



## ENSTAR'S SERVICE 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.

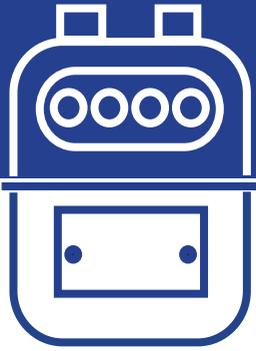
**4**

### **"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 ENSTAR's full tariff at:

<https://www.enstarnaturalgas.com/about-enstar/rates-regulatory/>



## BEYOND YOUR METER:

### CINGSA: COOK INLET NATURAL GAS STORAGE ALASKA

If you've lived in Southcentral Alaska for a while, you may recall that back in 2009, we faced a natural gas shortage. The concern was that Cook Inlet gas production would not be sufficient to meet customer demand during the fall and winter of 2009-2010. Anchorage's mayor at that time, Dan Sullivan, announced a tiered alert system to potentially curb the city's gas use if the need were to arise. This potential gas shortage would also impact area electric companies which, at the time, generated approximately 90 percent of electricity using natural gas.

Fortunately, there was enough gas to meet demand that winter. However, it became clear that a long-term solution was needed to help prevent this situation from re-occurring. ENSTAR began researching options to store gas that was more readily available in the summer months and use it during the winter when demand peaks, impacting both availability and pricing.

#### WHAT IS "BEYOND YOUR METER?"

This is the ninth 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.

Visit the [Customer Resource](#) page on ENSTAR's website to see previous topics.

As a result, the Alaska State Legislature passed the Cook Inlet Recovery Act in 2010 which cleared the path for construction of a natural gas storage facility. A year later, Cook Inlet Natural Gas Storage Alaska was completed and put into operation. Today, ENSTAR manages this natural gas storage facility located on the Kenai Peninsula. Cook Inlet Natural Gas Storage Alaska, or "CINGSA," can store up to 11 billion cubic feet of natural gas for customers such as ENSTAR, Chugach Electric, Municipal Light & Power, and Homer Electric, among others. CINGSA plays an essential role in Southcentral Alaska's energy market as well as ENSTAR's gas supply portfolio.



**Rick, CINGSA Gas Storage Plant Operator Lead**

"I love the variety that my job brings. In a single day I might work as an operator, electrician, or configure instrumentation. There is never a shortage of work to be done and we are always doing what we can to make sure CINGSA operates efficiently. I know that CINGSA is crucial to making sure that Alaskans stay warm and that the lights stay on. With only four employees here, we each take a great deal of pride in our jobs and the work at this facility."