

## - Our Earthquake Story -



Photo Credit: Chris Hughes

We all know where we were at 8:29 am on Friday, Nov. 30th. As Alaskans, we quickly channeled our energies into reaching out to the people around us. First responders, teachers, utility workers, neighbors, and friends all stepped up when duty called. Working together when the going gets tough is an Alaskan value, and a value we share at ENSTAR.

Immediately following the earthquake, Anchorage ENSTAR Customer Service Representatives relocated from the evacuated building in Spenard to the Operations building on International Airport Rd. Although this was a new setting, these employees wasted no time setting up phones--sitting in unfamiliar offices, or even sitting on the floor-- to make sure customer calls were answered and service orders were entered. A typical shift ends at 5 pm for ENSTAR Customer Service, but these employees stayed on the phones until 1 am to make sure urgent customer needs were met.

ENSTAR Service Technicians and Corrosion Field Technicians loaded up their trucks amid aftershocks and worked as first responders to gas leaks and line breaks across ENSTAR's service territory. They didn't hesitate to work through the night, come in on their days off, fly in from out of state, or even come out of retirement. Providing safe and reliable natural gas service is at the heart of everything we do at ENSTAR, and these employees delivered on that mission.

Every ENSTAR department contributed to the response effort following the earthquake; from working with customers to restore gas service, providing mapping support, and entering service orders, to bringing in pots of moose chili to keep the crew warm and fed. It was a team effort.

To our 146,000 customers: You were calm and brave as you checked on your homes and businesses after the quake. When you detected a leak, you called us and waited along with several hundred other customers for service. You were resourceful and bundled up or found alternate places to stay until heat was safely restored to your home. You were patient and greeted our employees with gratitude and kindness. Thank you.

After the earth stopped shaking, we were prepared, we worked hard, and we problem solved. But above all, we are grateful for our customers, for our employees, and for the safety of all Alaskans. It is a privilege to live and work in this great state.

# BE PREPARED for the NEXT EARTHQUAKE

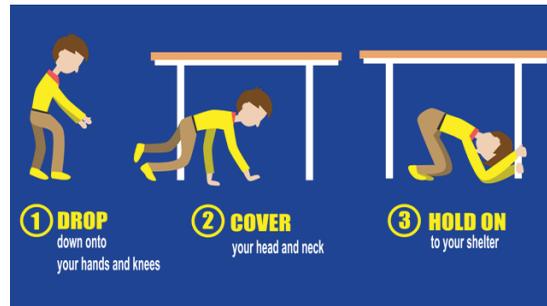
## Emergency Preparedness Kit Checklist

- First Aid Kit
- Water
- Dust Masks
- Non-perishable Food
- Flashlight
- Cash
- Battery-powered Radio
- Shoes
- Matches
- Local Map
- Extra Batteries
- Trash Bags and Zip Ties (for sanitation)
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This earthquake was a powerful reminder that being prepared for a natural disaster in Alaska is not just a good idea, but a necessity. 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.



### 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 buildup, 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).**



For additional information on what to include in an emergency preparedness kit and other natural disaster safety tips, see: <https://www.enstarnaturalgas.com>