



The State of Alaska designated ENSTAR employees as essential workers. 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. Here are the most common reasons why an ENSTAR employee could be on your property:



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.

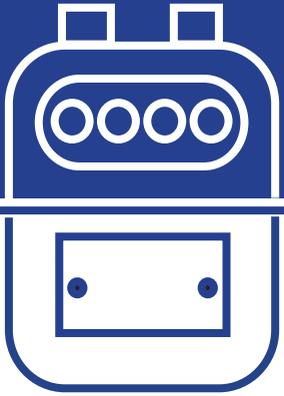


Meter Inspections

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.

AN IMPORTANT MESSAGE TO OUR CUSTOMERS:

If you see an ENSTAR employee out and about, please know they are performing critical work to maintain safe and reliable natural gas service. ENSTAR employees are essential workers and they continue to respond to emergency calls 24/7. If you see an ENSTAR employee, please observe social distancing guidelines and consider bringing pets inside if an employee is working at your home or business. The safety of customers and employees is the number one focus at ENSTAR. We are all in this together. Thank you for doing your part to keep these employees and your community safe.



BEYOND YOUR METER: MARKETING

ENSTAR's Business Development Department works with customers looking to establish new natural gas service to their residential, commercial, or industrial building. The first step to getting new natural gas service is to install a natural gas main line or "main" in the street. Once in place, individual lots can connect to the main by installing a service line, which then carries natural gas to the home or business.

Key Account Representatives work with prospective customers whose lots are not currently served by a natural gas main. These ENSTAR Reps serve as the project manager between the customer and our Engineering and Distribution departments, coordinating the sizing, location and installation of the "main extension." These mains may serve individual lots, existing neighborhoods, or new subdivisions.

Once the lot is "served" by a gas main, the installation of the service line and the meter is also handled through Business Development. For commercial and industrial buildings, the Key Account Reps work with owners, developers, architects and contractors to ensure the customer's energy needs are safely and efficiently met. A thorough review of mechanical drawings, gas-fired equipment specifications and site plans ensure that our service lines and meters are properly sized and placed.

For residential service, ENSTAR Business Development Coordinators, such as Kevina, assist builders and contractors with service line applications and meter sets for new construction. They also assist customers converting from other energy sources with these same tasks. The Coordinators also process transportation billing and other billing adjustments, while providing clerical support for numerous departments throughout the ENSTAR operating divisions.



Kevina, ENSTAR Marketing

"I love my job because no two days are the same and I work with great people who are like another family to me. My job is important because among the many things we do here in Marketing, we are the first people that new customers are exposed to, and we are the first impression they receive of the entire company."

WHAT IS "BEYOND YOUR METER?"

This is the fourth part of a series that will take you beyond your meter by featuring a different area of ENSTAR's natural gas service each month.

Follow along with us this year as we explore gas contracting, ENSTAR's gas transportation system, and gas storage - to name a few.