

Natural Gas Safety in **EXTREME** Weather



We're used to extreme weather, but this winter has brought especially heavy snowfall to Southcentral Alaska. While most of ENSTAR's natural gas lines are protected underground, your natural gas meter and connected piping can still be affected by harsh winter weather and the impacts of ice and snow accumulation and removal. Keep these natural gas safety tips in mind during winter weather conditions:

- Wind damage to rooftops, siding, and HVAC units can also damage natural gas lines. A damaged gas line is not only dangerous, but can create an expensive bill if gas is escaping.
- Always keep your meter clear of any ice and snow build-up. This helps ensure proper operation of your meter and allows access to the meter in case of an emergency.
- If you lose power or if your heating appliance does not work, **NEVER** use natural gas ranges, ovens, or clothes dryers, for heating your homes. These appliances are not listed for heating purposes, and can produce carbon monoxide. A generator can be a safe and efficient way to provide back-up power to your home or business, but be sure to use your generator correctly. For more information on how to use a generator safely visit: <https://www.fema.gov/fact-sheet/use-generators-safely-home>.



BEFORE

Customer piping damaged and leaking due to snow and ice.



AFTER

Three hours later with response from ENSTAR, AFD, and a private plumber.

Energy Conservation Tips

Make the most of your energy dollars with these simple changes

- 1 Adjust your thermostat.**
A programmable thermostat can reduce gas consumption by automatically adjusting itself according to your lifestyle. At home, set your thermostat between 65 and 70, and turn it down to 58 when you will be away for more than four hours.
- 2 Adjust the temperature on your water heater.**
Turn down your water heater to 120° F to reduce your natural gas bill and take quick showers instead of baths.
- 3 Wash full loads.**
Run full loads in your dishwasher and washing machine. Use cold water in your laundry wash and rinse cycles.
- 4 Check your fireplace.**
Keep your flue closed when the fireplace is not in use. Install glass doors on the front of the fireplace to keep room heat from going up the chimney.

SCAM ALERT

HELP AVOID SCAMS AND FRAUD ATTEMPTS BY FOLLOWING THESE TIPS

Frequently we hear reports of phone scammers posing as ENSTAR employees and demanding payments. If you are unsure whether you are speaking with an ENSTAR employee, hang up and call us directly. Please note, we never ask customers to purchase prepaid credit cards or gift cards to pay their ENSTAR bill.

If you have any questions about your bill, check your account online at: www.enstarnaturalgas.com or send us an email at: CS@enstarnaturalgas.com.



Spot Imposters: Scammers often pretend to be someone you trust, like a government official, family member, charity, or company with whom you do business. Don't send money or give out personal information in response to an unexpected request — whether it comes as a text, a phone call, or an email.



Don't Believe Your Caller ID: It's easy to fake caller ID information. If someone calls asking for money or personal information, hang up. If you think the caller might be telling the truth, call back to a number you know is genuine.



Consider How You Pay: Credit cards have significant fraud protection built in, but some payment methods don't. Wiring money through services like Western Union or MoneyGram is risky as it's nearly impossible to get your money back. That's also true for reloadable cards. Government offices and honest companies won't require you to use these payment methods.

If you spot a scam, report it at [ftc.gov/complaint](https://www.ftc.gov/complaint). For more information, visit: <https://www.consumer.ftc.gov/articles/0060-10-things-you-can-do-avoid-fraud>.

Smell gas? Call 1-844-763-5542.