



ENSTAR Natural Gas Company, LLC

Section 400 - Customer - Company Relations Regarding Service

§401 Customer's Request for Service

The Company requires each prospective Customer to make application for an account for the service desired, and to establish credit as provided in Section 403 below.

The application is only a request for service and does not bind the Company to serve except under reasonable conditions, nor does it bind the Customer to take service for a longer period than the minimum requirements for the rate schedule under which the Customer would be served.

The Company is not obligated to provide service to an applicant who has an outstanding amount past due to the Company for service or fees covered by these rules and regulations until such applicant re-establishes credit in accordance with Section 403, and satisfies the debt or makes payment arrangements that are satisfactory to the Company. This provision applies to Customers and former Customers who apply for service directly or through some agency or other relationship. As provided in Section 408c below, the Company also has the right to refuse to provide service if it deems it necessary to protect itself against abuse or fraud.

§401a Application for Service

Application for service may be made at any business office of the Company, by mail, by electronic transmission, in person or in the case of individuals applying for Residential Service, by telephone. The Company may require information it deems necessary for applicant identification, service, billing, and credit establishment purposes including:



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§401a(1) Individuals Applying for Residential Service

§401a(1)(a) Applicant's name, billing address, home phone number, occupation and employer

§401a(1)(b) Name of applicant's spouse, spouse's occupation and employer

§401a(1)(c) Name, address and phone number of applicant's nearest relative not living with applicant

§401a(1)(d) Mortgage holder or if applicant is tenant of the premises the name, address and telephone number of the owner, property manager, or owner's agent

§401a(1)(e) Service location, whether it had previously been provided with service, purpose for which the service is to be used, anticipated load requirements, and date when applicant will be ready to receive service

§401a(2) All Other Applicants

§401a(2)(a) Applicant's name, billing address, phone number, principal activity, type of organization

§401a(2)(b) Name of owner, significant officers or partners, their residence address, and previous employers

§401a(2)(c) Bank and credit references

§401a(2)(d) Financial information including bankruptcy history

§401a(2)(e) Service location, whether it had previously been provided with service, purpose for which the service is to be used, anticipated load requirements, and date when applicant will be ready to receive service



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§401a(2)(f) If applicant is tenant of the premises, the name, address and telephone number of the owner, property manager, or owner's agent

§401a(2)(g) Signature of owner, significant officers or partners, or authorized agent.

§401a(2)(h) The Company may require a personal guarantee of the owner, partners and/or Significant officer(s) as a condition of providing service, and therefore credit.

§401a(3) The Company is not obligated to provide service to an applicant who falsifies applicant information.

§401a(4) By making application, the applicant agrees to become responsible for all billings for services to the service location, including costs and actual attorney fees incurred by the Company for collection of any amounts that become delinquent.

§401a(5) Applicants or existing Customers may enter into a written agreement for joint account(s) with the Company, which allows more than one party to be responsible for service to an account and which permits the Company to collect the full amount owed it from any one of the parties.



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§401b Application for Service Line

If a Customer applies for service at a location that did not previously have gas service, the Company will also require the applicant to complete a Service Line or Service Connection application. Fees for and rules concerning Service Lines and Service Connections are contained in Sections 601 and 603 below. Such service may also require an extension of the Company's Gas Distribution Mains. Fees for and rules concerning extension of Gas Distribution Mains are contained in Section 602 below. Application for a Service Line or Service Connection may be made at any business office of the Company, by mail or in person.

The Company will require owner, significant officers or partners, or authorized agent of the service location to sign the application for the Service Line or connection.

The Company may require the information it deems necessary to provide a Service Line or Service Connection including:

§401b(1) Location of the premise to be served

§401b(2) Estimate of anticipated gas

§401b(3) Billing address

§401b(4) Rate schedule desired

§401b(5) Such other information as the Company may reasonably require.

The application is only a request for service and does not bind the Company to provide the Service Connection except under reasonable conditions. The Company is not obligated to provide service if the Company is unable to install the Service Connection because of frozen ground.

