



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

www.enstarnaturalgas.com

**UTILITY BILL STATEMENT**

Customer:

Account Number: 4893410000

Cycle: 96-01

Bill Date	Due Date	Billing Cycle	Previous Balance	Payments	Current Activity	Total Amount Due
8/15/2012	9/10/2012	7/12/12 - 8/9/12	\$96.07	\$-96.07	\$36.06	\$100.00

Meter #93256 AKSALA 3 Rate Class: G1 Type: Residential

\*\*\* Auto Pay \*\*\*

ENSTAR Natural Gas Company has filed for a quarterly tariff revision to its Gas Cost Adjustment (GCA). The cost will be \$0.59309 per Ccf effective for billings issued on or after July 2, 2012, which may include June 2012 usage.

<b>Previous Activity</b>	Previous Balance	96.07
	Payment received on 8/9/2012	-96.07
	*Adjustments	0.00
	<b>Balance Forward</b>	<b>\$0.00</b>

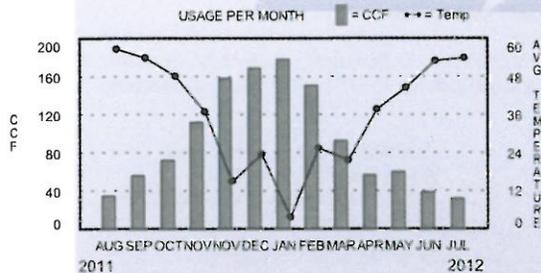
<b>Current Activity</b>			
ENSTAR Customer Charge			13.50
ENSTAR Service Charge (Base)	32.00	ccf @ .110100	3.52
Regulatory Cost Charge (RCC)		.161000%	0.06
<b>Total ENSTAR Charges</b>			<b>\$17.08</b>
Supplier Gas Cost Charge (GCA)	32.00	ccf @ .593090	18.98
<b>Total Supplier Charges</b>			<b>\$18.98</b>
<b>Current Gas Charges:</b>			<b>\$36.06</b>

**STATUS OF YOUR BUDGET BILLING PLAN**

Budget Billing Plan Amount	-100.00
Actual Monthly Charges	36.06
Applied to Deferred Balance	-63.94
Projected Deferred Balance	-63.94

<b>Total Current Activity</b>	<b>\$36.06</b>
<b>2012-2013 Budget Billing Amount</b>	<b>\$100.00</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$100.00</b>

Balance drafted on due date



CURRENT READ DATE	NO. OF DAYS	CURRENT READ	PREVIOUS READ	DIFFERENCE	MULTIPLIER	TOTAL CCF
8/9/2012	28	4983	4951	32	1.0000	32.00

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



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

ACCOUNT NUMBER: 4893410000  
 BILLING DATE: 8/15/2012

<b>DUE DATE</b>	<b>9/10/2012</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$100.00</b>
<b>AMOUNT ENCLOSED</b>	<b>*** Auto Pay ***</b>

6541

SOLDOTNA, AK 99669-9001

ENSTAR Payment Processing  
 P.O. Box 34760  
 Seattle WA 98124-1760  
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3000 Spenard Road  
Anchorage, AK 99503  
(907) 277-5551

3351 Palmer/Wasilla Hwy.  
Wasilla, AK 99654  
(907) 376-7979

36225 Kenai Spur Hwy.  
Soldotna, AK 99669  
(907) 262-9334

Whittier  
1-877-907-9767

www.enstarnaturalgas.com

cs@enstarnaturalgas.com

### Paying Your Bill

Please pay your bill on or before the due date. Your bill may be paid by mail using the enclosed envelope or in person at our offices. To ensure proper posting of your payment, please be sure to return the bottom portion of the bill with your mailed payment or present it when paying in person. If you cannot pay your bill on or before the due date, please contact us at your local office. Bills are due 25 days from the date rendered. Late fees and finance charges may apply if payment is received after the due date. For more information on late fees and finance charges, please visit our website.

### Checks to ACH Conversion

When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries please call your local office.

