



Customer Information Booklet



*All Our **Energy** Goes Into Our Customers*

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**Know what's below.
Call before you dig.**

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Welcome to ENSTAR



ENSTAR Natural Gas Company was established in 1959, forever aligning us with Alaska statehood and making us one of the oldest operating utilities in the state. Over the years, we have grown with the 49th state, supplying the energy which has helped communities grow and prosper, improving the quality of life in Southcentral Alaska. ENSTAR is a regulated, public utility with headquarters in Anchorage and additional offices in Soldotna and Wasilla. It is a TriSummit Utilities company.

ENSTAR's service area covers approximately 60% of the state's population. We operate thousands of miles of distribution line throughout Southcentral Alaska in communities such as Anchorage, Anchor Point, Wasilla, Palmer, Butte, Houston, Peters Creek, Eklutna, Chugiak, Eagle River, Girdwood, Turnagain, Bird, Indian, Whittier, Sterling, Soldotna, Kenai, Nikiski, Homer, Kasilof, Ninilchik, and Joint Base Elmendorf-Richardson. The company also has hundreds of miles of high-pressure transmission lines operated by our sister company, Alaska Pipeline Company (APC). These pipelines are used to transport natural gas from Cook Inlet to population centers and industrial customers. ENSTAR designs and maintains these pipelines according to stringent safety standards. Their safe operation is our top priority.

Welcome to ENSTAR

Alaskans have relied on ENSTAR to provide energy to their homes and businesses since 1961. A highly experienced executive team manages ENSTAR locally. Our employees deliver safe, dependable, and reliable service to our customers 365 days a year. We are committed to continuing that tradition.

ENSTAR receives 100% of its natural gas supply from producers operating in Cook Inlet. Over the years, the Cook Inlet market has rapidly moved from one of excess deliverability and supply to an environment where maintaining both requires the cooperation of all utilities, gas producers, and regulating authorities. On behalf of our customers, we are continually negotiating with gas producers for long-term gas supply contracts, which will help stabilize the gas market and provide reliable gas service to our customers.

Additionally, ENSTAR has invested in Cook Inlet Natural Gas Storage Alaska (CINGSA), which allows us to purchase and store gas at cheaper prices in the summer months for use during the periods of high demand in the winter months.

These investments encourage development in the Cook Inlet market, and improve our ability to serve our current customers as well as new communities throughout Alaska.



Natural Gas 101

What Is Natural Gas?

Natural gas is a versatile energy source used mainly in homes and businesses for heating and cooking. It also has multiple commercial uses such as food processing and producing fertilizer.

It can get confusing when people use the term “gas.” You might be talking about the fuel you put in your car (gasoline, a refined liquid), the gas you take camping (propane, another liquid), or the kind of gas ENSTAR provides, which is called natural gas — “natural” because it is a naturally occurring hydrocarbon. The majority of natural gas is made up of methane, the simplest hydrocarbon. It can also contain propane, butane, isobutane, pentane, and heptane.

Found deep beneath the Earth’s surface in pockets inside porous rock, natural gas is called a fossil fuel because scientists believe it was created by the gradual decomposition of ancient organic fossil matter such as plants and tiny sea animals. Layers of the organic matter built up over time until the pressure and heat from the earth “cooked” the mixture into natural gas.

Characteristics Of Natural Gas

When working properly, natural gas burns as a blue flame. It is nontoxic, colorless, lighter than air, and odorless. Natural gas will only ignite when specific gas-to-air ratios are present. Its flammability range lies between the Lower Explosive Limit (LEL) of 5% and the Upper Explosive Limit (UEL) of 15%. If the presence of gas is below or above these levels, it will not burn.

Because natural gas can be compressed, it can be transported long distances through high-pressure pipes. It can even be liquefied for transport by ship once it has super-cooled to 260 degrees below zero.

Natural gas is capable of producing a lot of heat — one million BTUs (British Thermal Unit) per 1,000 cubic feet. You can think of a BTU this way: If you put a gallon of 60-degree water on your stove and turn on the gas burner, it will take about 1,200 BTUs to boil the water.

