

A  
*thank you*  
TO OUR  
CUSTOMERS

Thank you for your patience as we transitioned to our new payment processor the past few months. We recognize it has been a bumpy process for customers which led to long wait and response times. We know your time is valuable so thank you for bearing with us as we worked to respond to each customer concern and question.

For account questions, you can continue to reach us by email at: [cs@enstarnaturalgas.com](mailto:cs@enstarnaturalgas.com) or by calling 907-277-5551.



## Natural Gas Safety in Extreme Weather



In Alaska we're used to extreme weather and this winter has brought a lot of strong winds and heavy snowfall, especially in Southcentral Alaska. While most of ENSTAR's natural gas lines are protected underground, your above ground natural gas utilities can still be affected by harsh winter weather.

- Wind damage to rooftops, siding, and HVAC units can also damage natural gas lines. A damaged gas line is not only dangerous, but can create an expensive bill if gas is escaping.
- Always keep your meter clear of any ice and snow build-up. This helps ensure proper operation of your meter and allows access to the meter in case of an emergency.
- Never use gas appliances for heating your home, such as ranges, ovens or clothes dryers
- If you lose power, ENSTAR strongly discourages the use of ventless heaters due to the risk of carbon monoxide. A generator can be a safe and efficient way to provide back-up power to your home or business, but be sure to use your generator correctly. For more information on how to use a generator safely visit: <https://www.fema.gov/fact-sheet/use-generators-safely-home>.



## ALASKA WEATHERIZATION ASSISTANCE

**Alaska Weatherization Assistance** is intended to help low- and moderate-income households reduce utility costs and meet vital needs. An energy assessment helps to systematically assess the thermal condition and tightness of a home to determine the most cost-effective energy saving modifications such as improving insulation, weather stripping, improving ventilation, and controlling moisture levels.

Program funds are administered by the Alaska Housing Finance Corporation. Individuals who meet income limits may apply for the weatherization program through the weatherization service provider in their area. Both homeowners and renters may apply. For more information about the program or to determine your eligibility, see: <https://www.ahfc.us/blog/posts/funds-boost-weatherization-program>.

# SCAM ALERT

Frequently we hear 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](http://www.enstarnaturalgas.com) or send us an email at: [CS@enstarnaturalgas.com](mailto: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](http://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>



## Energy Conservation Tips

Make the most of your energy dollars with these simple changes.

1

### Adjust your thermostat.

A programmable thermostat can reduce gas consumption by automatically adjusting itself according to your lifestyle. Set your thermostat between 65° F and 70° F during the winter and 58° F when away from the house for four or more hours.

2

### Adjust the temperature on your water heater.

Turn down your water heater to 120 degrees F to reduce your natural gas bill and take quick showers instead of baths.

3

### Wash full loads of laundry.

Run full loads in your dishwasher and washing machine. Use cold water in your laundry wash and rinse cycles.

4

### Check your fireplace.

Keep your flue closed when the fireplace is not in use. Install glass doors on the front of the fireplace to keep room heat from going up the chimney.