, dryer, fireplace and other natural gas appliances.

In addition, we provide eligible customers with conversion rebate incentives to help replace and convert heating systems or equipment, and additional promotional rebate programs to help home owners upgrade their appliances to natural gas.

### Once my service line is installed from the street, is there a charge for setting the natural gas meter?

No. After your service line and new equipment are installed, we will coordinate with your HVAC professional to set your meter and turn on your gas service.

### Is financing available for customers who want to switch to natural gas, but can't afford the new HVAC equipment?

Yes. Efficiency Maine Trust ([www.EfficiencyMaine.com](http://www.EfficiencyMaine.com)) offers a variety of home energy loans to help you pay for energy upgrades. You can also check with your local bank or other financial institution to see if you qualify for a home equity loan to help finance any upgrade to your home at low interest rates.

### When should I remove my current heater, oil tank or propane tank, and how do I dispose of the leftover fuel?

Your HVAC professional will guide you through the oil tank and equipment removal, and many will often include the removal of your oil tank and remaining fuel as part of your quote from them.

Propane tanks that are the property of the fuel supplier will generally be removed by the fuel supplier once you call to cancel. Remember: do not call your fuel supplier to remove the tank until you have your natural gas meter installed and your natural gas appliances are running.

### Where does the gas come from, and is it hydraulically fractured?

Natural gas comes into Maine through two major transmission lines, the Maritimes and Northeast Pipeline and the Portland Natural Gas Transmission System (PNGTS). Gas transported through the Maritimes system is currently not hydraulically fractured, as it is being harvested from conventionally drilled wells. However, the gas transported through the PNGTS is being harvested from wells that primarily have been drilled into shale formations that may require some level of hydraulic fracturing to extract the gas.

### What about safety?

Safety is and will always be our number one priority when it comes to our customers and our employees. We work diligently to promote pipeline safety in a variety of ways, including through inspection programs, public education, pipeline markers, facility mapping, surveys, patrolling, pressure monitoring, odorization, and liaising with public officials.

Nationally, natural gas is delivered safely to more than 177 million Americans through a 2.5 million-mile pipeline system. There is significant oversight and regulation focused on the natural gas industry to help ensure public safety.

An additional safety flyer is included in this folder, and more information is available on our website at [www.SummitNaturalGasMaine.com](http://www.SummitNaturalGasMaine.com).

# CONVENIENT BILLING & PAYMENT OPTIONS



Pay your bills with ease  
with Summit's billing  
and payment options

## Go paperless!

Save paper and make your record-keeping easier when you register to receive email notifications when your bill is available online.

## Enroll in Budget Billing

Even-out your monthly payments and enjoy lower bills in the winter. Budget Billing is based on a rolling 12-month average of your past bills and adjusts to keep your payments more predictable every month.

## Sign up for AutoPay

Pay your bill automatically every month directly from your checking, savings, debit or credit card account.

## Pay by Phone

Call 855-382-5431 to make a one-time payment using your checking/savings account or debit/credit card. Transactions may take up to five business days to be processed. You can also enroll in Budget Billing, E-bill, and AutoPay by calling us at 855-382-5431.

## Pay by Mail

Send your payment check or money order, along with your payment stub, in the envelope enclosed with your bill, or mail it to:

Summit Natural Gas of Maine, Inc.  
P.O. Box 9257  
Des Moines, IA 50306-9257

## Pay and Manage Your Account Online

- View your bill
- Pay your bill
- Track your energy usage

### Step 1: Register your account

Visit our website at [www.SummitNaturalGasMaine.com](http://www.SummitNaturalGasMaine.com), then click the Pay My Bill link. This brings you to the Account Login page. You will need an email account and your account number listed on your gas bill to signup. Once you have completed the account registration form, press submit to create your account.

### Step 2: Log in to your account

Using your email address or account number and the password you created, you can log in to your account any time that's convenient for you. When you log on, you will see the My Account page.

- **View Your Bill**  
Click on the View Your Bill icon to see your current bill and charges due. You can also click the links to see your Payment History and Usage History.
- **Pay Your Bill**  
Pay electronically with your checking or savings account, or debit or credit card.