Natural Gas 101

Terms and Definitions

Natural Gas Delivery Process

Producers: Any entity leasing, owning, or controlling a supply of natural gas.

Transporter/Distributor: A pipeline company or a local distributor, such as ENSTAR, which purchases natural gas from a producer.

End User: You, the customer.

Measurements Of Heat Energy

British Thermal Unit (BTU): A measure of heat energy. One BTU represents the amount of heat necessary to heat one pound of water one degree Fahrenheit at sea level.

Therm: A measure of heat energy. One therm is equal to 100,000 BTUs or 100 CF (Cubic Feet) = 0.1 MCF.

Gas Measurement Terms

CCF: A common natural gas volumetric measurement.
1 CCF = 100 cubic feet of natural gas.

MCF: A common natural gas volumetric measurement.
1 MCF = 1,000 cubic feet of natural gas.

CFH: Cubic Foot an Hour.

Bill Terms

Customer Charge: A flat rate fee that is determined by the meter size (G1, G2, G3, or G4) on a gas account.

Service Charge (Base): A volumetric charge that is determined by the meter size (G1, G2, G3, or G4) on a gas account.

Gas Cost Adjustment (GCA): The “Supplier Gas Cost Charge” is a volumetric charge that reflects the price ENSTAR customers pay for gas based on gas supply agreements previously approved by the Regulatory Commission of Alaska (RCA). The GCA is adjusted annually in July.

Regulatory Cost Charge (RCC): The “Regulatory Cost Charge” is a volumetric charge required by Alaska Statute. This charge helps fund the RCA.

Natural Gas Safety

Natural Gas Leaks

Occasionally natural gas can leak from piping or equipment inside your home, or outside from ENSTAR's pipelines. If you ever suspect a gas leak, call ENSTAR at 1-844-SMELL GAS (1-844-763-5542). You can identify a natural gas leak by:

Smell: Natural gas is colorless and odorless. ENSTAR adds an odorant called mercaptan that gives it a distinctive odor similar to rotten eggs or sulfur. Even faint smells of natural gas (inside or outside) should be reported as potential gas leaks.

Listen: Small natural gas leaks under pressure can make a faint hissing noise. Larger leaks or line breaks can cause large hissing to roaring noises.

Look: Natural gas is lighter than air so it rises when released into the atmosphere. Visual signs of a gas leak include: dead vegetation in an otherwise green area, dirt or dust blowing from a hole in the ground, unexplained bubbling in wet or flooded areas, or damaged gas appliance piping.



What To Do If You Smell Natural Gas

Immediately Evacuate everyone from the building and leave the area. Contact ENSTAR at 1-844-SMELL GAS (1-844-763-5542). Our service technicians respond promptly and are available to investigate gas leaks 24 hours a day, 7 days a week.

Do Not use your telephone. This includes cell phones, any other type of portable communication, and electronic devices that have a battery. These can spark and create a source of ignition.

Do Not light matches or create any other source of ignition.

Do Not turn lights or any other electrical switches on or off. These can spark and create a source of ignition.

811: Call Before You Dig

Alaska law requires any homeowner or contractor to call 811 before beginning any digging project.

There is no exception to this law. Underground utility lines can be damaged by any digging equipment, including hand shovels. Call for free locates of these lines at least two days before starting your project. For more information, visit: www.811ak.com



**Know what's below.
Call before you dig.**

Things To Remember About 811

Hand-dig within two feet of any locate marks.

Report all damage, including scrapes on the outside of the pipe and wire breaks. If the damage results in a natural gas leak, first call 911 and then ENSTAR at 1-844-SMELL GAS (1-844-763-5542) to report the leak.

When excavating within ten feet of a high pressure transmission pipeline, call ENSTAR and we'll provide a representative to be onsite during the excavation.

