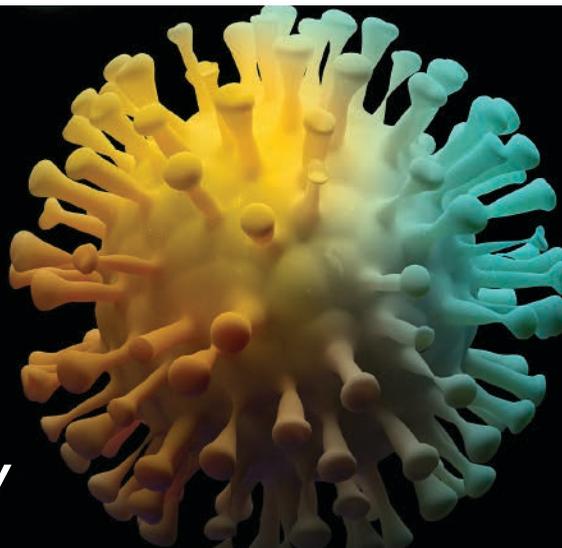


ENSTAR'S RESPONSE TO COVID-19 IN OUR COMMUNITY



Safety is our number one priority at ENSTAR. This means the safety of our employees as well as the safety of our customers. In response to COVID-19 in Alaska, ENSTAR is temporarily operating under modified customer service protocols based on CDC (Centers for Disease Control and Prevention) recommendations. This may include:

TEMPORARY CLOSURES OF ALL ENSTAR CUSTOMER LOBBIES:

Lobby closures will not impact natural gas service to our customers. In the event our offices are closed, visit our website at www.enstarnaturalgas.com or our Facebook page to get the most recent information on our operating protocols during the outbreak.

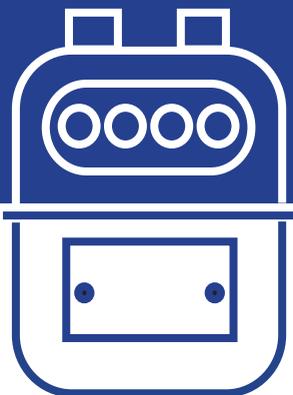
You can also access your gas account online, including starting and/or stopping new gas service, through MyENSTAR. Additionally, there are a variety of payment options available, including the 24-hour kiosks outside each customer service location which accept cash, credit, debit, and electronic checks. Finally, our customer service representatives will still be available by phone from 8am-5pm, Monday through Friday, at 1-877-907-9767.

NEW PROTOCOLS FOR ENSTAR'S FIELD EMPLOYEES:

ENSTAR employees that work in the field come into regular contact with customers. Because of this increased exposure risk to both customers and our employees, ENSTAR employees may:

- Wear disposable gloves upon entering a customer's premise.
- Wipe down surfaces in their work area before starting and after completing work.
- Maintain a 6-foot "social distancing" separation from anyone at the location and request you do the same while work is being performed.
- Provide a written copy of this protocol, if requested.

If the affects of COVID-19 in our community worsen, it may become necessary to limit our work to critical functions. We continue to monitor this situation and will provide updates on our website and social media as we adapt to the changes in our community. We appreciate your understanding and cooperation.



BEYOND YOUR METER: LINE LOCATORS & DISTRIBUTION

ENSTAR's team of approximately 30 line locators perform around 32,000 locates each year. This work helps excavators (including homeowners) dig safely and avoid damaging buried natural gas lines.

Calling 811 for locates is a free service that is required by law. When an excavator skips this required step and hits a natural gas line, ENSTAR's distribution crews respond to stop gas flow and repair the damaged gas line. These repairs typically cost \$1,000 or more. ENSTAR responds to more than 200 excavation damages each year. Each time a gas line is damaged, public safety is at risk.

Line locators and distribution crews also respond to other emergencies such as gas leaks and structure fires. When called upon to respond to a structure fire, ENSTAR line locators mark the underground gas lines and the distribution crews dig up the lines to stop gas flow to the impacted structure.

Rain, shine, snow, or ice, ENSTAR is in the field every day to identify and protect its underground infrastructure and keep the public safe.

WHAT IS "BEYOND YOUR METER?"

This is the third part of a series that will take you beyond your meter by featuring a different area of ENSTAR's natural gas service each month.

Follow along with us this year as we explore gas contracting, ENSTAR's gas transportation system, and gas storage - to name a few.



JonPaul, ENSTAR Distribution

Our line locators and distribution crews played a critical role in ENSTAR's 2018 earthquake response. On November 30, 2018, ENSTAR distribution crew member, JonPaul, was dispatched to a home that had collapsed on top of its natural gas meter. As a result of the collapse, natural gas was blowing from beneath the house. JonPaul immediately recognized the dangerous situation and knew he couldn't wait for the rest of the crew, including line locators, to arrive. As JonPaul described his actions: "I guessed where they would've run the service line in the 1990's and started shoveling." Rather than wait for the excavation equipment that would have normally assisted JonPaul in the effort, he used the tools he had in his truck: a hand shovel, a pry bar, and a clay spade. He successfully exposed the service line away from the structure and shut off the gas flow to the damaged house.