## How to read your gas bill

Our bills make it easy for you to know how much natural gas you've used, how your bill is calculated, how much you owe, and when your payment is due.

### Features include:

- Bill summary and details on the front page
- Due date and amount in large, bold print
- Gas usage at-a-glance chart
- Important safety, savings, and service information printed right on the bill

### Bill Details

You will see new line items on your bill that show you how much natural gas you've used, your current meter reading, a breakdown of charges and credits, the amount due, due date, and important messages from Summit Natural Gas of Maine.

### You'll also see three types of charges:

- **Supply Charges** - The cost of the gas you've used
- **Delivery and Service Charges** - The cost to deliver the gas to your home or business
- **Taxes and Other Charges** These costs are specific to your account



**Summit Natural Gas**  
SUMMIT NATURAL GAS OF MAINE, INC.  
PO Box 9257 | Des Moines, IA 50306-9257

Service Address: John Doe, 11 Sample Dr.

Rate Code: RGME

Account: 2648397

WHAT DO I OWE?  
**\$105.50**

WHEN IS IT DUE?  
**02/31/2018**

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**WHAT DO I NEED TO KNOW?**

We are pleased to be your natural gas company, providing a more affordable and cleaner energy source.

Please note our new bill payment address

ANY PAST DUE BALANCE IS SUBJECT TO SERVICE BEING DISCONNECTED.

Bill Date: 02/05/18 Mail Date: 02/06/18 Meter# 14Y200853

Meter Read Dates	Current Reading	Previous Reading
01/03/18 - 02/03/18	1414	1357

Volume x Pressure Factor = Consumption

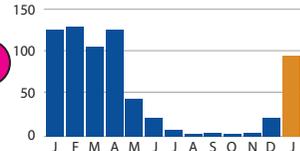
57.00000 x 1.01690 = 95.96330

TOTAL CONSUMPTION: 95.96330 CCF

TOTAL THERMS (1.03870 BTU per CCF): 99.67707 THERMS

Your current gas charges for 16 days usage: **\$5.58 per day**

**YOUR MONTHLY GAS USAGE (in Therms)**



Days in Billing Cycle: Jan 2017, Jan 2018

HDDU in Billing Cycle: Actual Usage Therms

A Heating Degree Day (HDDU) is a measure of coldness used by the National Weather Service. Colder weather will increase the degree day count.

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**WHAT MAKES UP MY BILL?**

Previous Balance	Late Fee	Payments/Credits	Last Payment Date	Balance Forward
\$0.00	\$0.00	\$43.13	1/14/2018	\$0.00

Delivery & Service Charges	\$99.21	Taxes & Other Charges	\$0.00
Facility & Service Charge	\$11.88		
Distribution Charge	99.67707 @ 0.8840	\$88.00	

Supply	\$68.18
Commodity Rate	99.67707 @ 0.68400

Current Statement Charges: \$167.39

Balance Forward: \$0.00

**Total Amount Due: \$167.39**

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**8** SUMMIT NATURAL GAS OF MAINE, INC.  
PO Box 2414 | Fort Smith, AR 72902-2414

Call your SNGME office at 800-909-7642 concerning billing, service, or to discuss payment arrangements.

PAY BY PHONE: 1 (855) 382-5431  
PAY ONLINE: [www.summitnaturalgasmaine.com](http://www.summitnaturalgasmaine.com) and enroll in paperless billing. Same day credit will apply for payments made by 5:00pm.