Carbon Monoxide (CO)

When natural gas burns correctly it shows as a blue flame, and produces heat, water vapor, and carbon dioxide. But when gas doesn't burning properly, it could potentially produce carbon monoxide (CO), an odorless, poisonous gas.

In the case of gas appliances, CO is caused by incomplete combustion due to improper installation, poor maintenance, or other appliance misuse or failure. The presence of CO is indicated by a yellow flame, the smell of combustion, and soot around the furnace or water heater. People exposed to carbon monoxide might feel lethargic, out of breath, dizzy, nauseous, or have headaches.

Help Prevent CO Build-up In Your Home

Install a CO detector/alarm on every level of your home.

Make sure appliances are installed according to manufacturers' instructions and local building codes.

Have the heating system, including chimneys and vents, inspected and serviced annually by a licensed heating or plumbing contractor.

What To Do If Your CO Detector Alarm Goes Off

Evacuate immediately and call 911.

Don't use the suspected gas appliance until it has been inspected, serviced, and determined to be safe by a licensed heating contractor.

Earthquake Safety

During an Earthquake

It's important to be familiar with best practices in earthquake safety. To see how you can help keep your family safe no matter where you are when an earthquake hits visit:

www.ready.gov/earthquakes



After An Earthquake

Be on the look out for gas leaks. Remember to smell, look, and listen:

Smell: An odorant called mercaptan is added to natural gas to make it smell like sulfur or rotten eggs. Check your appliances inside your home and outside at the meter to see if you smell natural gas.

Look: Inspect the gas appliances and piping inside your home, as well as the piping at your meter for any damage. To avoid fire danger or carbon monoxide build-up, make sure the furnace/boiler and water heater vents are clear of debris that may have shifted during the earthquake.

Listen: Leaking natural gas makes a hissing sound as it leaves the piping or an appliance. Listen careful for anything that sounds like escaping air.

If you find ANY of these, leave the premises immediately and call ENSTAR at 1-844-SMELL GAS (1-844-763-5542).

Have A Natural Disaster Preparedness Kit

Things to include:

| | |
|---------------------|--------------------------------------|
| First aid kit | Local map |
| Water | Battery-powered radio |
| Non-perishable food | Extra batteries |
| Flashlights | Dust masks |
| Cash | Plastic bags and ties for sanitation |
| Matches | Extra pair of shoes |

If applicable, other items to consider are: baby formula, pet food, medications, an extra pair of glasses, and a pop-up tent for shelter.

Safety In The Home

Venting Appliances



By law, gas and electric dryers must be vented to the outside. This prevents moisture and lint accumulation which may cause a fire hazard.

For your safety, operate gas appliances in accordance with manufacturers' instructions.

Regularly check that appliance vents, including your chimney, are clear of debris and installed correctly.

Pilot Lights

While new natural gas appliances have electronic ignition systems, water heaters and older gas appliances may have a pilot light that burns continuously. If a pilot light goes out, the automatic shut-off valve activates and the appliance safely shuts down. If your gas appliance needs re-lighting, contact a licensed and qualified mechanical contractor.

Kitchen Safety

Flammable items such as paper towels, clothing, electrical cords, and curtains should be kept away from gas range burners.

Make a point to teach children not to turn on range knobs.

Clean the stove top regularly to keep grease from building up and creating a fire hazard.

Store an all-purpose (ABC) fire extinguisher in a handy location. If you need to use it, aim for the base of the fire and sweep it from side to side.

Do not put water on a grease fire! Instead use baking soda and put a large cover over a burning pot to cut off the oxygen flow.

If a gas flame goes out on your stove top, turn the burner off, wait for gas to dissipate, and then re-light the burner. If using a manual burner, light the match first, then gradually turn on the gas.



Flammable Liquids

Garages and basements are prime spaces for serious accidents involving flammable liquids. Gasoline, cleaning solvents, contact cement, and paint thinner give off vapors that can easily ignite from an open flame source, such as a pilot light on a furnace or water heater.

