



ATTENTION: Autopay Customers

If you have not updated your credit card information since November 2, 2022, you are no longer enrolled in autopay. Please visit www.enstarnaturalgas.com and log in to your MyENSTAR account to confirm your payment information to ensure your account stays up to date.

What to Know About Carbon Monoxide

With the heavy snowfall and cold temperatures Alaska has experienced this winter, it's a good time to review carbon monoxide safety. It's important to know what carbon monoxide is, how to identify a carbon monoxide leak, and how to help prevent possible exposure.



WHAT IS IT?

Carbon Monoxide (CO) is an odorless, colorless, tasteless gas. It is deadly for any human or animal who breathes it.



WHERE DOES IT COME FROM?

In the case of gas appliances, carbon monoxide is caused by incomplete combustion due to improper installation, poor maintenance, or other appliance misuse or failure.

When a natural gas system operates correctly, it burns cleanly with a blue flame. The presence of carbon monoxide is indicated by a yellow flame, combustion smells, or soot around the furnace or water heater.



PHYSICAL SYMPTOMS

The most common symptoms of CO poisoning are headache, dizziness, weakness, upset stomach, vomiting, chest pain, and confusion. Breathing CO could cause loss of consciousness and eventually lead to death.



SUSPECT A CO LEAK?

Evacuate immediately and call 911.



WANT TO KNOW MORE ABOUT CO?

For more information about carbon monoxide and additional ways to reduce the risk of a CO leak, visit:

www.enstarnaturalgas.com



HELP PREVENT A CO LEAK

Place a CO detector on every level of your home.

Regularly check your outdoor appliance vents to make sure they're clear. This is especially important after a snow fall.

Have the heating system, including chimneys and vents, inspected and serviced annually by a licensed heating or plumbing contractor.

Never use gas appliances, such as ranges, ovens or clothes dryers, for heating your home.

Never store anything near a gas appliance that might interfere with normal appliance airflow.

WHAT TO KNOW ABOUT GAS LEAKS

HOW TO IDENTIFY 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 sale to TriSummit Utilities approved by the Regulatory Commission of Alaska (RCA)

On December 21, 2022, the Regulatory Commission of Alaska (RCA) approved the sale of AltaGas's Alaska assets, including ENSTAR and CINGSA, to TriSummit Utilities. This means that the transaction is on pace to close in the first quarter of 2023. As part of its decision, the RCA stated:

"Based on TriSummit Utilities Inc.'s stated commitment to Alaska; its history of operations; the professional experience of its senior management team; and its commitment to retain local management, personnel, and employees, we find that ENSTAR Natural Gas Company, LLC; Alaska Pipeline Company, LLC; and CINGSA under the control of TriSummit Utilities Inc. and its subsidiary Alaska Utility Holdings Inc. demonstrate managerial and technical fitness to provide the services authorized under [its Certificates of Service.]"