Account 2648397

**FINAL BILL**

**Total Amount Due by 02/31/2018 \$167.39**

Amount due if received after due date \$

Amount Enclosed \$



Summit Natural Gas of Maine, Inc.  
PO Box 9257  
Des Moines, IA 50306-9257

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## Bill Features

- 1. Service Address** – Where your gas service is located (*may be different from your mailing address*).
- 2. Bill Amount & Due Date** – Now easier to read, so you know when your bill is due and how much you owe.
- 3. Account Number** – Your Summit Natural Gas account number is specific to your service location. Please refer to this number when requesting information about your account or when making any payments.
- 4. What Do I Need To Know?** – Important messages from Summit Natural Gas of Maine.
- 5. What Have I Used?** – Usage information is detailed to show your meter reading information and how your usage amount is calculated.
- 6. Your Monthly Gas Usage** – Bar graph provides at-a-glance usage over past 13 months (*if available*).
- 7. What Makes up My Bill** – Includes any balance due, late fees, and three types of natural gas service charges.
  - a. Delivery and Service Charges** – The cost to deliver the gas to your home or business. (*more details are available online.*)
  - b. Supply Charges** – The cost of the natural gas itself.
  - c. Taxes and Other Charges** – Depending on where you live, we may also collect required state and city fees and taxes, and any other charges specific to your account.
- 8. Payment Coupon** – If paying by mail, please return the payment coupon with your payment.

# HOW TO CONVERT YOUR HOME TO NATURAL GAS



**We want to make converting to natural gas a stress-free experience that adds more comfort and convenience to your life.**

The Solutions Team will be there to answer questions and guide you through every step of the way.

## NEXT STEPS:

1

### Contact local heating professionals

For a list of registered natural gas heating experts to help with your conversion, check out the Efficiency Maine Trust website at [www.energymaine.com](http://www.energymaine.com). If you do not have a preferred HVAC contractor, we recommend you get at least two quotes to compare your options.

Once you've chosen a contractor, provide the Summit Team with a copy of your work order or invoice so we can coordinate schedules, and validate and pre-fill your rebate forms.

2

### Schedule installation of your gas line

Our Solutions Team will communicate with you regarding your service line installation and will connect you to our Customer Service Department to complete your account set-up.

3

### Safety first: Locating your utility lines

Before starting the project, the construction team will contact Dig Safe® 811 to have your underground utilities located. You will see some temporary painted marks and colored flags on or near your property. These marks indicate the location of buried utilities on your property. Please do not remove the marks or flags until after the installation – they're there for your safety and the safety of our work crews.

4

### Service line construction

Natural gas is transported through an underground pipeline system, so your lawn will need to be trenched about two feet deep to connect the gas from the main line near or under your street to your property.

Once your gas line is installed, we will backfill the trench with topsoil and seed, unless you make arrangements beforehand. Remember to water the new grass seed daily until your grass is established!

5

### Convert or install new gas equipment

Your heating contractor will convert or install your natural gas heating system and appliances, and connect the equipment to the gas meter.

After that, we'll start your gas service – and you can get cozy with natural gas.

**For information or assistance, please call our Solutions Team at 207-621-8000, option 6.**

*Note: You will need to mark the location of any privately-owned underground systems, such as sprinklers, septic and oil tanks, pool heater lines, electric fences, water wells, and other underground facilities that you maintain.*



**SHARE THE BENEFITS OF  
NATURAL GAS WITH YOUR  
FRIENDS AND NEIGHBORS...  
AND EARN \$50, TOO!**

Tell your friends and neighbors how much you enjoy having natural gas from Summit and get rewarded with **\$50 CASH** on every successful referral!

For full program terms and conditions, visit [SummitNaturalGasMaine.com/FriendsAndNeighbors](http://SummitNaturalGasMaine.com/FriendsAndNeighbors)



# UNDERSTANDING NATURAL GAS RATES

At Summit Natural Gas, we understand our customers are concerned with the affordability and reliability of the gas service we provide. That's why we work hard to keep our prices stable, giving our customers peace of mind.

## Pay only for the gas you use

With natural gas, there is no pre-paying or tank fees, no annual contracts; just publicly published prices and quality service you can count on.

## Pay the same price for gas that we do

We work to purchase gas at the lowest cost we can, and pass on that cost directly to you - you pay what we pay. Your gas bill will vary from month to month based on your actual gas usage in the prior month, but can be leveled out with our Budget Billing option. We adjust the rate we charge you for the actual gas from time to time, generally twice per year, based on the cost we incur to purchase it.

