



WARM HEARTS WARM HOMES FAQs:

Where is the money coming from for the Warm Hearts Warm Homes fund?

The fund began with a \$10,000 donation from an anonymous donor. ENSTAR is matching that donation for a total of \$20,000. Customers will see no impact to their bill due to the fund as these costs are not recoverable through ENSTAR's rates.

Who will administer the fund?

United Way of Anchorage will administer the funds. United Way has been serving Alaskans since 1957.

How can I get help from the Warm Hearts Warm Homes fund?

You can call 211 or 1-800-478-2221, send an email with your questions to: alaska211@ak.org or visit: www.LiveUnitedANC.org/warm-hearts.

Can I donate to the fund?

Yes! You can target your donation to help neighbors in Kenai, Anchorage or MatSu. To make a donation visit the Warm Hearts Warm Homes fund at:

www.LiveUnitedANC.org/warm-hearts

The COVID-19 pandemic caused financial hardships for many families in our communities. In response to these challenges, ENSTAR is partnering with an anonymous donor and United Way to launch a new program called Warm Hearts Warm Homes. We encourage you to read the Warm Hearts Warm Homes FAQ below to learn more about this new initiative and consider joining us in support of our neighbors.



WARM HEARTS WARM HOMES.

"For neighbors experiencing financial hardships, few resources exist to help keep the lights on, the water running, and heat flowing. **ENSTAR** is investing to help change that.

ENSTAR is proud to announce the **WARM HEARTS, WARM HOMES Utility Assistance Fund** for Kenai Peninsula, Anchorage, and the Mat-Su. When you make a gift to help fellow Alaskans struggling to pay their utility bills, we will match your donation.

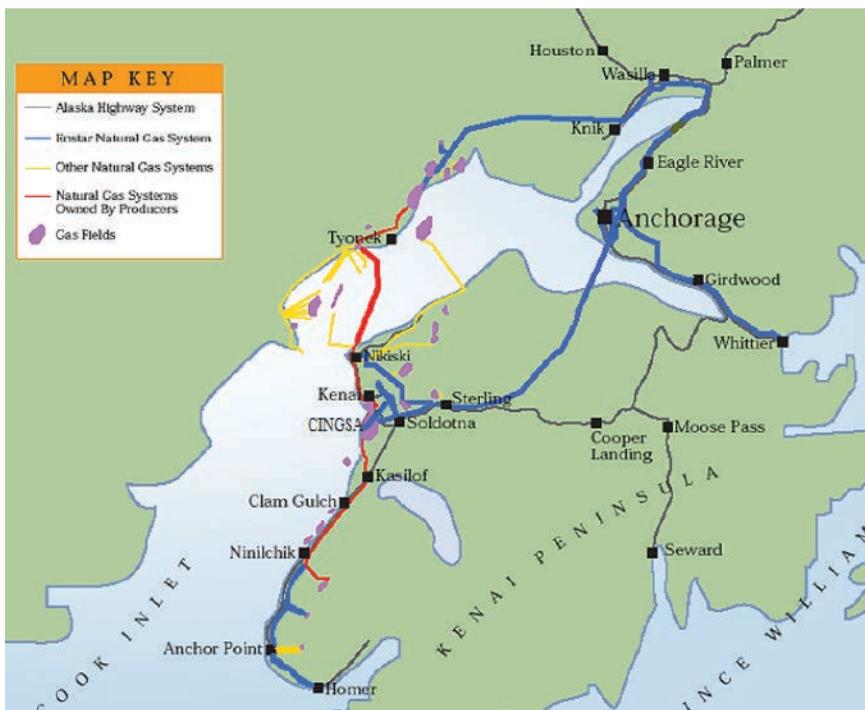
Details at LiveUnitedANC.org/warmhearts."

John Sims, President
ENSTAR Natural Gas Company



ENSTAR Transmission Lines:

The Lifelines of Southcentral Alaska's Gas Distribution System



ENSTAR owns and operates over 400 miles of high-pressure natural gas transmission pipelines in Southcentral Alaska. These pipelines transport natural gas from Cook Inlet gas fields and producer owned pipelines to ENSTAR's residential and industrial customers.

Buried in right-of-ways, these transmission pipelines range from 2" to 20" in diameter and are made of high strength steel. They operate at pressures from 270 to over 1,000 pounds per square inch (PSI).

To better understand how pipelines work, imagine a car tire with a PSI of 35. This means there should be 35 pounds of pressure per square inch in order for the tire to operate correctly. Too much pressure and the tire could burst from the inside. Too little and the tire would be flat. Our pipelines are also designed to operate up to a maximum PSI. Too much pressure would be unsafe and could damage the pipe. Too little pressure and the gas wouldn't reach the end destination.

The pipelines are designed and maintained to stringent safety standards and are cathodically protected to prevent corrosion. ENSTAR performs annual leak surveys with highly sensitive instruments that are capable of detecting even the smallest gas leaks. Aircraft fly pipeline routes on a regular basis to look for abnormal right-of-way conditions. The safe operation of these pipelines is ENSTAR's number one priority.



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

NUMBERS TO KNOW!

Always call 811 two days before starting any digging project to get locates of your underground utility lines.

If you suspect a gas leak, call 1-844-SMELL GAS (1-844-763-5542) to report it.