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§402 Contract for Service

The Company may require a contract for service that is signed by the Customer, or the Customer's agent, when application is made for service. Any contract differing from filed tariff rates (a "special contract") will be subject to the prior approval of the Regulatory Commission of Alaska as provided for by the Alaska Administrative Code at 3 AAC 48.390. A schedule of special contracts currently in effect is located at Section 1900 below.

No other contract is required for service except:

§402a Where a contract for service is a requirement of the rate schedule for the service applied for, or

§402b A Gas Distribution Main extension is required for service, or

§402c A temporary Service Line or connection is requested

Additionally, the Company may offer landlords and property managers a "Landlord Tenant Agreement" where responsibility for the gas service reverts to the landlord or property manager when 1) the tenant refuses to satisfy a delinquency after proper notification, or 2) when a tenant vacates a property and a new tenant has not applied for service.

Each contract for gas service will contain a provision stating that the contract is subject to such changes or modifications by the Regulatory Commission of Alaska as it may direct in the exercise of its jurisdiction.

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§403 Credit Establishment and Re-establishment

Each applicant for service will be required to establish or re-establish credit for each location to be served to the satisfaction of the Company before service will be rendered.

§403a Establishment of Credit

The applicant's credit will be deemed established:

§403a(1) If the applicant pays a Deposit in cash to secure the future payment of any bills for service to be furnished by the Company as provided in Section 403c below, or

§403a(2) If the applicant furnishes a bond or another security arrangement satisfactory to the Company, or

§403a(3) If, at the sole option of the Company, the applicant executes a meter Deposit waiver agreement that contains a personal guarantee of liability and it is accepted by an authorized employee or agent of the Company, or

§403a(4) If the applicant has a record of prompt payment of bills for the same class of service requested with the Company for at least twenty-four (24) months and applicant is not currently in bankruptcy or receivership. Such previous gas service must have occurred within four (4) years from the date of the new application of service. For applicants requesting Residential Service, the Company may accept the applicant's payment history from another utility if the applicant does not have a sufficient service history with the Company. An applicant's Payment is considered prompt when:



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§403a(4)(a) Payment has not been delinquent (as provided for in Section 408a(1) below) more than once in any consecutive twelve (12) month period, or there is no more than one (1) returned check within the last twelve (12) months; and

§403a(4)(b) There are no delinquencies within the last six (6) months; and

§403a(4)(c) The applicant has no delinquent accounts for the same class of service with the Company at the time of application.

§403a(5) Additionally, if the applicant is applying for Residential Service and does not have a sufficient payment history with the Company or another utility, the Company will consider credit established if the applicant is the record owner of the real property to be served by the Company (provided the real property is of sufficient value), the applicant is not in bankruptcy or receivership, and the applicant agrees to pay all future bills for service to the location.



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§403b Re-establishment of Credit

A Customer who fails to pay a bill for gas service after a second notice of discontinuance of service for non-payment (as provided in 408a(3) below), has more than one (1) delinquency in a twelve (12) month period or has had service discontinued for non-payment of service may be required to pay any outstanding bills and make a cash Deposit, or increase the amount of the Customer's existing cash Deposit, in order to re-establish credit, subject to the provisions of Section 403c below.



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§403c Amount of Deposit

The amount of the Deposit required to establish the credit of an applicant, or re-establish the credit for an existing Customer shall not exceed twice the estimated average monthly bill for the premises for which service is requested or being provided.

The Company may require payment of any requisite Deposit, or increase in Deposit, prior to providing service or the Company may at its sole option, bill for the Deposit on the first gas service billing to the Customer.