## Natural gas delivery rates are regulated and have been stable

We operate under carefully regulated conditions determined in part by the Maine Public Utilities Commission (MPUC). The MPUC regulates the prices and services of utility companies, like gas and electric providers, unlike oil and propane, which are unregulated. The cost to transport and distribute natural gas to your home or business, as well as our monthly customer charge, is approved by the MPUC.

See for yourself how stable our rates have been the last 5 years:

## Summit Natural Gas of Maine Historical Gas Rates (2013 - 2019)

Cost per Therm



\*The prices in the chart do not include monthly service charges

## SUMMIT NATURAL GAS OF MAINE'S CURRENT RATES:

Rate Class	Distribution Rate Per Therm	Commodity Rate (CGA) Per Therm	Monthly Service and Facility Charge
Residential	\$0.911	\$0.656	\$21.44
Small Commercial (< 1500 Dth)	\$0.804	\$0.656	\$35.36
Large Commercial (1500 Dth or more)	\$0.590	\$0.656	\$305.44

### DEFINITIONS:

**Therm** = A therm is a unit of measurement of thermal energy. 1 Therm = 100,000 British Thermal Units (BTU). A BTU is the amount of heat it takes to raise the temperature of one pound of water by one degree Fahrenheit.

**Distribution Rate** is calculated per therm and is used to recoup the costs of transporting natural gas.

**Commodity Rate** is the Cost of Gas Adjustment (CGA) that is the actual pass-through cost of the natural gas commodity. We adjust the rate we charge you for the actual gas from time to time, generally twice per year, based on the cost we incur to purchase it. These costs are passed through to you and our other customers through our CGA that has been approved by the MPUC.

**The Monthly Service and Facility Charge** is the fee that helps us recoup the costs of operating our gas system safely and provide outstanding customer service and accurate billing. More detailed information about our rates and our complete Tariff can be found on our website

[www.SummitNaturalGasMaine.com](http://www.SummitNaturalGasMaine.com).

We work hard to keep rates competitive, and continually make improvements to our infrastructure to provide safe, reliable natural gas service.



## HOW TO COMPARE FUEL PRICES

When choosing heating fuels or systems, you may want to compare the cost of different heating fuels or energy sources. However, because heating fuels are measured and sold in different units, such as gallons of oil and propane, cubic feet or therms of natural gas, and kilowatt hours (kWh) of electricity, comparing the price of fuels in different units is like comparing apples to oranges, so we need to convert each energy source to the same unit of measurement. The most useful comparison is the price or cost of fuels based on the heat content or thermal energy of the fuels, commonly measured in British Thermal Units or Btu.



## COMPARE OUR COST TO OTHER FUELS

For this exercise we first must figure out the Net Cost/Therm that you pay, which is simply the Distribution Charge + the Cost of Gas.

$$\begin{array}{rcl} \text{Distribution Charge} & + & \text{Cost of Gas} & = & \text{NET COST} \\ \$0.911 & + & \$0.656 & = & \$1.567/\text{Therm} \end{array}$$

*Now, let's compare!*

### OURS VS. HEATING OIL

To obtain same mmbtu rating. i.e. amount of energy to get to temp.

**1 gallon of heating oil = 1.385 therms of natural gas**

$$\begin{array}{rcl} \text{NET COST} & \times & \text{Exchange Rate} \\ \$1.567 & \times & 1.385 \end{array}$$

Natural Gas is **\$2.17**/gallon vs. Heating Oil

### OURS VS. PROPANE

To obtain same mmbtu rating. i.e. amount of energy to get to temp.

**1 gallon of propane = 0.91 therms of natural gas**

$$\begin{array}{rcl} \text{NET COST} & \times & \text{Exchange Rate} \\ \$1.567 & \times & 0.91 \end{array}$$

Natural Gas is **\$1.42**/gallon vs. Liquid Propane

*\*The rates shown are residential rates and do not include the monthly Service and Facility charge of \$21.44.*

# ENJOY ALL THE BENEFITS OF NATURAL GAS



**There's no better time to switch! Start enjoying the benefits of natural gas.**



## CONVENIENT AND RELIABLE

Enjoy the peace of mind knowing that natural gas is always there when you need it, even during winter storms and electrical outages.

