

# I CALLED FOR LOCATES, NOW WHAT?

Here are some frequently asked questions about when to call for locates and what to do after you make that call.

## I called 811 for locates – when can I start my project?

ENSTAR line locators have been dispatched to mark the location of our gas lines on your property. Under Alaska Law: 1) utilities must locate their lines within two business days of receiving a locate request and 2) you must wait to dig until all your utilities have been located.

## Do I need locates if I'm installing a fence post?

YES! You are required by law to call for locates for any project that disturbs the ground: deck or fence posts, mailboxes, tree removal and grading a driveway all require locates.

## There are locate marks on top of the area where I planned to dig – what do I do?

If you ever need to dig within two feet on either side of a locate mark ("tolerance zone") do not use mechanized equipment. Instead, use a hand shovel to gently expose the line buried below. Never drive stakes or use a post-hole digger within the tolerance zone.

## When do I need to refresh my locates?

Locates expire after 15 days. If you plan to dig beyond that timeframe, make sure you request to have your locates refreshed. You must also request to refresh your locates if they are no longer visible at your project site.

## Am I supposed to call for locates for any contractors I hire to work on my property?

Your contractor is responsible for calling 811 for locates for any excavation project on your property.

## There are already locates where I plan on digging - can I use those?

Whether you're a contractor or homeowner, "piggybacking" on someone else's locates for your own project is against the law. Anyone planning a digging project is required to get and maintain their own locate marks.

## What should I do if I hit a gas line?

If gas is escaping from the damage, leave the area *immediately* and call 911 and ENSTAR at 1-844-SMELL GAS (1-844-763-5542). If gas is not escaping, you must notify ENSTAR to inspect and make any necessary repairs.



# MOVING?

There are a million things to remember when you're moving. **My ENSTAR** can help you take care of your natural gas bill quickly and easily.



- ✓ With **My ENSTAR** you can **start**, **stop**, or **transfer** your gas service online.
- ✓ **My ENSTAR** provides several helpful links to other utilities and organizations you may need to contact when you move.

Take one thing off your to-do list:

**SIGN UP** for **My ENSTAR** today!

To sign up or get more information, visit: [www.enstarnaturalgas.com](http://www.enstarnaturalgas.com)

## ENSTAR'S ANNUAL GAS COST ADJUSTMENT (GCA) APPROVED BY THE REGULATORY COMMISSION OF ALASKA (RCA)

The **GCA** is one of four charges that make up your monthly bill. It is often referred to as a "pass-through" charge since you pay exactly what ENSTAR paid to producers for the gas. It is based on Gas Supply Agreements approved by the RCA.

The **CUSTOMER**, **SERVICE**, and **RCC** charges are the other three parts of your bill. While the Customer Charge is a flat fee, the Service and RCC charges are based on the amount of gas you used that month.

The gas cost charge changed from \$0.8130 to \$0.83771 per CCF, which represents an increase of approximately \$2.94 for the average residential monthly bill.

The new price was effective on your July billing. For more information on the GCA, see ENSTAR's website: [www.enstarnaturalgas.com](http://www.enstarnaturalgas.com).

→	ENSTAR Customer Charge	16.00
→	ENSTAR Service Charge (Base) 182 ccf @ .147590	26.86
→	Regulatory Cost Charge (RCC) @ .137000%	0.27
	<b>Total ENSTAR Charges</b>	<b>\$43.13</b>
→	Supplier Gas Cost Charge (GCA) 182 ccf @ .83771	\$152.46
	<b>Total Supplier Charges</b>	<b>\$152.46</b>
	<b>Current Gas Charges:</b>	<b>\$195.59</b>
	<b>Total Current Activity</b>	<b>\$195.59</b>