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NEWS

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APRIL 2026

An ENSTAR line locator marks an underground gas line after a call to 811.



April is National Safe Digging Month



National Safe Digging month is a reminder to call 811 two business days before digging or breaking ground to avoid delays and unnecessary costs.

In 2025, ENSTAR gas lines were damaged 200 times by contractors and homeowners. Many of these incidents could have been prevented by calling 811 for locates two days before starting a project and following safe digging practices. Every damaged gas line puts people and property at serious risk, and the consequences can be costly. Repairs often exceed \$1,000, and federal fines can reach more than \$10,000.



Always call 811 when:

- **You break or disturb the ground** in any way, such as digging, drilling, driving or pulling stakes, boring, grading, or using mechanized equipment.
- **You dig**, which typically involves removing soil, by hand or machine, to create a hole or trench. In short, all digging breaks ground, but not all ground breaking activities involve traditional digging.

Importantly, both can pose a risk of contacting buried natural gas lines.

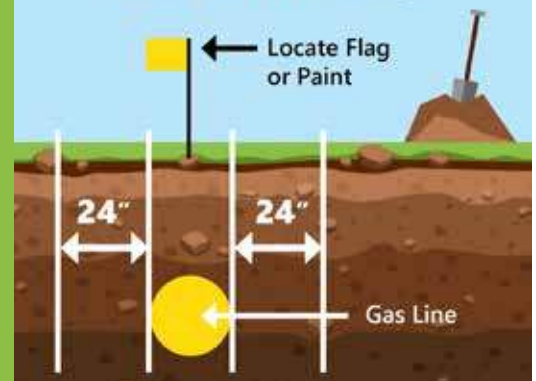
What are safe digging practices?

- Calling 811 two business days before digging or breaking ground
- Waiting for all utility lines to be marked
- Respecting the markings
- Digging by hand near locate marks (see “tolerance zone” image)
- Calling 811 again:
 - For every new project
 - If locate lines are no longer visible
 - If your project start is delayed (locates expire after 15 days)



TOLERANCE ZONE

The width of the utility line plus 24" on either side of the markings



BREAKING DOWN YOUR BILL

Below is a breakdown of your bill, highlighting key parts you should know. Visit www.enstarnaturalgas.com for more information, including terms, definitions and contact information.

Bill summary, including the Bill Date, Due Date & Current Charges



ENSTAR Natural Gas Company
P.O. Box 190288
Anchorage, Alaska 99519-0288
www.enstarnaturalgas.com

UTILITY BILL STATEMENT

Customer: JOHN A SMITH
Account Number: 0000000000
Cycle: 10-01

Bill Date	Due Date	Billing Cycle	Previous Balance	Payments	Current Activity	Total Amount Due
2/17/2026	3/16/2026	1/13/26 - 2/11/26	\$365.98	-\$365.98	\$242.68	\$242.68

Meter #123465 1234 MAIN ST Rate Class: G1 TYPE: Residential *** Auto Pay ***

Your Name, Account Number, & Bill Cycle.

Service Location Details

Simplify your life by signing up for auto pay and ebilling today. Enroll in MyENSTAR to have 24x7 access to your account information.

Previous Activity

Previous Balance	365.98
Payment Received on 2/10/2026	-365.98
Adjustments	0.00
Balance Forward	\$0.00

Current Activity

ENSTAR Customer Charge	20.00
ENSTAR Service Charge (Base) 186 ccf @ \$0.18459	34.33
Regulatory Cost Charge (RCC) @ 0.13%	0.32
Total ENSTAR Charges	\$54.65

Supplier Gas Cost Charge (GCA) 186 ccf @ \$1.01091	188.03
Total Supplier Charges	\$188.03
Current Gas Charges	\$242.68

Total Current Activity	\$242.68
TOTAL AMOUNT DUE	\$242.68

Balance drafted on due date

Breakdown of your current bill.

Important Safety & Billing Messages

2025 Total Gas Charges \$1,556.23

Current & previous month Meter Read Details.



CURRENT READ DATE	NO. OF DAYS	CURRENT READ	PREVIOUS READ	DIFFERENCE	MULTIPLIER	TOTAL CCF
2/11/2026	29	2321	2135	186	1.0000	186.00

Rolling 12-month Usage History

IF YOU HAVE ANY QUESTIONS CONCERNING THIS BILL, PLEASE CONTACT ONE OF THE OFFICES LISTED ON THE REVERSE OF THIS BILL.

PLEASE DETACH HERE AND RETURN THIS PORTION WITH YOUR PAYMENT



Account Number: 0000000000
BILLING DATE: 2/17/2026

Please make checks payable to ENSTAR and insert with coupon into enclosed envelope. Billings are due and payable on the date rendered and delinquent 25 days from the date billed.

Check here for change of address or phone number and indicate changes on reverse side.

DUE DATE	3/16/2026
TOTAL AMOUNT DUE	\$242.68
AMOUNT ENCLOSED	*** Auto Pay ***

JOHN A SMITH
1234 Main St
Anchorage, AK 99502

ENSTAR Payment Processing
P.O. Box 34760
Seattle WA 98124-1760

Remittance Slip: Be sure to include this portion of the bill when mailing in your payment.

Bar Code: To access your account from an ENSTAR kiosk, scan this bar code, either from your paper bill or a photo of it saved to your phone. Kiosks are located outside our customer service locations.