

AVOID COSTLY MISTAKES

Spring marks the start of the outdoor project season. Planning to install a new fence or deck, plant a tree, or build an addition to your home?

DON'T GUESS THE DEPTH OF YOUR GAS LINES. THEY MAY NOT BE BURIED AS DEEP AS YOU THINK!

ENSTAR's pipelines are damaged hundreds of times every year by homeowners and contractors who fail to get locates. Damaging a gasline can cause serious personal injury and property damage. In addition, repairing a damaged gasline can add \$1,000 or more to your project costs. This is why Alaska law requires you to call 811 for locates before you start your project.

THESE ARE JUST A FEW PROJECT EXAMPLES OF WHEN TO CALL 811:



Replacing or installing a deck or fence post.



Building an addition or greenhouse.



Replacing or installing a mailbox post.



Installing stakes or rebar.



Landscaping a yard.



Removing asphalt or concrete.



Repairing or installing private utilities.



Grading a driveway or lot.

ENSTAR Lobbies Are Now Open!

With COVID conditions improving across Alaska, ENSTAR reopened its customer service lobbies in Anchorage, Soldotna, and Wasilla on April 4th. **At the same time, ENSTAR resumed customer disconnections for nonpayment.** Please contact ENSTAR Customer Service today to make a payment and set up a payment arrangement to avoid a loss of service.

For more information on making a payment, payment arrangements, or utility assistance resources, scan the QR code or visit:

<https://www.enstarnaturalgas.com/account-options/payment-assistance/>



ENSTAR in your NEIGHBORHOOD



Year-round we do a variety of jobs to maintain our critical infrastructure and provide safe and reliable gas service. From spring until fall, many of these jobs bring us out into the community, so odds are you'll see us in your neighborhood and on your property. Here are the most common reasons why an ENSTAR employee could be in your yard:



Locating Underground Gas Lines

Spring is here! Now is the time to start those outdoor home improvement projects. Before you dig in your yard, call 811 for FREE locates and ENSTAR will come out to mark any underground gas lines in the area. Remember to call 811 at least two working days before you plan to dig.



Leak Detection

ENSTAR conducts annual leak surveys throughout our service area. During these surveys, our employees walk through neighborhoods with a tool that detects the presence of natural gas in the air. If a leak is found, ENSTAR crews are dispatched immediately to locate the source of the leak and make repairs.



Meter Inspections

ENSTAR regularly inspects and exchanges meters to provide accurate gas consumption readings for your monthly bill. Our technicians also check the meter assembly for leaks and corrosion, so it's vital we have access to the gas meter all year round. Usually, this doesn't interrupt gas service, however, if it does, our technician will coordinate the work with you.



How to Identify an ENSTAR Employee

Our employees can be easily identified by their uniforms, which include ENSTAR's logo. They also carry ID badges and generally drive an ENSTAR vehicle. If an ENSTAR employee is in your yard, feel free to ask for ID and confirm their identity, by calling ENSTAR's Engineering Services:

Anchorage - 907-334-7740
MatSu Valley - 907-376-7979
Kenai Peninsula - 907-262-9334