



# NEWS

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MARCH 2025

The ENSTAR sign on International Airport Rd. in Anchorage with a stunning sunrise backdrop.

## “Energy Watch” Customer Action Plan



The weather in Alaska can be unpredictable with temperatures fluctuating as much as 40 degrees within a few days, as we experienced this past January and February. Although temperatures have risen, they say the best time to talk about a crisis plan is when you're not in said "crisis," so it's time to pull out our Energy Watch Customer Action plan graphic below (i.e., "Energy Watch") as a reminder of what to do in the event we need your help.

### What is the Energy Watch Customer Action Plan?

This plan was developed by utilities and local officials to communicate with residents in Southcentral Alaska about how and when they might be asked to help in the event of a natural gas delivery concern.

### How does Energy Watch work?

If ENSTAR anticipates a challenge with delivering natural gas, we will work closely with local officials, fellow utilities and producers to make sure we have the resources needed to continue to serve our customers. One of those resources might be reaching out to the public for support. Energy Watch will always begin in the Green/Stable phase. Each phase of Energy Watch corresponds to certain actions the public will be requested to take to conserve gas use and make sure that all customers continue to receive gas service.

Energy Watch Customer Action Plan		
GREEN	STABLE	<ul style="list-style-type: none"> <li>• Use energy wisely; be conservation minded</li> <li>• Your utilities can provide tips on saving energy</li> </ul>
YELLOW	CAUTION	<ul style="list-style-type: none"> <li>• Set thermostat to 65 degrees in living areas, and 40 in the garage</li> <li>• Lower water heater setting to "warm" or "vacation"</li> <li>• Minimize usage of natural gas range</li> <li>• Postpone doing laundry and dishes</li> <li>• Turn off unnecessary lights and electronics</li> </ul>
RED	ALERT	<ul style="list-style-type: none"> <li>• Set thermostat at 60 degrees in living areas (55 if away)</li> <li>• Turn water heater gas valve to "pilot"</li> <li>• Do not use natural gas fireplaces, decorative heaters or gas grills</li> <li>• Consolidate household activities into as few rooms as possible</li> </ul>

## MORE Conservation Tips

- Keep your fireplace flue closed when the fireplace is not in use.
- Check for gaps around doors and windows where heat may escape.
- Do not block airflow; give your baseboard heaters, air inlets and outlets adequate room for airflow to make your heating system work the way it's designed.
- Check the insulation levels in the house.
- Change out furnace filters each month, and make sure furnaces and water heaters are properly ventilated with no blockage.

Find more conservation tips here:

[www.enstarnaturalgas.com/energy-conservation/](http://www.enstarnaturalgas.com/energy-conservation/)

## COMING SOON: SPRING 2025

After more than 50 years at our Spenard location, ENSTAR's Anchorage Administrative Office will be moving to a new location:

**5151 Fairbanks St.  
Anchorage, AK 99503**

### What does this mean for you?

- Nothing yet!
- ENSTAR will be sending additional communications out in the coming months with firm dates and instructions for any changes that will impact customers.
- If you have any questions, call ENSTAR Customer Service at 907-334-7600.



On Saturday, February 15th, ENSTAR employees and their families, along with other members of the Anchorage community, walked to raise awareness and money to help Anchorage residents pay their heating bills. This was ENSTAR's 12th year partnering with United Way on the "Walk for Warmth" event, held in downtown Anchorage..

If you are interested in participating in this event for 2026, go to [www.liveunitedanc.org/w4w](http://www.liveunitedanc.org/w4w) to learn more.



## Are You a Landlord or Property Manager?



### **An LTA can save you time and money.**

Tenants come and go. It's the nature of the business. Unfortunately, these changes can also cause disruptions to the gas service at your property, resulting in reconnection fees and other unexpected costs.

A Landlord Tenant Agreement (LTA) can put your mind at ease. With an LTA, the gas service will revert back to your name rather than being shut off. This includes when tenants move out or fail to pay their bills.

### **Benefits of a Landlord Tenant Agreement**

- Avoids gas service interruption.
- Avoids a \$65 meter unlock fee to turn the gas back on.
- Avoids the inconvenience of scheduling an appointment to have the meter turned back on.
- Helps avoid frozen pipes if the gas is shut off during the winter.

Sign up today at [www.enstarnaturalgas.com](http://www.enstarnaturalgas.com).