§403d Interest on Deposits

§403d(1) Deposits of \$100 or Less Prior to August 1, 2011

§403d(1)(a) Residential Service Deposits

Residential Deposits made prior to August 1, 2011, will bear interest at five percent (5%) per annum until August 1, 2011. Interest on deposits will be accrued and paid at the time of the deposit refund subject to the following conditions:

§403d(1)(a)(i) The Customer's record shows consistently prompt payment during the twelve (12) months preceding the date the Deposit is due to be returned,

§403d(1)(a)(ii) The Deposit will bear no interest for the first twelve (12) month period it is held by the Company,

§403d(1)(a)(iii) The Deposit refund is made according to the Company's routine refund scheduling at the Company's convenience (i.e. that it does not require special handling),

§403d(1)(a)(iv) The Customer's account is still active at the time the Deposit is refunded and service has not been discontinued.

§403d(1)(b) Commercial Deposits made prior to August 1, 2011, will not bear interest.



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§403d(2) Deposits of \$100 or Greater Prior to August 1, 2011

Beginning August 26, 1986, all Deposits held under this section over one hundred dollars (\$100) shall bear the legal rate of interest in effect at the time the Deposit is made. The legal rate of interest shall be defined at AS 45.45.010. However, if the Deposit is placed in an interest bearing account, the Company shall pay the interest rate of that account. If delinquent payments result in interruption of service, the Company is not required to accrue or pay interest for twelve (12) months from the date service is discontinued.

§403d(3) Deposits on or After August 1, 2011

Beginning August 1, 2011, all Deposits held under this section shall be placed in an interest-bearing account and will earn interest at the rate earned by the interest-bearing account, as provided in AS 42.05.365. If delinquent payments result in interruption of service, the Company is not required to accrue or pay interest for twelve (12) months from the date service is discontinued.

§403d(4) Interest will be paid at the time the Deposit is refunded as set forth in Section 403e below. In no case will interest be accrued on refunded or unclaimed Deposits after the Company has applied the Deposit to the Customer's account, after a check has been issued to the Depositor, or after unclaimed Deposits have been remitted to the State of Alaska pursuant to the statute for unclaimed property.



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§403e Return of Deposit

The Company will refund the Deposit and any accrued interest as set forth below:

§403e(1) When service is terminated, the Company will refund all amounts that exceed any balance due the Company for service. All refunds of Deposits and accrued interest generated by discontinuing service will be returned to the Customer within twenty-five (25) days after service has been discontinued.

§403e(2) Refunds to Customers who have established credit, will be made automatically, in the normal course of business, in the form of a refund check or as a credit to the Customer's account. Under no circumstances shall the Company retain a Customer's Deposit longer than two (2) years, provided the Customer:

§403e(2)(a) Has not been delinquent in payment (as stated in Section 705 below) more than once in any twelve (12) consecutive months,

§403e(2)(b) Has not been delinquent in the last six (6) months,

§403e(2)(c) Is not past due at time of review,

§403e(2)(d) These refunds will be made within thirty (30) days after they become eligible for refund.



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§404 Rates and Optional Rates

The rates to be charged by and paid to the Company for gas service will be the rates on file with the Regulatory Commission of Alaska, unless a special contract with the Customer is in effect. Complete schedules of all rates in effect will be available for public inspection in the Company's offices, delineated in Section 102 above.

In the event an applicant's proposed service could qualify for service under more than one rate schedule, the Company will call applicant's attention to the alternatives at the time application is made. The applicant will be required to designate the desired rate schedule.

In the event the Company adopts new or optional schedules or rates, the Company will take such measures as may be practicable to advise all affected Customers of the new offerings. In cases where the Company determines that a different rate schedule is more cost-effective for the Customer, and no service contract is required for the different rate schedule, the Company may transfer the Customer to the different rate schedule without prior notice to the Customer.

The Company will allow an existing Customer receiving service to elect to transfer service to a different rate schedule providing Customer's service qualifies for the desired rate schedule and that the Customer has complied with any minimum service term required by the old rate schedule. The change will become effective for service provided after the next regular meter reading following the date of notice to the Company or following the date all required contracts for service are executed and received by the Company.

