

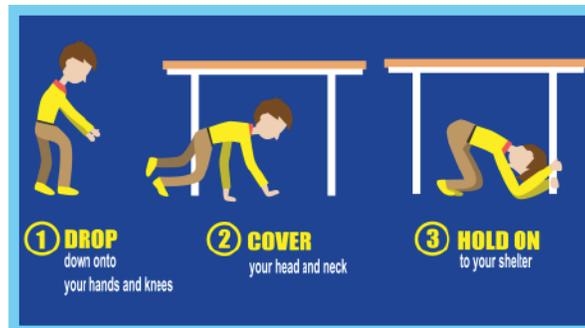
EARTHQUAKE SAFETY

In Alaska, being prepared for a natural disaster is not just a good idea, but a necessity given the number of earthquakes we experience. Take some time to review the following natural gas safety tips so you're prepared when the next one hits.

DURING the Earthquake:

STAY where you are, COVER your head and, if possible, HOLD on to something. If you're driving during an earthquake, pull over to the side of the road, stop, and stay in the car.

See <https://www.ready.gov/earthquakes> for more information on what to do during an earthquake.



AFTER the Earthquake:

SMELL: An odorant called mercaptan is added to natural gas to make it smell like sulfur or rotten eggs. Check your appliances inside the home and outside at the meter for a natural gas odor.

LOOK: Inspect the gas appliances and piping inside your home as well as the piping at your meter for any damage. To help avoid fire danger or carbon monoxide build up, make sure the furnace and boiler and water heater vents are clear of debris that may have shifted during the earthquake.

LISTEN: Leaking natural gas makes a hissing sound as it leaves piping or appliances. Listen carefully for anything that sounds like escaping air.

LEAVE: If you suspect a gas leak, leave the premises immediately and call ENSTAR at:

**1-844-SMELL GAS
(1-844-763-5542)**



Earthquake Preparedness Kit Checklist

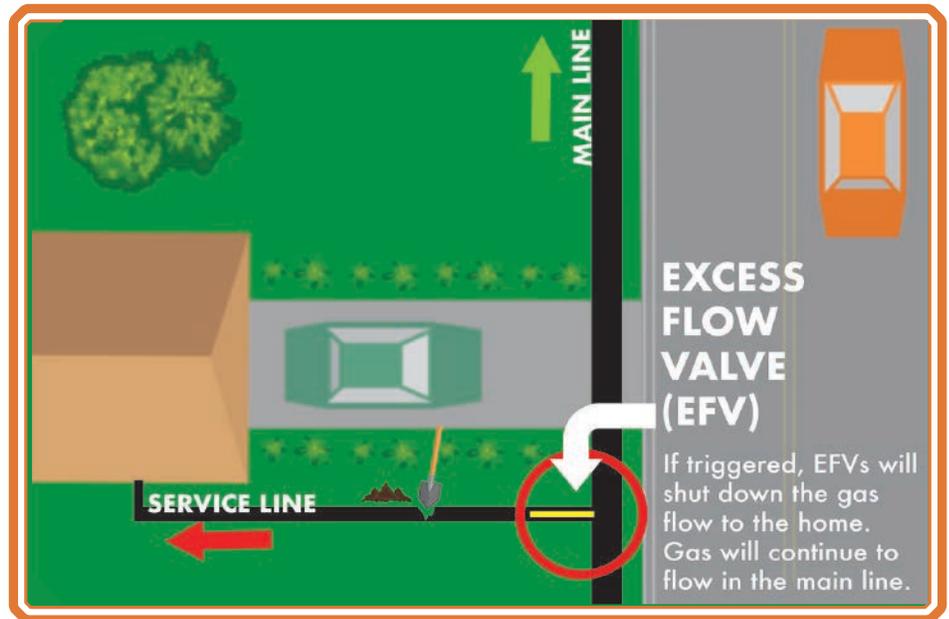
- | | | | |
|---|---|---|--|
| <input type="checkbox"/> First Aid kit
 | <input type="checkbox"/> Water
 | <input type="checkbox"/> Dust mask
 | <input type="checkbox"/> Non-perishable food
 |
| <input type="checkbox"/> Flashlight
 | <input type="checkbox"/> Cash
 | <input type="checkbox"/> Battery powered radio
 | <input type="checkbox"/> Shoes
 |
| <input type="checkbox"/> Matches
 | <input type="checkbox"/> Local map
 | <input type="checkbox"/> Extra batteries
 | <input type="checkbox"/> Plastic bags & ties for sanitation
 |

If applicable, other items to consider are: Baby formula, pet food, medications, an extra pair of glasses, and a pop-up tent for shelter. For more information on what to include in a natural disaster preparedness kit see: <http://www.ready.gov/kit>.

WHAT TO KNOW ABOUT EXCESS FLOW VALVES

ENSTAR is required by federal regulation to install an Excess Flow Valve (EFV) or a manual service line shut-off valve on all new or replaced natural gas service lines.

An EFV is a safety device inside the service line that shuts off the flow of natural gas in the case of excess flow in the line. Such excess flow could be caused by a number of factors, including damage to the line due to excavation or a natural disaster. Excess flow can also be caused by the addition of gas appliances in your building.



A manual service line shut-off valve means a curb valve or other manually operated valve located near the connection point of the service line and gas main that is safely accessible to operator personnel or other personnel authorized by the operator to manually shut off gas flow to the service line, if needed.

**FOR MORE INFORMATION ON EFVs,
SEE ENSTAR'S WEBSITE: WWW.ENSTARNATURALGAS.COM**

EFVs come in a variety of load capacities, and are designed for a specific range of gas flow, with some tolerance for additional load. The gas flow is determined by the number and efficiency of gas appliances inside the home, as provided by the customer at the time of installation. Installing additional appliances without notifying ENSTAR could exceed the allotted load capacity for a previously installed EFV, shutting off the gas flow.

The initial cost of EFV installation is included in the charge for a new or renewed service line. Installation of an EFV will not protect against customer appliance gas leaks, small service line punctures or gas meter leaks. An EFV may not protect against damages caused by natural disasters.

It is critical to inform our Marketing Department before any additional gas-fired equipment is added to your home. Failure to do so could cause the EFV to close, disrupting natural gas service to your building. If a larger EFV needs to be installed to handle the increased load, you will be responsible for any EFV replacement cost, including the actual cost of the replaced EFV. Should you increase your natural gas load without notifying ENSTAR and cause the EFV to close, you will be responsible for any and all costs and damages associated with the closed EFV, including but not limited to, damage to your building and equipment, and the cost to repair and/or replace the EFV.

ENSTAR customers have the right to request an EFV installation on an existing service line that does not exceed 1,000 Standard Cubic Feet per Hour (SCFH) load. To request an EFV installation on your service line, contact our Marketing Department to schedule a site visit. There is a minimum \$500 installation charge and the Customer will be responsible for all repair/construction costs incurred with the installation of the EFV.