Vapors are heavier than air, causing them to sink to the floor. Building codes require that heating sources in a garage or enclosed areas must be elevated at least 18 inches from the floor.

Hot Water



Children's sensitive skin burns easily. You should never put a child in the tub while the water is still running.

When filling the tub, put your hand all the way into the water. Spread your fingers and move your hand back and forth the full length of the tub to check for hot spots.

Always stay with a child while they are in the tub. Children can turn on the hot water in a flash and it only takes seconds to burn or drown.

Water coming out of the faucet should never be hotter than 120 degrees. If your water heater is set too high, turn it down or have your plumber do it for you.

Numbers To Know

If you suspect a carbon monoxide leak or have a different emergency, call 911.



If you suspect a natural gas leak, call ENSTAR immediately at:
1-844-SMELL GAS (1-844-763-5542)

Always call 811 at least two days before digging to get free utility locates. Your family, friends, and neighbors will thank you!



**Know what's below.
Call before you dig.**

Excess Flow Valves

ENSTAR is required by federal regulation to install an Excess Flow Valve (EFV) or a manual service line shut-off valve on all new or replaced natural gas service lines.

An EFV is a safety device inside the service line that shuts off the flow of natural gas in the case of excess flow in the line. Such excess flow could be caused by a number of factors, including damage to the line due to excavation or a natural disaster. Excess flow can also be caused by the addition of gas appliances in your building.

A manual service line shut-off valve means a curb valve or other manually operated valve located near the connection point of the service line and gas main that is safely accessible to operator personnel or other personnel authorized by the operator to manually shut off gas flow to the service line, if needed.

EFVs come in a variety of load capacities, and are designed for a specific range of gas flow, with some tolerance for additional load. The gas flow is determined by the number and efficiency of gas appliances inside the home, as provided by the customer at the time of installation. Installing additional appliances without notifying ENSTAR could exceed the allotted load capacity for a previously installed EFV, shutting off the gas flow.

The initial cost of EFV installation is included in the charge for a new or renewed service line. Installation of an EFV will not protect against customer appliance gas leaks, small service line punctures or gas meter leaks. An EFV may not protect against damages caused by natural disasters.

It is critical to inform our Marketing Department at 907-334-7770 before any additional gas-fired equipment is added to your home. Failure to do so could cause the EFV to close, disrupting natural gas service to your building. If a larger EFV needs to be installed to handle the increased load, you will be responsible for any EFV replacement cost, including the actual cost of the replaced EFV. Should you increase your natural gas load without notifying ENSTAR and cause the EFV to close, you will be responsible for any and all costs and damages associated with the closed EFV, including but not limited to, damage to your building and equipment, and the cost to repair and/or replace the EFV.

ENSTAR customers have the right to request an EFV installation on an existing service line that does not exceed 1,000 Standard Cubic Feet per Hour (SCFH) load. To request an EFV installation on your service line, contact our Marketing Department to schedule a site visit. There is a minimum \$500 installation charge and the Customer will be responsible for all repair/construction costs incurred with the installation of the EFV.

Rules and Regulations

Rules, Regulations, and Rate Schedules

ENSTAR's rules, regulations, and rate schedules are contained within our tariff, which is available for review at any of our offices during business hours. It is also available on our website at www.enstarnaturalgas.com, and on the Regulatory Commission of Alaska (RCA) website at: www.rca.alaska.gov.

Customer Responsibilities

Customer-Owned Pipelines

Customer-owned pipelines are gas lines installed by you or a contractor. Examples of customer-owned piping are: gas lines to a greenhouse, garage, or other exterior building and gas lines to a gas grill, pool, or spa heater.

ENSTAR maintains the service line up to the meter. As the customer, you are responsible for maintaining all piping beyond the meter, including periodically inspecting for leaks and corrosion.

Private contractors can assist you in installing, inspecting, locating, maintaining, and repairing damage or unsafe conditions discovered with your customer-owned piping.