The Company is not liable for any refunds for failure by a Customer to take advantage of an optional rate that might have reduced the Customer's cost for service if the Customer was notified that such optional rate was available.

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§405 Changes in Customer's Requirements

The Customer shall give the Company reasonable advance notice of the Customer's intention to increase or decrease materially gas requirements so that appropriate changes to the Company's facilities may be made, if necessary.

§406 Access to Premises

Authorized employees and agents of the Company shall have free access, at all times within reason, to the Customer's premises to read meters, to inspect, test, repair and replace meters and other property of the Company, to inspect the Customer's gas piping and utilization equipment, to remove Company property, and for other purposes directly related to the supply of gas service.

§407 Connection of Service

Customer's Facilities shall only be connected to the Company's system at the fitting provided downstream of the Company's meter.

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§408 Discontinuance and Restoration of Service

§408a Nonpayment of Bills

§408a(1) Delinquent Bills

§408a(1)(a) A bill for gas service is delinquent (past due) if not paid within twenty five (25) days of the billing date. A late payment fee, as set forth in the applicable Schedule of Fees and Charges, will be charged for all bills that become past due, unless the customer enters into a deferred payment agreement with the Company, in accordance with Section 408a(2) of this tariff. A late payment fee will be assessed one time only on a given past due amount.

In addition to the late payment fee, all past due amounts will accrue finance charge at the legal rate of interest consistent with AS 45.45.010 from the date the bill became past due. This finance charge will be imposed monthly on the outstanding balance until the past due amount is paid in full. All past due amounts as well as late payment fee and finance charge will be included and separately indicated on the following month's bill.

§408a(1)(b) It is the responsibility of the Customer to make prepayment or other satisfactory arrangements with the Company if absence from the community or other reasons will preclude timely payment of the Customer's bill.

§408a(2) Deferred Payment Arrangements

The Company may offer a deferred payment plan to a delinquent Customer if the Company determines that the deferred payment plan will assist the Company in collecting the delinquent account. When considering such arrangements, the Company shall consider the length of service, the amount of the delinquency, the amount of the Deposit held, adherence to prior payment arrangements, and prior payment history.



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§408a(3) Notice Before Discontinuance of Service for Non-Payment

§408a(3)(a) When a bill for gas service has become delinquent, the Company shall give the Customer at least ten (10) days notice before discontinuing service. The written or electronic notice will state the Company's intent to discontinue service if the bill is not paid. Such notice may be included with the Customer's regular monthly billing or with a separate mailing at approximately the same time. If the Customer has no history of prior credit problems with the Company, the Company may elect to begin discontinuance of service noticing after the bill is more than 25 days delinquent. At the end of the ten (10) day notice period, if the bill remains delinquent, the Company will proceed with the noticing specified in Section 408a(3)(b) below.

§408a(3)(b) At least three (3) days prior to discontinuing service for non-payment, the Company will make a reasonable attempt to contact the Customer either by mail, electronic mail, short message service, telephone, personal visit or by leaving a notice (door tag) at the service location. A door tag will provide the Customer with all information required by the applicable regulations. A Field Contact Fee as set forth in the applicable Schedule of Fees and Charges (Section 2501h) will be charged for the personal visit or for leaving the door tag. The Customer may elect to make payment at the time of this visit; however, the Field Contact Fee for sending an employee or agent to the premise will still apply.

Customers who have failed to comply with a deferred payment agreement will receive this notice.

§408a(4) Discontinuance of Service for Non-Payment (Delinquency)

§408a(4)(a) When a bill for gas service has become delinquent and the discontinuance notices as provided for in 408a(3) above have been issued, service may be discontinued if the delinquent bill is not paid within the time required by the last notice. A Customer's service, however, will not be discontinued until the amount of any Deposit made to establish credit for that service has been fully absorbed.



