

THE "DO'S & DON'TS" OF METER PROTECTION

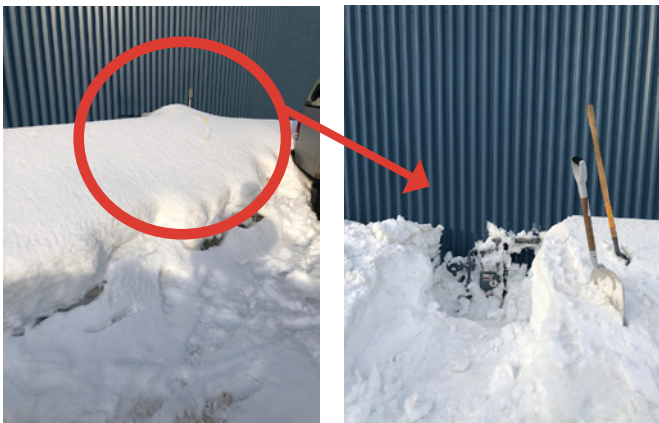


DO Keep your meter accessible for ENSTAR Employees.

ENSTAR regularly inspects and performs maintenance work on its metering facilities. Our technicians also need access to respond to emergencies to check for gas leaks. Our technicians also check the meter assembly for leaks and corrosion, so it's vital we have access to the gas meter all year round. Usually, this doesn't interrupt gas service, however, if it does, our technician will coordinate the work with you.

DO Keep your meter clear of ice and snow during the winter.

Heavy build-up of snow and ice causes stress on the meter and can lead to gas leaks. Additionally, it prevents quick access to the meter's shut-off valve in an emergency. A shovel is a great way to clear a path to the meter, but only use a broom to clear snow and ice off the meter itself to avoid damaging it.



DON'T Enclose your meter in any type of building or structure.

Enclosing your meter in any way, such as in a garage or house addition, or surrounding it by a deck or concrete, prevents ENSTAR from accessing your meter for maintenance and in the case of an emergency. In addition, it creates a safety hazard in the event of a natural gas leak.



DO Call 1-844-SMELL-GAS if you suspect a natural gas leak.

If you ever suspect a natural gas leak, leave the area and call ENSTAR at 1-844-SMELL-GAS (1-844-763-5542).

A service tech will immediately be dispatched to investigate the odor.



OUR NEW PAYMENT PORTAL IS NOW LIVE!

ENSTAR has moved to a new payment processor that supports a better customer experience with real time posting to customer accounts, enhanced security, and an improved user-friendly online experience.

As part of this transition, EXISTING credit and debit card autopay customers need to re-enter their card information on the new portal in order to stay enrolled in autopay.

Go to www.enstarnaturalgas.com to log in or create a MyENSTAR account to sign up for autopay.



Finding YOUR Way to Pay

We offers a variety of payment options to help make it convenient for you to pay your 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 to you 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.