If buried pipe is not maintained, it becomes vulnerable to corrosion and leakage. When digging near any buried gas piping, you must locate the gas pipe first by calling 811.

Access To Meters And Service Lines

ENSTAR employees are in residential neighborhoods throughout the year to work on meters and piping so that our customers stay safe. In addition, emergency workers need to have access to the meter in case of an emergency, such as an earthquake or house fire. Here are some frequently asked questions about ENSTAR employees entering customers yards to access ENSTAR meters:

Q. “Do I need to be at home for ENSTAR employees to access the gas meter?”

A. No. ENSTAR employees typically access the company's gas meters during the work day when many people are away from their homes. Alaska law and ENSTAR's tariff, which is approved by the Regulatory Commission of Alaska, states that ENSTAR employees can access customers' yards for any purpose directly related to the supply of gas service.

Q. “Does ENSTAR need to tell me ahead of time that they are going into my backyard?”

A. No. ENSTAR’s tariff allows access to its property at all times within reason. No notice is required for that access.

Q. “Is it really ENSTAR’s gas meter if it’s on MY property?”

A. Yes. Section 608 of ENSTAR’s tariff states: “These facilities will remain the property of the Company, regardless of any contribution made by the Customer, and may be repaired, replaced or removed by the Company at any time.”

Q. “Someone came to my door claiming to be an ENSTAR employee. How can I tell if this is really an employee?”

A. ENSTAR employees can be identified in several ways. Look for: 1) a company vehicle nearby; 2) ENSTAR logo on clothing or hat; 3) employee ID card. You can also call ENSTAR customer service to confirm the identity of a person claiming to be a company employee.

Care For Natural Gas Facilities

As a customer, you are responsible for exercising reasonable care to prevent damage to the metering, service line, and any other natural gas facilities located on your premises.

Meters should never be located in a garage, under a deck, or enclosed in any kind of construction that makes the meter inaccessible. These enclosed spaces can cause the natural gas to pool, creating a potentially dangerous situation. Avoid stacking any material, including firewood, around the meter.

You may not build over a service line on your property. If the service line is in conflict with any additions, decks, garages, or other permanent structures, call our Marketing Department at 907-334-7770 to arrange a relocation.

Any meters located in vehicle-accessible areas, such as a wall adjacent to a road, driveway, or parking area, need to be protected by 4” bollards (preferred) or a concrete barrier. Standard curbs, curb stones, or sidewalks do not satisfy this requirement.

Bollards are steel posts that are installed in the ground and filled with concrete, thereby preventing the meter from being struck and damaged by a vehicle. If you would like information on specific bollard protection placement or design, contact our Marketing Department at 907-334-7770.

Removing Snow And Ice From The Meter



During Alaska's long winters, ice and snow can accumulate around the meter. Meters can be buried by snow falling from a roof or by snow plows. Additionally, be aware of icicles hanging from the roof, which can damage the meter when they fall.

The stress of excess ice and snow may damage your gas meter or cause a leak.

Carefully remove snow and ice from your meter throughout the winter, especially after a heavy snowfall. Not only will this help keep you safe, it provides emergency workers access to the meter.

If you smell gas or notice any damage to the meter, call ENSTAR at 1-844-SMELL GAS (1-844-763-5542).

Change In Gas Load Requirements

If you are adding new gas appliances or upgrading existing equipment, contact our Marketing Department at 907-334-7770 to determine if your current meter is adequate or if you require a new meter based on additional gas load. Be sure to give ENSTAR reasonable advance notice to determine if any changes need to be made.

Your Natural Gas Bill

MyENSTAR

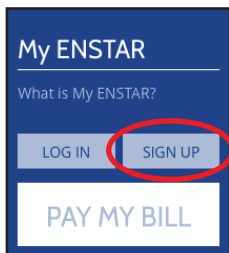
MyENSTAR is a one-stop account management tool on ENSTAR's website and mobile app. Its flexibility allows you to view and make changes to your account whenever it's convenient for you.

