

BEYOND YOUR METER: CUSTOMER SERVICE

Each month ENSTAR's Customer Service Representatives answer more than 17,500 phone calls and emails from customers across our service area. Our Customer Service Representatives respond to a wide variety of customer questions and concerns, which means they have to be knowledgeable in many areas of the company. They are the first line of service for our customers, helping manage online MyENSTAR accounts, starting or stopping gas service, providing payment arrangements, and answering general payment, billing and gas usage questions.

The Customer Service Department has proven to be resourceful and resilient while serving customers under challenging circumstances. In the minutes and hours that followed 2018's magnitude 7.1 earthquake, ENSTAR Customer Service Representatives relocated to ENSTAR's Operations building to answer calls wherever they could find a phone. Normally only open during business hours, this department adjusted schedules in order to maintain 24-hour service through the weekend and respond to customer emergencies.



Crystal, ENSTAR Customer Service Representative

"What I love most about working in ENSTAR's Customer Service department is helping customers solve a problem or understand an issue they might be experiencing. In this department, we have a shared goal of providing excellent service to our customers – especially when it comes to customer safety. I am proud to be a part of this team and the work we do each day."

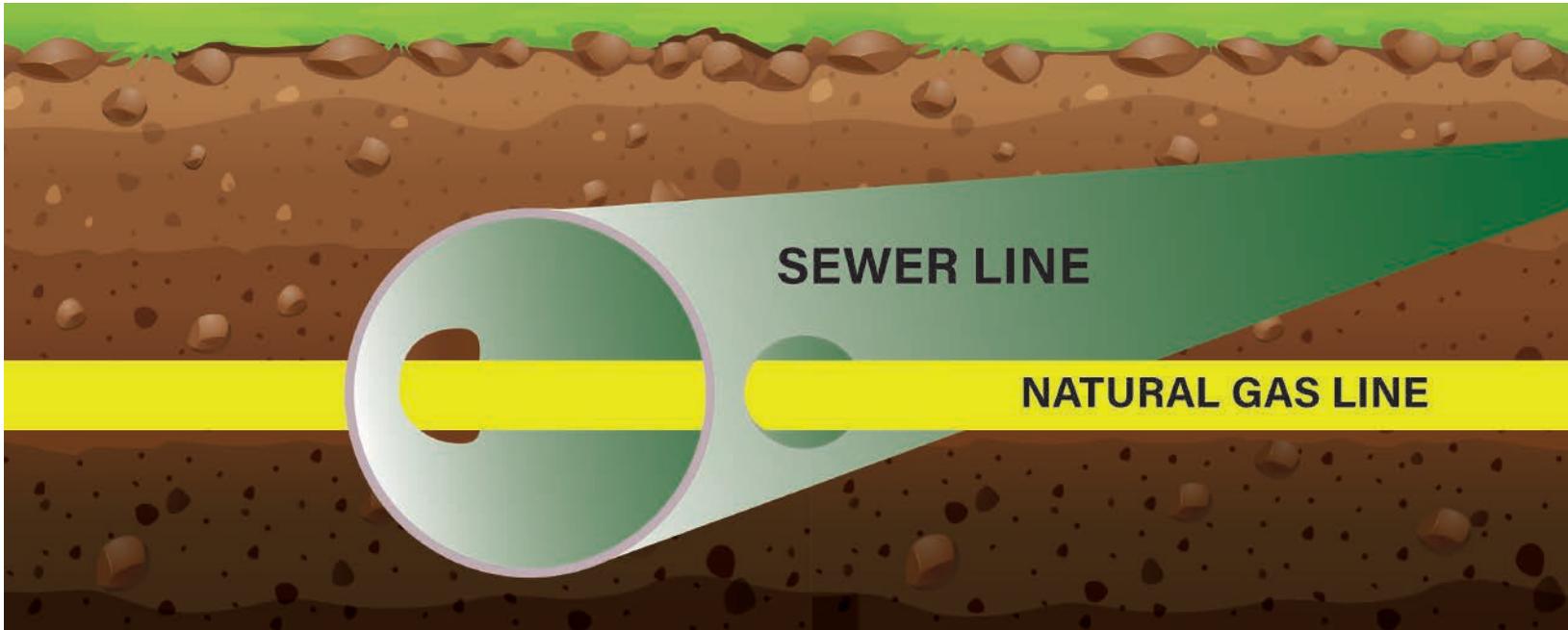
Earlier this year, Customer Service Representatives learned and applied new technology in order to serve customers when COVID-19 struck our communities and prevented these employees from working in the office. No matter the circumstance, ENSTAR Customer Service Representatives have not wavered in their dedication to serve our customers.

WHAT IS "BEYOND YOUR METER?"

This is the eighth 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.

Visit the Customer Resource page on ENSTAR's website to see previous topics.



→ WHAT TO KNOW ABOUT CROSS BORES ←

WHAT IS A CROSS BORE?

A "cross bore" is when a natural gas line runs through an existing underground utility, typically sewer or septic lines. A cross bore can potentially cause a back up in your pipe which will need to be cleared.

CALL BEFORE YOU CLEAR

If you discover a clogged line, you need to call 811 for an emergency locate before performing any work.

IF YOU ENCOUNTER A DAMAGED NATURAL GAS LINE

If you hit a natural gas line while unclogging a septic or sewer line, immediately eliminate any potential ignition sources. Call 911 and ENSTAR at 907-334-7763 to report any potential damage.

CROSS BORE SAFETY FOR PLUMBERS

The following are some recommended best practices when working on a possible cross bore:

- If available, use CCTV first to investigate the cause of a blockage.
- Use a non-cutting plumbing snake to check the pipe.
- Be sure to call 811 if clearing beyond the exterior walls of the building.
- Inspect for bubbles in sinks or toilets which can be evidence of a damaged natural gas line in the sewer or septic line.



**Know what's below.
Call before you dig.**

CROSS BORE SAFETY FOR HOMEOWNERS

As a homeowner, the number one thing you must determine is whether or not the clog is inside or outside your house. If it's inside, then you don't need to worry about a cross bore.

However, if the clog is outside your house, or if you're unsure where the clog is, then you could be dealing with a cross bore and should call 811 for an emergency locate before you start clearing your septic or sewer line.

For more safety information, including safe digging tips, see: www.enstarnaturalgas.com