

DO I HAVE A GAS LEAK?

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 an odor that could indicate a gas leak.

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 an earthquake. Make sure natural gas appliance vents are intact and vented to the outside.

LISTEN: Leaking natural gas sounds like escaping air. Do not confuse this with the sound of normal gas consumption through the meter. It's a good idea to listen to your meter during normal operation to identify normal vs. abnormal sounds at the meter.

LEAVE: If you suspect a gas leak, leave the premises immediately and call ENSTAR at: 1-844-SMELL GAS (1-844-763-5542).

**SMELL GAS!
ACT FAST!**

CALL US, TOLL-FREE.

1-844-SMELL GAS

1-844-763-5542

SHOULD I SHUT OFF MY GAS?

If you believe you have a gas leak and you feel comfortable turning off your meter, you can do so by taking a crescent wrench and turning the valve 1/4 turn until the valve stem is parallel with the ground. If you believe the leak is coming from a specific appliance, turn off the appliance gas valve and evaluate whether gas is continuing to leak.

If you believe you have a gas leak and do not know how to turn off your meter, please evacuate and call ENSTAR for assistance from a safe location.

CAN I TURN MY GAS BACK ON?

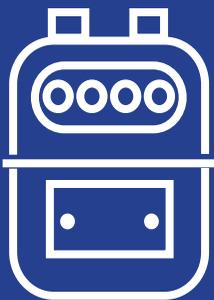
No. In order to turn your meter back on, an ENSTAR employee must first inspect your piping and appliances to confirm that gas can be safely restored to your home.

ENSTAR'S COVID-19 RESPONSE

Safety is ENSTAR's number one priority. Since last March safety also includes doing our part to protect our employees and customers from the risk of exposure to COVID-19. Following CDC guidelines, we created and are operating under modified customer service protocols to provide a safe working environment.

Modified service protocols have added safety measures, but they haven't slowed us down. In 2020, customer service representatives responded to more than 150,000 calls, 10,600 emails, and over 8,000 requests from customers through MyENSTAR. Service technicians responded to over 4,000 emergency calls and 63,000 field orders including meter maintenance, upgrade orders, and non-emergency service calls. ENSTAR engineer locators completed more than 35,000 locates.

While the COVID risk remains high across our service territory, ENSTAR field employees continue to report from home where possible, maintain 6' social distance, and wear appropriate PPE as the situation requires. We join everyone in hoping that life returns to normal in 2021. In the meantime, know that no matter the circumstance, we are always working to keep our customers warm.



BEYOND YOUR METER: RECAP

In 2020, we introduced customers to eleven ENSTAR departments. We hope you enjoyed the series and learned how these departments work together to deliver safe and reliable natural gas. Here's a brief recap of the departments and employees featured in 2020. If you would like to go back and re-read about a particular department, all of our 2020 bill inserts are available on our website at:

<https://www.enstarnaturalgas.com/about-enstar/bill-inserts/>



FEBRUARY:
Jason,
Gas Control



MARCH:
Darryl,
Corrosion Protection



APRIL:
JonPaul,
Distribution



MAY:
Kevina,
Marketing



JUNE:
Nathan,
Temp Employees



JULY:
Jason,
Construction



AUGUST:
Cassie,
Right-of-Way



SEPTEMBER:
Crystal,
Customer Service



OCTOBER:
Rick,
CINGSA



NOVEMBER:
Wally,
Service



DECEMBER:
Ryan,
Northern & Southern Divisions