When you have a MyENSTAR account you can:

- View and pay your bill online
- View your billing and usage history
- Make changes to how you receive your bill
- Start and stop service
- Update your billing and contact information
- Set up ACH or Credit Card Auto Pay

Setting Up A MyENSTAR Account

1) You must first have a gas account to set up your MyENSTAR account. If you need to set up a gas account, contact ENSTAR Customer Service or download a new service application on our website. Once you have established gas service, go to www.enstarnaturalgas.com, and click the "Sign Up" button in the blue MyENSTAR box.



2) On the next page, click "Register."

A screenshot of the My ENSTAR registration page. At the top, it says "WELCOME" in blue. Below that are two input fields: "USERNAME" and "PASSWORD", both in blue. To the right of each field is a link: "Forgot Username" and "Forgot Password", both in blue. Below the "PASSWORD" field is a checkbox labeled "Remember Me" and a link "Problems Signing In" in blue. At the bottom, there are two buttons: "SIGN IN" (in white text on a dark blue background) and "REGISTER" (in blue text on a white background). The "REGISTER" button is circled in red.

3) Fill out the form to set up your MyENSTAR account.

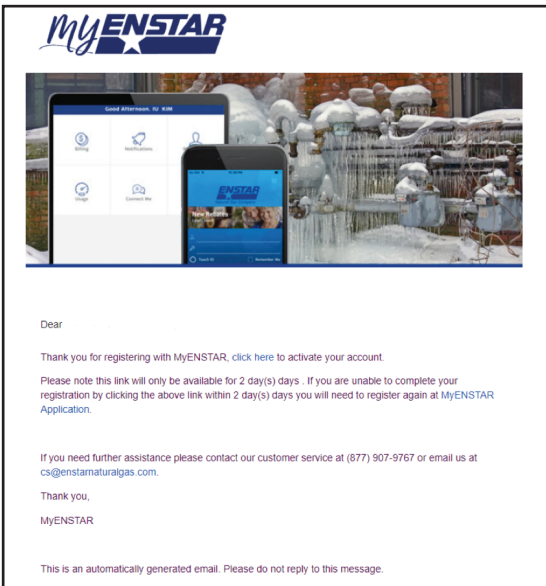
The Username must be between 4 - 30 characters and contain all of the following:

- A letter
- A number
- One of the following special characters: @ . _ -

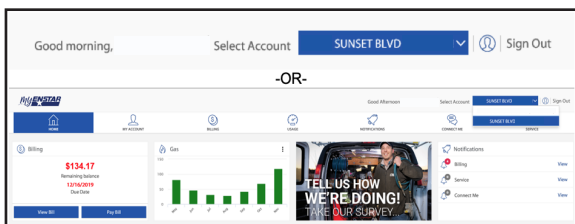
The Password must be between 8 - 15 characters and contain at least three of the following:

- One uppercase letter
- One lowercase letter
- A number
- One of the following special characters: (@# \$ % * ! _ -)

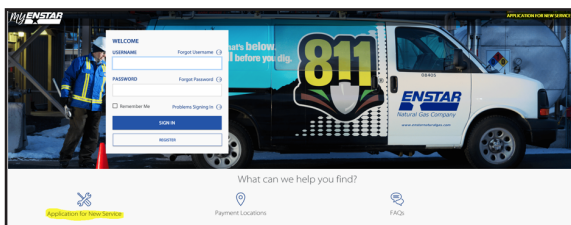
4) After registering, you will receive an activation email that includes a link to activate your account and complete the registration process. Check your inbox or spam folder for the email. You must respond to the activation email within 48 hours.



5) MyENSTAR acts as an umbrella for all of your gas accounts. This means you only have to log in to one place to view and manage multiple accounts under the same customer name. This drop-down selection is located in the upper right-hand corner.



6) If you do not have a gas account yet, click “Application for New Service” on the main screen to download the residential new service application.



24/7 Interactive (IVR) Call Center

ENSTAR’s IVR system can help you obtain basic account information 24/7. All you need is your ENSTAR gas account number and the primary phone number attached to your account.

