

# NATURAL GAS SAFETY:

## Your role as an ENSTAR Natural Gas Customer

### Customer-Owned Pipelines

ENSTAR owns and maintains the gas piping up to and including the meter. As the customer, you own and are responsible for maintaining any piping beyond the meter. Examples include piping to mobile homes, greenhouses, detached garages, or any other structures that are connected to natural gas. Regularly inspect your piping for leaks and corrosion. If you find a leak or damage to the pipe, have it repaired immediately. If buried pipe is not maintained, it becomes vulnerable to the potential hazards of corrosion and leakage. Customer-owned above ground house piping should be painted to protect against corrosion. When digging near underground gas piping, you must locate the pipe first by calling 811. Private contractors can assist you in locating, inspecting, and repairing your customer-owned piping.



### Service Lines

A service line runs from the street, through your property, to the meter on your house. You should never build home additions, decks, garages or anything else over any service line. Be aware of where the line is in your yard so you can avoid this situation. If the service line is in conflict with a permanent structure, contact our Marketing Department to have it moved.

### Gas Meters

Customers are required to provide access at all times to ENSTAR's metering facilities for regular maintenance and emergencies, such as an earthquake or house fire. Like service lines, gas meters should not be covered or in an enclosed space. Your meter must not be located in a garage, under a deck, or enclosed in any kind of construction that makes it inaccessible. Enclosed spaces can cause natural gas to pool, creating a potentially dangerous situation. Avoid stacking any type of material, including firewood, around the meter. Do not paint your meter facilities. If the meter is in an area that is vulnerable to damage from traffic, protective bollards or posts are required. For more information on how to protect your meter, contact our Marketing Department.

# NUMBERS TO KNOW!



**It's FREE  
and it's the LAW!**

Never guess the depth of buried gas lines. They're not as deep as you think. Call 811 to get locates before starting your project.

**SMELL GAS?  
ACT FAST!**

CALL US, TOLL-FREE.

**1-844-SMELL GAS**  
1-844-763-5542

If you ever suspect a natural gas leak, clear the area immediately and call ENSTAR at:

**1-844-SMELL GAS**  
**1-844-763-5542**

**Contacting  
ENSTAR's  
Marketing  
Department**

**Anchorage:** 907-334-7770

**Kenai Peninsula:** 907-262-9334

**Mat-Su Valley:** 907-352-7403

**Email:** [marketing@enstarnaturalgas.com](mailto:marketing@enstarnaturalgas.com)

# REMEMBER!

**NEVER GUESS THE DEPTH OF YOUR BURIED GAS LINES. THEY'RE NOT BURIED AS DEEP AS YOU THINK.**

Whether you're installing a fence, planting a garden, or removing a tree stump, remember that every digging project requires a call to 811. Failing to call 811 is one of the main causes of pipeline damages and can add over \$1,000 to your project costs. More importantly, every time a pipeline is damaged the safety of your family and neighbors, along with yourself, is put at risk.



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

**CALL AT LEAST TWO DAYS BEFORE STARTING YOUR PROJECT TO GET FREE LOCATES OF YOUR UNDERGROUND UTILITY LINES.**

**AVOID THE IMPACT OF SEASONAL HIGHS & LOWS ON YOUR MONTHLY BILL...**

**SIGN UP FOR BUDGET BILLING**

Budget Billing is a great way to level out the highs and lows of seasonal bills and make your monthly natural gas bill more predictable. Enroll online between May 1st to July 31st each year.

**How It Works:** To establish your Budget Billing amount, ENSTAR estimates your monthly gas charges based on the last three calendar years of consumption and divides this amount into 11 equal bills. Each month from August through June, your ENSTAR bill will be the Budget Billing amount. In addition, you will also be able to see the difference between your actual charges and what you have paid to date.

July is the "settle up" month for Budget Billing. On the July bill, ENSTAR takes the actual charges for the plan year and subtracts your total payments. If you used less gas than estimated, a credit will be applied to your July bill. If you used more gas, you will be charged the difference.

**TO SIGN UP OR TO GET MORE INFORMATION, GO TO:  
[WWW.ENSTARNATURALGAS.COM](http://WWW.ENSTARNATURALGAS.COM)**