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§408a(4)(b) A Customer's gas service may be discontinued for non-payment of a bill owed to the Company by the Customer for service at a previous location, provided such bill is not paid within ten (10) days after presentation of a discontinuance of service notice similar to that provided in 408a(3)(a) above. In no case will service be discontinued within less than thirteen (13) days after establishment of service at the new location and Residential Service may not be discontinued because of nonpayment of bills for Commercial Service.

§408a(4)(c) If a Customer is receiving service at more than one location, service at any or all locations may be discontinued for non-payment of any one bill in accordance with the time and noticing procedures specified in Section 408a(3) above. However, Residential Service may not be discontinued because of nonpayment of bills for Commercial Service.

§408a(4)(d) A Customer who pays a bill with a check, credit union share draft, bank draft, credit card, debit card, electronic check or any other payment method acceptable by the Company that is returned to the Company (i.e. dishonored or declined) will be deemed to be delinquent and subject to the Late Fee. Once the original bill is past due, the Company may discontinue service after giving three (3) days notice of discontinuance, similar to that provided in Section 408a(3)(b) above. The Customer may also be required to re-establish credit subject to the provisions of Section 403b above. The Company shall charge a Declined Payment Fee as set out in the Schedule of Fees and Charges (Section 2501) for each check, draft, or other form of payment that is returned, dishonored or declined.



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§408a(4)(e) A Customer's gas service may be discontinued by the Company for failure to fulfill the terms of a deferred payment arrangement, written or verbal, after three (3) days notice similar to that provided in Section 408a(3)(b) above.

§408a(4)(f) The Company may delay discontinuance of service to Dwelling Unit space heating Customers during winter periods where the Company believes severe weather conditions exist.

§408a(4)(g) The Company will not discontinue service under this Section 408a(4) (that is, for non-payment) on a Friday, a week-end, or on a day preceding a Company-recognized holiday.

§408a(4)(h) If the Company postpones discontinuance beyond ten (10) days from the date of discontinuance indicated by the last notice as provided in Section 408a(3)(b) or Sections 408a(4)(b) - 408a(4)(e) above, then the Company will make a reasonable effort to contact the Customer in the manner provided for in Section 408a(3)(b) above at least one (1) day prior to actual discontinuance.



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§408b Unsafe Apparatus

The Company shall have the right of refusing or ceasing to deliver gas to a Customer if any part of the Customer's service, appliances, or apparatus shall be deemed unsafe by the Company or if the utilization of gas by means thereof shall be prohibited or forbidden under the authority of any law or municipal ordinance or regulation. Additionally, the Company may refuse to serve until the Customer shall put such service, appliance, or apparatus in good and safe condition and comply with all laws, ordinances and regulations applicable thereto.

The Company does not assume the duty of inspecting the Customer's service, appliances or apparatus, or any part thereof, and assumes no liability therefor. In the event the Customer finds the gas service to be defective, the Customer shall immediately notify the Company.

§408c Fraud and Interference with Company-Owned Facilities

The Company shall have the right to refuse to provide gas service, or to discontinue gas service without advance written notice, to any location if the Company deems it necessary to protect itself against abuse, fraud or it has evidence of unauthorized interference with Company-owned facilities (as set out in Section 601e).



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§408d Non-Compliance with Company's Rules

If a Customer should fail to comply with any of these rules and regulations the Company will advise the Customer of such failure. If the Customer does not remedy same within a reasonable period of time, the Company shall have the right to discontinue service to the Customer.

Except in an emergency, or as otherwise provided in these rules and regulations, the Company will not discontinue the service of any Customer for violation of any of these rules and regulations except on written notice of at least five (5) days. Such notice will, advise the Customer of the rule or regulation violated and that service will be discontinued if the violation is not remedied. This notice is not required if the Company determines an unsafe condition exists on the Customer's premise.

§408e Customer Wishing to Discontinue Service

Each Customer about to vacate any premise shall give the Company at least two (2) days notice of the Customer's intent to discontinue service. Such notice should specify the date the Customer desires service to be discontinued. If the Customer does not provide adequate notice the Customer will be held responsible for all gas furnished to the premises until the Company is notified.