To reach the IVR, call the number for your area:

- Anchorage: 907-334-7600
- Mat-Su Valley: 907-376-7979
- Kenai Peninsula: 907-262-9334
- Toll-Free: 1-877-907-9767

Paying Your Bill

ENSTAR provides a variety of payment options that are easy and convenient. Payment is due 25 days from the bill date. If you cannot pay your bill by the due date, contact Customer Service at 907-334-7600 to discuss payment arrangements. Payments received after the due date are subject to late fees and finance charges.

If you have not received a bill, contact Customer Service. Note that failure to receive a bill does not remove your obligation to pay for gas used, nor will it prevent late fees or possible disconnection of gas service.

If your payment is declined for any reason, a fee will be applied to your next billing.

If you have received a shut-off notice, payment must be received in the office prior to 5pm the business day BEFORE service is scheduled to be disconnected.

Auto Pay Options

You can set up automatic payments with your bank account or credit card for no charge. Contact us or visit www.enstarnaturalgas.com to set up one of these options.

Credit Cards

You can pay your gas bill with VISA, Discover, or Mastercard. Payments can be made in our customer lobbies, online, or over the phone, and are processed through a third-party provider. You have the option of making a one-time payment or recurring payments. There is no additional fee for using a credit card.

Payment by Check

You can pay by check in the office, online, over the phone, or through the mail. You can mail your check to:

ENSTAR Natural Gas Company
PO Box 37460
Seattle, WA 98124

When mailing your payment, be sure to include the remittance slip at the bottom of your bill. When you provide a check as payment, you authorize ENSTAR to use information from your check to either make a one-time electronic fund transfer from your account, or to process the payment as a check transaction.

Payment in Person

You can pay your bill at any of the following office locations:

- Anchorage: 3000 Spenard Rd
- Mat-Su Valley: 3351 Palmer-Wasilla Hwy
- Kenai Peninsula: 36225 Kenai Spur Hwy

Drop Boxes

Drop boxes are available at all ENSTAR locations except for our Homer operations office. If you have received a shut-off notice, we recommend you do not place your payment in the drop box since payments received after 8am will be processed the following business day.

Electronic Bill Pay

Your credit union or bank may offer the option of directly sending your payment to ENSTAR. Contact your financial institution to find out more information on their services.

Paperless Billing

With ENSTAR's paperless billing program, you will receive an email each month letting you know when your bill is ready to view online. Just follow the email link to ENSTAR's website to see an exact copy of your paper bill in PDF form.

Budget Billing

Budget Billing is a great way to level the highs and lows of seasonal bills and make your monthly natural gas bill more predictable.

The Budget Billing program runs from August through June. Enrollment is online and available from May 1 to July 31 each year.

To establish your Budget Billing amount, ENSTAR estimates your gas charges based on the last three calendar years of consumption and divides this amount into 11 equal bills.

Each month from August through June, your ENSTAR bill will be the Budget Billing amount. In addition, you will also be able to see the difference between your actual charges and what you have paid to date.

July is the "settle up" month for Budget Billing. On the July bill, ENSTAR takes the actual charges for the plan year and subtracts your total payments. If you used less gas than estimated, a credit will be applied to your July bill. If you used more gas, you will be charged the difference.

Full Year Pre-Pay

ENSTAR will apply a \$25 credit to your gas account if you choose to pre-pay your annual bill. Your annual bill is estimated by taking the location's average monthly usage for the past 12 - 36 months and calculating it at the current gas rates. Each month, ENSTAR will deduct your actual monthly usage from your credit balance until it runs out. Any overpayment will be credited to your billing beyond the 12th month.

Payment Kiosks

Payment kiosks are available outside each ENSTAR customer service location. The kiosks are self-service and can take cash, ACH, credit, and debit cards. Be sure to bring your bill which includes a bar code on the bottom, detachable-portion of the statement. Simply scan the bar code and pull up your current billing.

