



WE'RE IN YOUR NEIGHBORHOOD!

ENSTAR employees are in residential neighborhoods throughout the year to work on meters and piping so that our customers stay safe. Here are some frequently asked questions about ENSTAR employees entering customers' yards to access ENSTAR meters:

1

"Do I need to be at home for ENSTAR employees to access the gas meter?"

No. ENSTAR employees typically access the company's gas meters during the work day when many people are away from their homes. Alaska law and ENSTAR's tariff, which is approved by the Regulatory Commission of Alaska, states that ENSTAR employees can access customers' yards for any purpose directly related to the supply of gas service.

2

"Does ENSTAR need to tell me ahead of time that they are going into my backyard?"

No. ENSTAR's tariff allows access to its property at all times within reason. No notice is required for that access.

3

"Is it really ENSTAR's gas meter if it's on MY property?"

Yes. Section 608 of ENSTAR's tariff states: "These facilities will remain the property of the Company, regardless of any contribution made by the Customer, and may be repaired, replaced or removed by the Company at any time."

4

"Someone came to my door claiming to be an ENSTAR employee. How can I tell if this is really an employee?"

ENSTAR employees can be identified in several ways. Look for: 1) a company vehicle nearby; 2) ENSTAR logo on clothing or hat; 3) employee ID card. You can also call ENSTAR customer service to confirm the identity of a person claiming to be a company employee.

See www.enstarnaturalgas.com for more information.

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/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

First Aid kit



Water



Dust mask



Non-perishable food



Flashlight



Cash



Battery powered radio



Shoes



Matches



Local map



Extra batteries



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>.