Natural gas provides reliable heat even in the harshest of Maine winters, and it's conveniently piped directly to your home or business, so you'll never run out of fuel.



## COMFORTABLE AND VERSATILE

A natural gas heating system will provide warmth and comfort even in the coldest of temperatures. Plus, you can use natural gas to do more around your home, such as enjoy more efficient water heating, faster clothes drying, uniform heat for better cooking, reliable power for back-up generators you can depend on if the power goes out, and a relaxing evening by a beautiful gas fireplace.



## AFFORDABLE AND ENERGY-EFFICIENT

Natural gas provides the best overall energy value to heat your home or business, with gas furnaces and boilers being up to 97% efficient. And with incentives and rebates from Summit Natural Gas, it's more affordable than ever to convert to the warmth and convenience of natural gas.



## CLEAN AND GREEN

Natural gas burns cleanly and efficiently, helping maintain a cleaner environment indoors and out. Natural gas can reduce carbon dioxide emissions by as much as 27%\*. Here in Maine, Summit Natural Gas has invested over \$3 million in energy efficiency to help people like you make their homes and businesses more energy efficient. That helps reduce emissions, too – and that's better for everyone in Maine.

\*Sources: U.S. Energy Information Administration, [eai.gov](http://eai.gov); Center for Climate and Energy Solutions, [cces.org](http://cces.org); American Gas Association, [aga.org](http://aga.org).





# ABOUT SUMMIT NATURAL GAS OF MAINE



## We care about the communities we serve.

Employees of Summit Natural Gas helped clean up Yarmouth Park to celebrate Earth Day.

## OUR STORY

### **Serving our customers with reliable, efficient natural gas**

Summit Natural Gas of Maine delivers safe, clean and affordable natural gas to residences and businesses of all sizes. We currently serve customers in Augusta, Cumberland, Fairfield, Falmouth, Farmingdale, Gardiner, Hallowell, Madison, Randolph, Sidney, Waterville, and Yarmouth, with plans to expand to serve more communities in the future.

Summit Natural Gas of Maine, Inc. started business in Maine in 2012. Our parent company, Summit Utilities, Inc., owns several natural gas distribution and transmission subsidiaries that serve over 100,000 customers in communities in Arkansas, Oklahoma, Colorado, Missouri and Maine.

Summit's CEO is a 12th generation Maine native and resides in Yarmouth, Maine. Working with him are dedicated employees who are committed to serving you and our other valued customers every day.





## Community Sponsorships, Giving & Outreach Programs

We are only as strong as the communities we serve. That's why each year we partner with local charitable organizations, schools, and industry groups to give back to those we serve and their communities with these goals in mind:

- Support the betterment of the communities and people we serve
- Enhance relationships within the communities
- Support business development and growth

### United Way Campaign

United Way mobilizes our community in ways that no single agency, individual, or government can to enhance the ability of people to care for one another. Summit began a partnership in 2018 with the United Way and is planning to continue that partnership each year to raise money for charitable organizations throughout our communities.

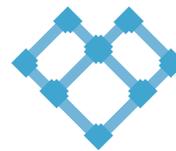
### Community Sponsorships

Summit sponsors a number of community groups and events throughout the year in the communities we serve. Among those events are:

- Chambers of Commerce
- Leadership summits
- Local festivals
- Youth leagues

### School Presentations

One of our core values is safety. Because of this, we developed a natural gas safety presentation for 3<sup>rd</sup>-4<sup>th</sup> graders about natural gas and how to be safe around it. Topics include "call 8-1-1 before you dig", safety around construction sites, recognizing the smell of natural gas and what to do if you smell gas.



## Community Giving Program

Each year, we use our Community Giving Program to give back to the communities we serve by donating to nonprofit organizations that focus on wellness, economic, educational and cultural initiatives.

The application process opens in mid-March, and a committee of Summit employees reviews the applications and narrows them down to six candidates. The general public then gets to vote on the finalist. Nonprofit organizations are encouraged to have their members and supporters go online and vote for them, and the winners are announced in July. By increasing community involvement in our giving program, our hope is to raise awareness and engagement about the great work being done by nonprofits throughout Maine.