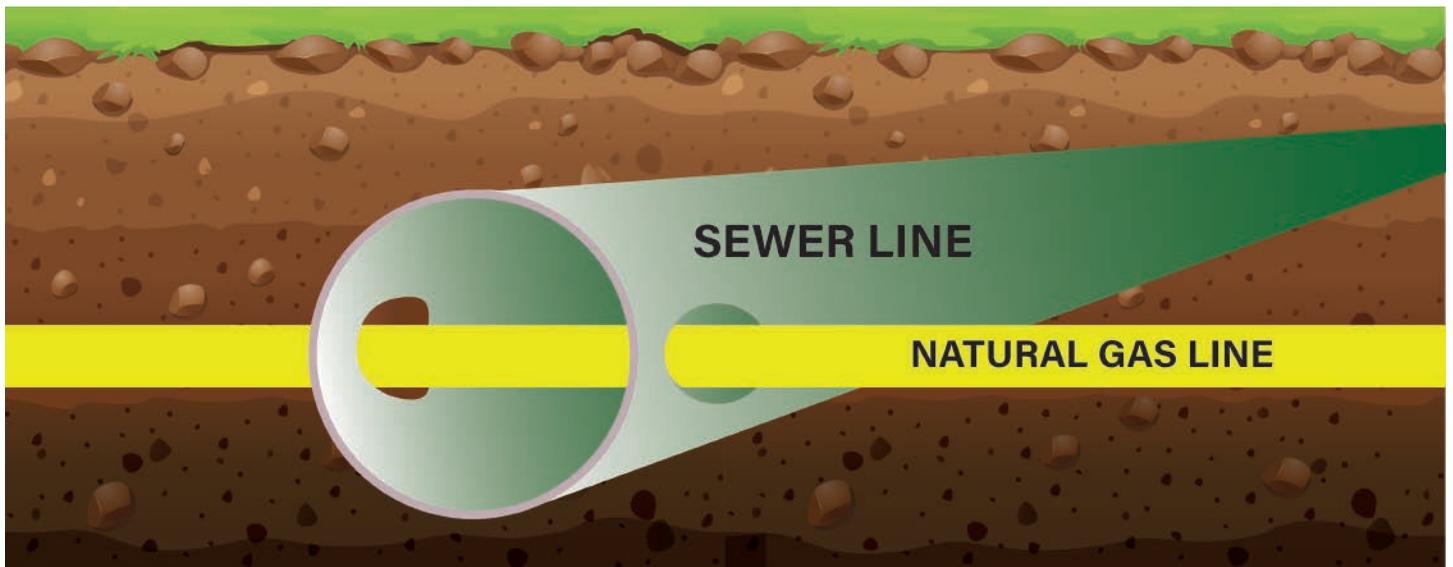




We are proud to team up with one of our customers to create the Warm Hearts Warm Homes fund which provides natural gas heating assistance to ENSTAR customers in Anchorage, the Mat-Su Valley and the Kenai Peninsula. We're thankful for our partnership with United Way of Anchorage to help us get the word out and get the funds to our customers in need. To donate to the fund or to get information on eligibility visit:

www.LiveUnitedANC.org/warm-hearts



→ **WHAT TO KNOW ABOUT CROSS BORES** ←

What is a Cross Bore?

A "cross bore" is when a natural gas line runs through an existing underground utility, typically sewer or septic lines. A cross bore can potentially cause a back up in your pipe which will need to be cleared.

Call Before You Clear

When you have a clogged septic or sewer line, your first step is to determine whether the clog is inside or outside your house. If it's inside, then you don't need to worry about a cross bore.

If the clog is outside your house, or if you're unsure where the clog is, then you could be dealing with a cross bore and should call 811 for an emergency locate before you start clearing your septic or sewer line.

If You Encounter a Damaged Natural Gas Line

If you hit a natural gas line while unclogging a septic or sewer line, immediately eliminate any potential ignition sources. Call 911 and ENSTAR at 1-844-SMELL GAS (907-334-7763) to report any potential damage.

BREAKING DOWN YOUR BILL

Below is a breakdown of your bill, highlighting key parts you should know.

See www.enstarnaturalgas.com for more information, including terms, definitions and contact information.

Bill summary, including the **Bill Date, Due Date & Current Charges**

ENSTAR Natural Gas Company
P.O. Box 190288
Anchorage, Alaska 99519-0288
www.enstarnaturalgas.com

UTILITY BILL STATEMENT

Customer: **JOHN SAMPLE**
Account Number: **1903520000**
Cycle: **96-01**

Your **Name, Account Number, & Bill Cycle.**

Bill Date	Due Date	Billing Cycle	Previous Balance	Payments	Current Activity	Total Amount Due
11/26/2021	12/21/2021	10/17/21 - 11/20/21	\$52.49	\$-52.49	\$145.77	\$145.77

Meter # **109952** **1234 ANY STREET** Rate Class: **G1 TYPE: Residential** *** Auto Pay ***

Service Location Details

IMPORTANT MESSAGE

Attention Landlords and Property Managers: Don't forget to set up a Landlord Tenant Agreement (LTA) on your account. An LTA can help you avoid a disconnection in service and possible reconnection fees. Sign up today at www.enstarnaturalgas.com

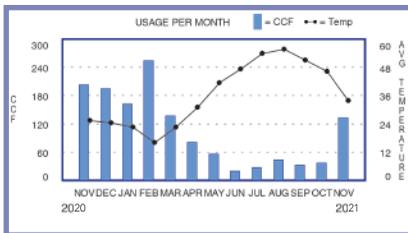
Previous Activity	Previous Balance	52.49
	Payment received on 11/16/2021	-52.49
	Adjustments	0.00
	Balance Forward	\$0.00
Current Activity	ENSTAR Customer Charge	16.00
	ENSTAR Service Charge (Base) 133 ccf @ .147590	19.63
	Regulatory Cost Charge (RCC) @ .400000%	0.56
	Total ENSTAR Charges	\$36.19
	Supplier Gas Cost Charge (GCA) 133 ccf @ .791960	105.33
	Total Supplier Charges	\$105.33
	Current Gas Charges:	\$141.52
	Kenai Borough Tax @ 3%	4.25
	Total Current Activity	\$145.77
	TOTAL AMOUNT DUE	\$145.77

Balance drafted on due date

Breakdown of your current bill.

Important Safety & Billing Messages

Rolling twelve month **Usage History**



CURRENT READ DATE	NO. OF DAYS	CURRENT READ	PREVIOUS READ	DIFFERENCE	MULTIPLIER	TOTAL CCF
11/20/2021	34	9784	9651	133	1.0000	133.00

Current & previous month **Meter Read Details.**



PLEASE DETACH HERE AND RETURN THIS PORTION WITH YOUR PAYMENT



ACCOUNT NUMBER: 1903520000
BILLING DATE: 11/26/2021

DUE DATE	12/21/2021
TOTAL AMOUNT DUE	\$145.77
AMOUNT ENCLOSED	*** Auto Pay ***

Please make checks payable to ENSTAR and insert with coupon into enclosed envelope. Billings are due and payable on the date rendered and delinquent 25 days from date billed.
 Check here for change of address or phone number and indicate changes on reverse side.

JOHN SAMPLE
123 ANYWHERE ST
ANCHORAGE, AK 99999-9999

ENSTAR Payment Processing
P.O. Box 34760
Seattle WA 98124-1760

00000001903520000 000014577 2

Remittance Slip: Be sure to include this portion of the bill when mailing in your payment.

Bar Code: Scan the bar code at any of ENSTAR's payment kiosks (located outside our customer service locations) to easily access your account.