

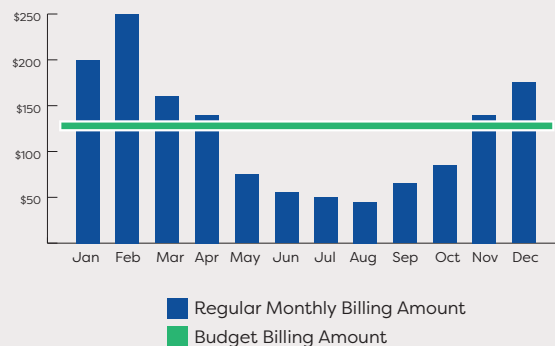
LEVEL YOUR MONTHLY ENERGY COSTS!

Budget billing makes it easy to plan for monthly energy costs by allowing you to pay a set amount each month based on your energy usage history. Budget Billing makes your energy bill more predictable month to month, even as seasons change and your usage amount varies.

By averaging the seasonal ups and downs of your energy usage for the past 12 months, then dividing by eleven, Budget Billing helps you plan your monthly expenses and pay the same fixed amount each month. The twelfth month on the plan is a settlement month to true-up your usage amount.

Sign up any time, and your Budget Billing plan will begin the following month.

Example of Budget Billing



WE'RE HERE FOR YOU!

If you're ever in a situation where you're struggling to pay your bill, call us at 800-909-7642 as soon as possible. We can work with you to avoid an unexpected service interruption and help you with:

- Making payment arrangements
- Enrolling in Budget Billing to help make your bills more manageable and predictable
- Enrolling in AutoPay and eBill so you never miss a payment

Manage Your Account Online 24/7:

If you prefer to pay and manage your account online whenever and wherever it's most convenient for you, visit SummitNaturalGasMaine.com and click on the "Pay My Bill" icon, or click "Login/Register" in the upper right corner to sign up today!

Simplify Your Life With Convenient Payment Options:

Enroll in Electronic Billing, AutoPay and Budget Billing. Call us at 800-909-7642 or learn more on our website at SummitNaturalGasMaine.com/Payment-Options.

New Low-Income Program

To support our customers in need, we've developed a new Low-income Program to help those currently receiving state or federal low-income home energy assistance (LIHEAP) with additional assistance. Customers who are eligible for LIHEAP but do not receive funds due to LIHEAP funding limitations are also eligible for the program with proof of eligibility. Those customers are encouraged to contact us at 800-909-7642 or email CustomerService@SummitNaturalGas.com. Customers enrolled in the Low-income Program will see a 28% reduction on their Facility and Distribution charges.

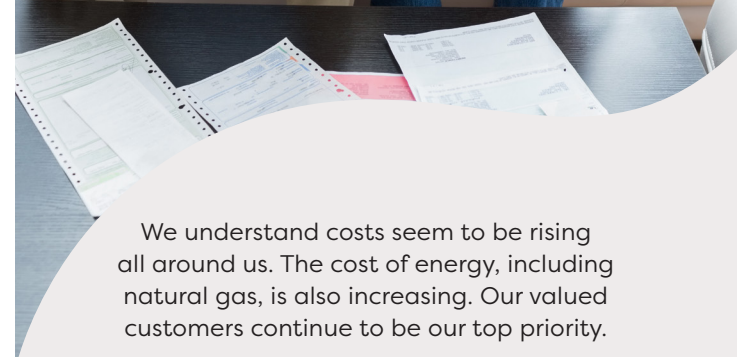
Energy Efficiency Rebates

Summit offers rebates on energy-efficient natural gas furnaces & water heaters. For more information and rebate forms, visit SummitNaturalGasMaine.com/rebates.



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NEED HELP PAYING YOUR ENERGY BILLS?



We understand costs seem to be rising all around us. The cost of energy, including natural gas, is also increasing. Our valued customers continue to be our top priority.

HELP IS AVAILABLE!



12 WAYS TO SAVE ON YOUR ENERGY BILLS THIS WINTER.

- **Caulk and weatherstrip drafty doors and windows**, and use a door sweep to reduce air leakage and drafts.
- **Install storm windows** over single pane windows or use plastic film window kits. If your windows are more than 20 years old, consider upgrading with energy efficient double pane windows.
- **Caulk and seal gaps** where plumbing, ducting, or electrical wiring penetrates through exterior walls, floors, and ceilings.
- **Install a programmable thermostat** and set it to automatically lower the temperature at night when you're sleeping or when no one is at home.
- **Open your curtains, blinds and shades on sunny winter days**, and close them at night.
- **Close your closet doors and your fireplace damper** and make sure the opening is sealed when your fireplace is not being used.
- **Make sure heating registers are not blocked** or closed (closed registers add pressure to ducts and can make them leak).
- **Upgrade attic insulation to R-49 or greater** (higher R values mean greater insulation levels and thus more energy savings).
- **Reduce the temperature setting of your water heater to 120 degrees**
- **Have your furnace checked annually** by a trained professional to ensure your heating system is working at peak performance and efficiency.
- **Replace furnace filters every month** during the heating season.
- **Replace an aging furnace with an efficient model.** We offer rebates on energy-efficient furnaces, too! Visit SummitNaturalGasMaine.com/Rebates for details.

PAYMENT ASSISTANCE PROGRAMS



Low income residential customers may qualify for help to pay their utility bill.

The best source of information is to call your county's Department of Human Services office. In addition, Summit has partnered with local weatherization and low-income assistance providers to assist our customers who need a little extra help, including:

United Way 211

Available 24/7, United Way 211 is a free, confidential information and referral service that connects people to local services across Maine. Dial 2-1-1 or visit 211maine.org.

Maine Housing

The Home Energy Assistance Program (HEAP) helps qualified homeowners and renters pay for heating costs. You can also qualify for energy-related repairs if you are eligible for HEAP.

Eleven Community Action Agencies (CAA)

distribute the funds throughout Maine, in most cases directly to the fuel vendors. The program is not intended to pay for all heating costs, but to assist in paying the heating bills. The amount of help you may receive from HEAP is based on your household size, income, and

energy costs. Contact your local CAA to find out if you qualify today!

For more general information on the program visit MaineHousing.org/Programs-Services/Energy or call 877-544-3271.

The Weatherization Program provides grants to low-income homeowners and renters to reduce energy costs by improving home energy efficiency.

Weatherization improvements may include insulation, weather-stripping, caulking, and some safety-related repairs. Central Heating Improvement Program (CHIP) grants may be used to repair or replace central heating systems.

Central Heating Improvement Program (CHIP) provides heating system repair and replacement services to low-income households. Priority is given to households that have no heat.

Visit MaineHousing.org/Programs-Services/Energy or call 207-626-4639 for more information.