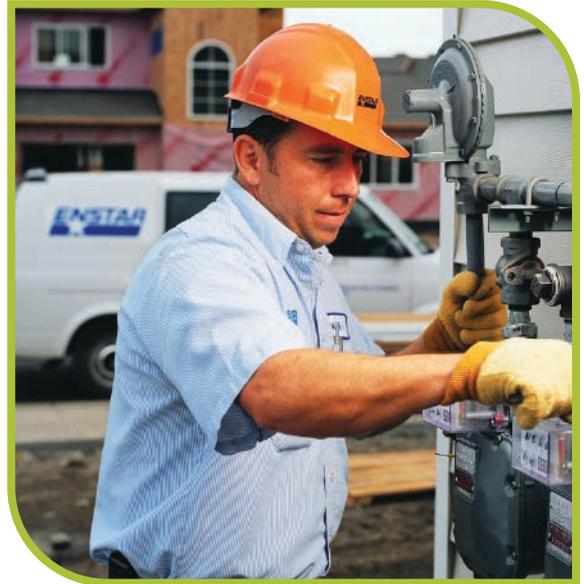


NATURAL GAS SAFETY:

Your role as an ENSTAR Natural Gas Customer

CUSTOMER-OWNED PIPELINES

ENSTAR owns and maintains the gas piping up to and including the meter. You, as the customer, own and are responsible for maintaining any piping beyond the meter. Examples include piping to mobile homes, greenhouses, detached garages, or any other structures that are connected to natural gas. Regularly inspect your piping for leaks and corrosion. If you find a leak or damage to the pipe, have it repaired immediately. If buried pipe is not maintained, it becomes vulnerable to the potential hazards of corrosion and leakage. When digging near underground gas piping, you must locate the pipe first by calling 811. Private contractors can assist you in locating, inspecting, and repairing your customer-owned piping.



SERVICE LINES

A service line runs from the street, through your property, to the meter on your house. You should never build home additions, decks, garages or anything else over any service line. Be aware of where the line is in your yard so you can avoid this situation. If the service line is in conflict with a permanent structure, contact our Marketing Department at marketing@enstarnaturalgas.com to have it moved.

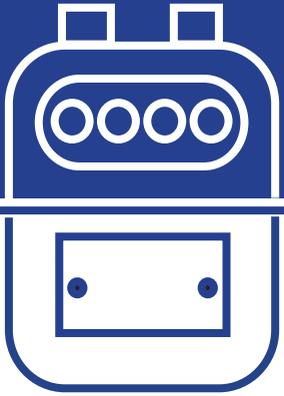
GAS METERS

ENSTAR should always have access to the meter and its shut-off valve to perform required maintenance and for emergencies, such as an earthquake or house fire. Like service lines, gas meters should not be covered or in an enclosed space. Meters must not be located in a garage, under a deck, or enclosed in any kind of construction that make them inaccessible. These enclosed spaces can cause natural gas to pool, creating a potentially dangerous situation. Avoid stacking any type of material, including firewood, around the meter. If the meter is in an area that is vulnerable to damage from traffic, protective bollards or posts are required. For more information on how to protect your meter, contact our Marketing Department.

ENSTAR HAS FILED ITS ANNUAL GAS COST ADJUSTMENT (GCA) WITH THE REGULATORY COMMISSION OF ALASKA (RCA)

The GCA is one of four charges that make up your monthly bill. It is often referred to as a "pass-through" charge since you pay what ENSTAR pays for the gas. It is based on Gas Supply and Storage Agreements approved by the RCA.

If approved, the gas cost will change from \$0.8526 to \$0.8358 per CCF, which represents a 2% decrease to the average residential monthly bill. If approved, the new price will be effective on your July billing. For more information on the GCA, see ENSTAR's website: www.enstarnaturalgas.com.



BEYOND YOUR METER: OUR TEMPORARY EMPLOYEES

ENSTAR employs around 200 people in Anchorage, the Matanuska-Susitna Valley, and the Kenai Peninsula. As the construction season rolls around each year, we hire around 60 additional employees to fill temporary, seasonal positions ("temps"). Our temporary employee program allows us to employ the right number of people throughout the year, and helps students and seasonal employees gain experience in a new industry. We're proud and thankful that the majority of our seasonal temps return year after year – or even move on to full-time careers at ENSTAR.

Temporary employees work in a number of departments including: engineering, construction, service, telecommunications, and customer service. Typical positions for temps are line locators, operations technicians, pipeline helpers, office assistants, and cashiers.

In response to COVID-19, temporary hiring was delayed a month this year. We recently restarted the temp program with added protocols for all of our employees to ensure their safety and the safety of the communities we serve. These protocols include increased sanitization measures, rearranging office spaces to allow for social distancing, and transitioning in-person temp orientation to online trainings. We are ready and excited to work with this year's team of temporary employees.



Nathan, ENSTAR Construction Supervisor

WHAT IS "BEYOND YOUR METER?"

This is the fifth 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.

"I started as a temp at ENSTAR in 2008. My original position was to scan paperwork for the engineering services department. Scanning records wasn't my dream job, but it gave me an opportunity to learn a lot about ENSTAR's operating history. After a few seasons, I moved to an engineering internship. From there, I went on to UAF and graduated with a degree in mechanical engineering. When I returned to ENSTAR as a full-time employee, I was able to apply the knowledge I'd gained from my experience as a temp, particularly the company history I learned from the summers I spent scanning documents. My advice to incoming temps or anyone considering a temporary position is to be eager to learn and willing to work - especially at the less desirable jobs. Being a temporary at ENSTAR is a great way to learn about the company and showcase your skills to get your foot in the door for a permanent position."