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# NEWS

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**FEBRUARY 2026**

*Keep your roof clear of snow and ice to avoid meter damage and costly repairs.*

## Protecting Your Gas Meter This Winter

During Alaska’s long winters, ice and snow will accumulate around the meter. In addition, meters can be buried by snow falling from a roof or by snow plows. The stress of this extra weight can damage the meter and possibly cause a gas leak. Be sure to take these safety measures to help keep the meter clear and your family safe.

- Always keep snow and ice build-up off the meter. Use a broom or soft brush to clear the meter, regulator, and surrounding piping to avoid accidentally damaging the meter.
- Never use sharp objects, like a shovel, snow shovel, or snowblower on the meter. In addition, never kick the meter to knock ice loose.
- Be aware of icicles hanging from the roof which can damage the meter when they fall.
- Always maintain a clear path to the meter in case of an emergency. Large piles of snow can slow the response time when every second counts. Clearing snow from your driveway or rooftop is a good time to double check that first responders and ENSTAR employees can easily access your meter.



If you notice or suspect damage on the meter, contact ENSTAR’s emergency line at **1-844-763-5542**, and a service technician will come out to address the issue.



**Join us in supporting United Way’s 2026 Walk for Warmth**  
 and together we’ll raise funds to help our Anchorage neighbors struggling to pay their utilities.

**The event takes place Saturday, February 21st**  
 Meet us at Romig Middle School at 12:30 p.m. to walk to Westchester Lagoon.

**Register to Walk and Donate**



[www.unitedwayanc.org/warmth](http://www.unitedwayanc.org/warmth)



**REMINDER:** ENSTAR offices will be closed on Monday, February 16th, for Presidents’ Day.  
 Customers may access their accounts online or by using the kiosks located at ENSTAR customer service locations.

# GAS SUPPLY UPDATE

In the current gas supply environment in Southcentral Alaska, it has become apparent that ENSTAR must have additional storage to meet its Customers' needs. Given this, ENSTAR began negotiations with AIX Energy, LLC ("AIX") to acquire its depleted gas reservoir in Kenai, just down the road from our current (and only) storage facility, CINGSA.

On January 12th, 2026, ENSTAR filed a Petition for Advanced Determination of Decisional Prudence for Natural Gas Storage with the Regulatory Commission of Alaska (RCA), which would allow ENSTAR to move forward with the purchase of this facility.

With this additional storage capacity, ENSTAR will be able to purchase gas supply as it becomes available and then store these volumes for future customer use. Given the gas supply challenges in Cook inlet, having this ability will help ensure reliable, uninterrupted service to our Customers.

## Why is My Bill Higher This Winter?

We understand that receiving a higher bill than expected can be frustrating, and there are several factors that may have influenced your bill.

Weather is the biggest impact to your bill. In cold temperatures, it takes more energy to maintain the indoor temperature in homes and businesses, so you may see your bill increase even though you haven't touched your thermostat.

This past November and December were colder than normal, and multiple windstorms led to increased usage. You can find weatherization tips on our website to help your home use energy more efficiently: <https://www.enstarnaturalgas.com/energy-conservation/>.

ENSTAR Operations Technicians drive by EVERY meter to get readings, but in November, hazardous road conditions kept them from being able to access some routes SAFELY, and some meter readings were estimated based on historical usage during similar periods. Because this November was colder than in previous years, estimated usage may have been lower than actual consumption. December was the "true-up" month, where the difference between the estimate and actual usage for November was applied.

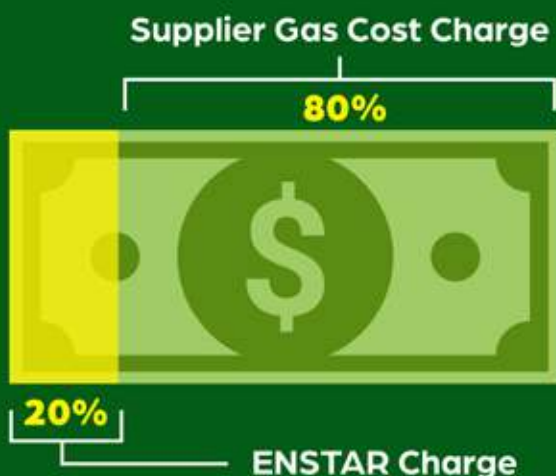
Lastly, the number of days in a billing cycle can change if a holiday falls within the cycle. When comparing your bill to the previous month, be sure the billing cycles cover the same number of days.

## The largest component of your bill is the Gas Cost Adjustment (GCA).

The GCA is around 80% of your bill and is the pass-through cost of the natural gas commodity. We work year-round to negotiate the lowest price possible for our customers. Each year, ENSTAR files with the Regulatory Commission of Alaska (RCA) to adjust the GCA. The RCA must review and approve this filing before the rates can go into effect.

On May 15, 2025, ENSTAR made its required annual filing with the RCA for the Gas Cost Adjustment (GCA). The filing increases the current gas cost of \$0.90716/Ccf to \$1.01091/Ccf. ENSTAR estimates that average residential customers will see an annualized increase of 8.7% which represents approximately \$12.02/month.

## Where Does Your Dollar Go?



To learn more about ENSTAR's rates, including the current rates, scan the QR code to the right with your mobile device.

