

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 appliances, 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

Updating Your Account is Just a Click Away!

ENSTAR's online form library is a quick way to make changes to your account. No login is required - simply fill out, sign, and submit whenever it's convenient for you!

AVAILABLE FORMS INCLUDE:

- Application for Residential Service
- Application for Commercial Service
- Customer Contact Update Form
- Budget Billing Enrollment
- Cancel Enrollment in Autopay or Budget Billing
- Start a Landlord Tenant Agreement
- Cancel a Landlord Tenant Agreement
- Residential Service Line Applications
- Commercial Service Line Applications
- Requests for a Meter Set or Lock

IS IT WORTH THE RISK?

Hitting a gas line without a locate can cause serious damage to you and your property. It can also result in hefty fines from federal enforcement agencies. In addition, ENSTAR charges to repair its damaged lines. A typical repair can cost more than \$1,000 and a fine from the federal government can exceed \$10,000. It's not worth the risk. **Call 811 two days before you dig, every time.**



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

