

ENSTAR'S NEW PAYMENT PROCESSING SYSTEM *COMING SOON!*

Beginning in mid-October, ENSTAR is moving to a new payment processor to support 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 auto pay customers will need to re-enter credit card information on the new portal.**

MyENSTAR Auto Pay Set Up Instructions

1. Log in to your MyENSTAR account. Click on the “Billing” tab located at the top of your screen. Then select the “Auto Pay” option located on the left navigation menu.
2. Click on “Add Payment Option” to add your payment method. You can store multiple payment methods to select from.
3. Select the accounts you wish to enroll in auto pay.
4. Select the payment method (which you added in step 2) that you want for the account(s) you have selected for auto pay.
5. Click “Set Up.” Follow the prompts to complete your auto pay enrollment.

Be on the lookout as we share updates and more information about the launch of our new payment system through our website, social media, and in future inserts! You can find us at:

ENSTAR Receives National Safety Award

In September, ENSTAR received the Leading Indicator Safety Award from the American Gas Association (AGA). This award recognizes ENSTAR for its proactive commitment to enhancing safety. The award was received by ENSTAR's Safety Manager, Alicia Martinez. The AGA is a national organization that supports natural gas utilities and recognizes excellence in the industry.

AT ENSTAR, safety is our number one priority. We're honored to receive this award and we will continue working to provide safe and reliable gas service to our customers.



ENSTAR Receives Interim Rate Approval from the Regulatory Commission of Alaska

The Regulatory Commission of Alaska (RCA) has approved ENSTAR's request for an interim and refundable 1.50% increase to the Base Rate and the Monthly Customer charges, effective October 1, 2022. This equates to an increase of approximately \$0.50 per month for the typical residential customer bill.

In order to change its base rates, a utility has to request the change through the RCA by filing a "rate case." While the case is pending, a slight interim rate increase may be approved. However, if the Commission determines that the interim rate was not justified, the utility must repay that increase, plus interest, to customers. This is known as an "interim and refundable rate."

The Base Rate is a volumetric charge that covers system maintenance costs and is determined by the meter size on your account.

The Customer Service charge is a flat fee that is determined by the meter size on the account. The customer charge recovers a portion of the utility's costs such as meter-reading, record-keeping, billing, collections, and costs associated with service lines and meters.

However, the largest component of a monthly bill, the "supplier gas cost charge," will not increase as a result of this rate case. The supplier gas cost charge represents the actual costs that ENSTAR pays to acquire, store, and transport customer gas. The RCA reviews this charge each year through ENSTAR's "Gas Cost Adjustment" filing.