

*Wishing you a
safe and warm
holiday season!*

- From all of us at ENSTAR



Finding YOUR Way to Pay

In response to COVID-19, ENSTAR's lobbies remain closed to the public. We offer a variety of payment options to help make it convenient for customers to pay their gas bill. For more information on your account or to access it online, set up a **MyENSTAR** account at: www.enstarnaturalgas.com.



Pay your bill with VISA, Discover, or Mastercard. Payments are processed through a third-party provider. There is no additional fee for using a credit card.



Pay your bill automatically each month with a credit card or through direct withdrawal from your bank account. You can enroll in Autopay through **MyENSTAR**.



Pay your bill over the phone and online using credit, debit or electronic check. Payments may take up to three days to post to your account.



Many banks offer the option to send your payment directly to ENSTAR from your bank account. Check with your banking institution to see if it offers this service.



Kiosks are available 24/7 outside our customer lobbies for payments with cash, check, credit and debit cards. See our website for customer service locations.

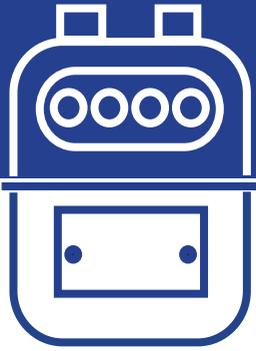


You can mail your check or money order to:

ENSTAR Natural Gas Company
PO Box 34760
Seattle, WA 98124-1760



You can elect to pay your bill a year in advance to receive a \$25 credit. Contact our Customer Service for more information on annual payments.



BEYOND YOUR METER: NORTHERN & SOUTHERN DIVISIONS

ENSTAR delivers natural gas to homes and businesses across Southcentral Alaska. We operate out of Anchorage and two additional regions, which we call "Divisions." ENSTAR's Northern Division is in the Matanuska-Susitna Valley (Mat-Su); the Southern Division is in the Kenai-Peninsula Borough.

ENSTAR's Northern Division has been serving the Mat-Su for the last 36 years. The Northern Division has 21 full-time employees in the service, engineering services, construction, customer service, and marketing departments. The Mat-Su gas service area has grown tremendously over the years – indeed, it is frequently referred to as the fastest growing area of the state. ENSTAR opened its Mat-Su location in 1984 with 1,221 customers. Today, that number has grown to more than 32,000 customers.

Established in 1961, the Southern Division is headquartered in Soldotna with additional field offices in Sterling and Homer. Similar to the Northern Division, the Southern Division is home to 20 full-time employees and serves over 17,000 customers. Besides operating ENSTAR's gas distribution system on the Kenai Peninsula, the Southern Division also operates eight turbine pipeline compressors and roughly 100 miles of transmission pipeline to transport gas north to Anchorage and beyond.



Ryan, Southern Division Supervisor

I have worked at ENSTAR for almost 10 years. I started as an Operator at CINGSA, the natural gas storage plant that ENSTAR operates on the Kenai Peninsula. I then took a Quality Control/Safety Administrator position in Anchorage. Through that role, I was able to learn about operations at each of ENSTAR's locations. Three years ago, I returned to the Peninsula as the Southern Division supervisor. What stands out to me about this Division is the large area that it serves: from Kenai/Soldotna down to Homer with several small communities in between. No matter my location or role with ENSTAR, I have always worked with great people who are dedicated employees. We may be in different locations but we know how to work together to make sure customers have safe and reliable natural gas service regardless of the weather condition, time of day, or day of the year. I'm proud to be a part of this team.

WHAT IS "BEYOND YOUR METER?"

This is the final installment of an 11-part series designed to take you beyond your meter by featuring a different area of ENSTAR's natural gas service each month this past year.

If you missed a month, would like to read more about one of the covered topics, or find out more about ENSTAR, visit the Customer Resource page on ENSTAR's website:

www.enstarnaturalgas.com