

# SCAM ALERT

Recently we've had several reports of phone scammers posing as ENSTAR employees and demanding payments. If you are unsure whether you are speaking with an ENSTAR employee, hang up and call us directly.

Please note, we never ask customers to purchase prepaid credit cards or gift cards to pay their ENSTAR bill. If you have any questions about your

bill, check your account online at [www.enstarnaturalgas.com](http://www.enstarnaturalgas.com) or send us an email at [CS@enstarnaturalgas.com](mailto:CS@enstarnaturalgas.com).

## THE FOLLOWING TIPS CAN HELP YOU AVOID OTHER SCAMS AND FRAUD ATTEMPTS:



**Spot Imposters:** Scammers often pretend to be someone you trust, like a government official, family member, charity, or company you do business with. Don't send money or give out personal information in response to an unexpected request – whether it comes as a text, a phone call, or an email.



**Don't Believe Your Caller ID:** It's easy to fake caller ID information. If someone calls asking for money or personal information, hang up. If you think the caller might be telling the truth, call back to a number you know is genuine.



**Consider How You Pay:** Credit cards have significant fraud protection built in, but some payment methods don't. Wiring money through services like Western Union or MoneyGram is risky because it's nearly impossible to get your money back. That's also true for reloadable cards. Government offices and honest companies won't require you to use these payment methods.



**Talk to Someone:** Before you give up your money or personal information, talk to someone you trust. Con artists want you to make decisions in a hurry. They might even threaten you. Slow down, check out the story, do an online search, consult an expert – or just tell a friend.



**Sign up for Free Scam Alerts** from the FTC at [ftc.gov/scams](http://ftc.gov/scams). Get the latest tips and advice about scams sent right to your inbox.

**If you spot a scam, report it at [ftc.gov/complaint](http://ftc.gov/complaint). Your reports help the FTC and other law enforcement investigate scams and bring crooks to justice. For more information, visit: <https://www.consumer.ftc.gov/articles/0060-10-things-you-can-do-avoid-fraud>**



## OUR GAS METER AND YOU

The rules about ENSTAR's meters are found in ENSTAR's tariff. What's a tariff? ENSTAR's tariff is the terms of service under which we provide natural gas to you, our customer.

The provisions of ENSTAR's tariff are reviewed and approved by the Regulatory Commission of Alaska. Under Alaska State law, ENSTAR is permitted to establish and enforce its tariff. Here are some common questions customers have about the gas meters on their property:

1

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

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 state that ENSTAR employees can access customers' yards for any purpose directly related to the supply of gas service.

2

### **“Is it really ENSTAR's gas meter if it's on MY property?”**

Yes. 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.”

3

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

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

4

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

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.

**SEE [WWW.ENSTARNATURALGAS.COM](http://WWW.ENSTARNATURALGAS.COM) FOR MORE INFORMATION.**