Deposits

Any deposit required to establish or re-establish credit will not exceed twice the estimated average monthly bill. If you have maintained a good payment record, the deposit and any accrued interest will normally be refunded after 12 months. If you close your account before the deposit is refunded, the deposit and applicable interest will be credited to your final bill and any excess amount will be refunded.

Delinquent Bill

ENSTAR may shut the gas off if you have not paid your bill at your current location(s), any previous locations, or for failing to re-establish credit. To avoid having the gas shut off you must pay all outstanding bills in full.

If Your Gas Has Been Shut Off

The total balance due at your current location(s), any previous locations, a reconnect fee, and a security deposit (including an additional security deposit, if required), must be paid before your gas service can be restored. Contact Customer Service at 907-334-7600 for more information.

Disputed Bills

If you have any comments or concerns regarding your current billing, contact your local ENSTAR office. If you are not satisfied with our response or resolution of a contested bill, you may contact the Regulatory Commission of Alaska (RCA) at:

Regulatory Commission of Alaska
701 W. 8th Ave, Suite 300
Anchorage, AK 99501
(907) 276-6222 or 1-800-390-2782 (outside the Anchorage area).

Moving?

You can start or stop service either by calling Customer Service or going online to www.enstarnaturalgas.com. Until you notify us that you have left the property, you are responsible for gas used at that location. Call at least two business days before you need the service changed.

Other Fees

| Description Of Service Or Charge | Amount |
|---|--------------------|
| 1. Late Payment Fee (after 25 days)..... | \$2.00 |
| 2. Finance Charge.....0.875% per month on past due amount | |
| 3. Declined Payment Fee..... | \$25.00 |
| 4. Delinquent Account Reconnect Fee | |
| a) During Office Hours | |
| (8:00am - 5:00pm)..... | \$100.00 |
| b) Outside Office Hours | |
| (5:00pm - 12:00am)..... | \$140.00 |
| c) Call-Out Reconnect..... | \$240.00 |
| 5. Standard Reconnect Fee | |
| a) During Office Hours | |
| (8:00am - 5:00pm)..... | \$65.00 |
| b) Outside Office Hours | |
| (5:00pm - 12:00am)..... | \$85.00 |
| c) Call-Out Reconnect..... | \$95.00 |
| 6. Field Contact Fee (Door Tag)..... | \$20.00 |
| 7. Meter Test Fee | |
| a) Meter Size 200-800..... | \$50.00 |
| b) Meter Size 1000-2300..... | \$150.00 |
| c) Meter larger than 2300..... | 1/2 of Actual Cost |

Payment Assistance

If you anticipate a problem paying your monthly gas bill, log in to My ENSTAR or contact Customer Service at 907-334-7600 to make payment arrangements.

A wintertime heating assistance program is offered by the State of Alaska's Department of Health and Social Services for qualifying individuals. Advance sign-up is required. Payments are made directly to ENSTAR.

Alaska 211, sponsored by United Way, offers information on utility payment assistance as well as additional services including food, clothing, insurance, and housing.

ENSTAR's Website

More information on My ENSTAR, payment options, general customer information, and natural gas safety can be found at:
www.enstarnaturalgas.com

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Contact ENSTAR

If you smell gas, call: 1-844-SMELL GAS
(1-844-763-5542)



Anchorage Offices:

| | |
|---|-----------------|
| 3000 Spenard Rd..... | 277-5551 |
| Credit & Collections..... | 334-7636 |
| Customer Service..... | 334-7600 |
| 401 E. International Airport Rd..... | 277-5551 |
| Distribution..... | 334-7725 |
| Engineering..... | 334-7740 |
| Service..... | 334-7700 |
| Marketing..... | 334-7770 |

Mat-Su Office

3351 Palmer/Wasilla Hwy..... **376-7979**

Kenai Peninsula Office

36225 Kenai Spur Hwy..... **262-9334**

Toll Free..... 1-877-907-9767



**Know what's below.
Call before you dig.**