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§408f Usage of Service Detrimental to Other Customers

The Company will deny service to any gas equipment, apparatus or appliance, which by its operation would be detrimental to the gas service being furnished by the Company to its other Customers in the immediate vicinity, or supplied from the same distribution system. The Company will discontinue service to any Customer who uses, or continues to use, such equipment after the Customer has been notified of the detrimental condition by the Company.

§408g Failure to Establish Credit After Institution of Service

If the Company institutes gas service to the Customer prior to the Customer's establishing credit (as provided in Section 403 above), and the Customer has not established credit within five (5) days from such institution of service, the Company shall have the right to discontinue further service of gas with five (5) days' notice.

§408h Restoration of Service and Re-connection Service Charge

The Company will normally restore service within one working day, but no later than three (3) working days, after correction of the conditions which resulted in the discontinuance. The Company may charge a Delinquent Account Reconnection Fee as set out the Schedule of Fees and Charges (Section 2501j) where service has been discontinued for nonpayment of bills, to protect the Company against fraud, or for failure to comply with the rules and regulations of the Company. In all other circumstances where a service restoration requires the dispatch of a Company employee or agent, a Standard Reconnect Fee will be collected as set out in the Schedule of Fees and Charges (Section 2501k). The Company may require the charge be paid before service is restored. In the event a Customer requests establishment of service outside regular business hours, the customer will be charged an Outside Office Hours charge as set forth in the applicable Schedule of Fees and Charges (Section 2501).

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§409 No Liability for Damages

The Company shall not be liable for any injury, casualty or damage resulting from the supply of gas, use of gas, or from the existence of or operation of the Company's structures, pipes, or devices on Customer's premises, except for injuries or damage that result from gross negligence by the Company.

§410 Customer Complaints

Customer complaints may be registered at the offices of the Company (listed in Section 102 above) in person or by telephone during regular business hours, or by mail. Such complaints will be promptly handled on an individual basis and appropriate steps will be taken to resolve the situation. In the event the complaint is not resolved to the Customer's satisfaction, the Customer may notify the Regulatory Commission of Alaska.



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§411 Transport End User Becoming System Supply Customer

A Transportation Service End User may apply for Gas Sales Service under this Section 400. One (1) Month prior written notice by an End User's current Shipper or supplier to the Company (with confirmation that is has been provided to the End User) is required for End-Use Delivery Points with individual or aggregated potential peak demand of less than 3,000 Mcf/day. Six (6) Months prior written notice by an End User's current Shipper or supplier to the Company (with confirmation that is has been provided to the End User) is required for End-Use Delivery Points with individual potential peak demand of 3,000 Mcf/day or greater or if the sum of the potential peak demand of End Users' Delivery Points to be transferred to Gas Sales Service in a 90 day period is 3,000 Mcf/day or greater. In either case, a notice by the End User, with confirmation that it has been provided to the Shipper or supplier (with the same time requirements) may be substituted for the notice by the Shipper or supplier.

§411a Among the other provisions of Section 400, the End User will be required to apply for service, as set forth in Section 401, execute any contracts for service, as provided by Section 402, and establish Credit, as provided by Section 403.

§411b In addition to the other provisions of Section 400, and this tariff, Gas Sales Service to the End User is conditioned upon the availability of both a sufficient amount of System Supply Gas to serve the daily average and peak day needs of the returning End User and the capacity to transport such System Supply Gas. Supplies and capacity must be available such that the Company is able to provide such supply without curtailing any of its existing sales or Firm Transportation Service Customers.

§411c If the Company determines that sufficient supply and/or capacity does not exist, the Company may accept the End User if the Company is able, with reasonable effort, to secure sufficient additional supplies and/or the capacity necessary to meet the End User's requirements. The End User must agree to become liable and to promptly reimburse the Company for any additional Gas supply or capacity costs incurred by the Company to supply the End User.

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