



ENSTAR'S SERVICE AND YOU

The rules about ENSTAR's meters are found in ENSTAR's tariff. What's a tariff? ENSTAR's tariff contains the rates, rules, regulations and terms under which we provide natural gas service to you.

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 may 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?”

While the tariff does not require ENSTAR to give notice ahead of time, ENSTAR does attempt to contact the property owner before entering the yard to perform any work on the meter. In the case of an emergency, ENSTAR may enter a yard without notice.

4

“Someone came to my door claiming to be an ENSTAR employee. How can I tell if this is really an employee?”

ENSTAR always appreciates customers who look out and report possible fraud. 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/>



**Know what's below.
Call before you dig.**

RUSHING TO COMPLETE OUTDOOR PROJECTS BEFORE IT SNOWS? DON'T FORGET THE FIRST STEP!

Call 811 for FREE utility locates.

Save on project time and costs and stay SAFE by locating underground gas lines before any project that disturbs the ground.

THESE ARE JUST SOME OF THE COMMON PROJECTS THAT DAMAGE ENSTAR'S GAS PIPELINES:



Replacing or installing a deck or fence post.



Replacing or installing a mailbox post.



Installing stakes or rebar.



Landscaping a yard.



Building an addition or greenhouse.

SCAM ALERT

Recently we've had several reports of phone scammers posing as ENSTAR employees and demanding payments. If you are unsure whether you are speaking with an ENSTAR employee, hang up and call us directly.

Please note, we never ask customers to purchase prepaid credit cards or gift cards to pay their ENSTAR bill. If you have any questions about your bill, check

your account online at www.enstarnaturalgas.com or send us an email at CS@enstarnaturalgas.com.

THE FOLLOWING TIPS CAN HELP YOU AVOID OTHER SCAMS AND FRAUD ATTEMPTS:



Spot Imposters: Scammers often pretend to be someone you trust, like a government official, family member, charity, or company you do business with. Don't send money or give out personal information in response to an unexpected request – whether it comes as a text, a phone call, or an email.



Don't Believe Your Caller ID: It's easy to fake caller ID information. If someone calls asking for money or personal information, hang up. If you think the caller might be telling the truth, call back to a number you know is genuine.



Consider How You Pay: Credit cards have significant fraud protection built in, but some payment methods don't. Wiring money through services like Western Union or MoneyGram is risky because it's nearly impossible to get your money back. That's also true for reloadable cards. Government offices and honest companies won't require you to use these payment methods.

If you spot a scam, report it at ftc.gov/complaint. Your reports help the FTC and other law enforcement investigate scams and bring crooks to justice. For more information, visit:

<https://www.consumer.ftc.gov/articles/0060-10-things-you-can-do-avoid-fraud>