### Paying Your Bill by Credit Card or Electronic Check

ENSTAR has arranged with FISERV Solutions, inc. (FISERV) to provide this service with a fee that will be assessed by FISERV to the customer. To use this service, go to [www.enstarnaturalgas.com](http://www.enstarnaturalgas.com) and click on the "Pay My Bill Online" button or dial 1-800-533-0763 to use the automated voice response system.

### Budget Billing and Other Options

ENSTAR offers a level billing plan and a yearly payment plan. A \$25 credit is available if you pay your estimated bill 12 months in advance. We also offer an Auto Pay Program where your monthly billing is automatically withdrawn from your bank account.

### Delinquent Bills

ENSTAR may disconnect your service if you have not paid your bill at your current location, at your previous location, at any or all of your multiple locations, or for having failed to re-establish credit. To avoid having your service disconnected you must pay the remaining balance on your bill.

### If Your Service has Been Disconnected

The full amount due, plus a reconnect fee and a security deposit, or an additional security deposit, if required, must be paid before your gas service can be restored.

### Disputed Bills

Contact your local ENSTAR office at the numbers listed above for any disputes or concerns regarding your billing. If you are not satisfied with our response or resolution of a contested bill, you may contact the Regulatory Commission of Alaska (RCA) at 701 W. 8th Avenue, Suite 300, Anchorage, AK 99501 (907) 276-6222 or 1-800-390-2782 (outside the Anchorage calling area) or at [www.rca.alaska.gov](http://www.rca.alaska.gov).

### If you have not received a bill

We bill monthly. If you do not receive a bill, please contact our Customer Service department or your local office. Failure to receive a bill does not relieve you from your obligation to pay for gas used nor will it prevent service from being disconnected.

### Change in Your Gas Requirements?

Please provide reasonable notice of your intention to materially increase or decrease your gas requirements so that appropriate changes to our service line, regulator or meter can be made, if necessary.

### Moving?

Until you notify us that you have left the property, you are responsible for gas service at that location. Please call us at least two business days before you want your service terminated.

### Responsibility for Our Facilities

Please provide free, easy access, at all reasonable times, to read, inspect, test, repair, remove and replace meters and other property of ENSTAR at your location. It is your responsibility to exercise reasonable care to prevent damage to our metering and any other facilities located on your premises, including damage by snow and ice from roofs or vehicular damage.

### Definitions

**Multiplier:** Pressure factor to correct the gas volume for actual delivered pressure compared to standard delivery pressure.

**CCF:** Natural gas is measured by volume. One CCF means one hundred cubic feet of natural gas.

**Customer Charge:** A monthly charge that recovers a portion of customer related costs. Examples of these costs include meter reading, record-keeping, billing, collections and costs associated with the service line and meter used to serve you.

**Service Charge:** Recovers operating expenses and investment in physical plant. It varies with monthly gas use.

**Gas Cost Adjustment:** Recovers the cost ENSTAR pays to purchase gas. It varies with monthly gas use. This rate is adjusted at least annually.

**Gas Supply Agreement approval charge:** Recovers the cost of obtaining regulatory approval of gas supply contracts. It varies with monthly gas use.

**H:** Computer generated estimated gas consumption.

**Regulatory cost charge:** A charge provided for by Alaska Statute to fund the RCA, it varies with the total bill.

### Rules, Regulations and Rate Schedules

ENSTAR's rules and regulations and rate schedules are contained within our tariff. A copy of our tariff is on file for inspection in our office upon request or can be viewed on our website, in addition to being available for viewing at RCA, [www.rca.alaska.gov](http://www.rca.alaska.gov).

### Agencies for Assistance

State of Alaska  
Heating Assistance Program  
400 W. Willoughby, Suite 301  
Juneau, AK 99801-1731  
(907) 465-3058

Applications can be picked up at:  
400 Gambell St., Anchorage  
11312 Kenai Spur Hwy. #2, Soldotna  
855 W. Commercial Dr., Wasilla  
And at all ENSTAR locations

## Change of Address

Please provide new information in the spaces provided below.

Effective Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

Email \_\_\_\_\_