



NEWS

Follow us:



MAY 2025

A rendering of ENSTAR's new Anchorage Administrative Office at 5151 Fairbanks Street.

NOTICE: ANCHORAGE OFFICE CLOSURE - MAY 13-19

After 56 years at our Anchorage location on Spenard Road, ENSTAR's customer service and administrative office is moving! **The Spenard customer lobby will be permanently closed as of May 13th. We will resume normal lobby service on May 20th** at our new location, **5151 Fairbanks Street in Anchorage**. ENSTAR's Customer Service Call Center and operations will not be impacted during the office relocation. During the Anchorage lobby closure, Customers will be able to contact ENSTAR during normal business hours by phone and email, or in person at ENSTAR's lobbies in Wasilla and Soldotna. **The Spenard kiosks have been relocated to the Fairbanks Street location and are open now!** Customers can also make payments through ENSTAR's payment portal on its website.



AVOID COSTLY MISTAKES

THESE ARE JUST A FEW EXAMPLES OF WHEN TO CALL 811:

- ▶ Replacing or installing a deck or fence post.
- ▶ Building an addition or greenhouse.
- ▶ Replacing or installing a mailbox post.
- ▶ Installing stakes or rebar.
- ▶ Landscaping a yard.
- ▶ Removing asphalt or concrete.
- ▶ Repairing or installing private utilities.
- ▶ Grading a driveway or lot.

Spring marks the start of the outdoor project season. Planning to install a new fence or deck, plant a tree or shrub, or build an addition to your home?

**DON'T GUESS THE DEPTH OF YOUR GAS LINES.
THEY MAY NOT BE BURIED AS DEEP AS YOU THINK!**

Last year, homeowners and contractors damaged ENSTAR's gas lines **186** times. Every time a gas line is damaged, there's a risk of serious personal injury and property damage. In addition, repairing a damaged gasline can add \$1,000 or more to your project costs. How can this be avoided? By following Alaska law and calling 811 for locates and using safe digging practices around locate marks. For more information, visit our website: <https://www.enstarnaturalgas.com/call-811/>.

ENSTAR **IN YOUR** NEIGHBORHOOD

In addition to emergency response for leaks and structure fires, we do a variety of jobs year-round to maintain our critical infrastructure and provide safe and reliable gas service. From spring until fall, many of these jobs bring us into neighborhoods, so you may see us on your street or at the gas meter in your yard. Here are the most common reasons why an ENSTAR employee could be on or around your property:



Locating Underground Gas Lines

ENSTAR is dispatched to provide thousands of locates each year. In 2024, ENSTAR provided more than 35,000 locates! Remember: Alaska law requires you call 811 at least two working days before you plan to dig.



Leak Detection

ENSTAR conducts annual leak surveys throughout our service area. During these surveys, our employees walk through neighborhoods with a tool that detects the presence of natural gas in the air. If a leak is found, ENSTAR crews are dispatched immediately to locate the source of the leak and make repairs.



Meter Inspections

To provide accurate gas consumption readings for your monthly bill, ENSTAR regularly inspects and exchanges meters. Our technicians also check the meter assembly for leaks and corrosion, so it is vital that we have access to your gas meter year round. Usually, this doesn't interrupt gas service, however, if it does, our technician will coordinate the work with you.

Budget Billing Is Now Open!



Budget Billing is a program that helps level out the highs and lows of seasonal bills and makes your natural gas bill more predictable.

Open enrollment runs from May 1st through July 31st every year. To find out more about the Budget Billing program, visit:

www.enstarnaturalgas.com/budget-billing/



How to Identify an ENSTAR Employee

Our employees can be easily identified by their uniforms, which include ENSTAR's logo. They also carry ID badges and generally drive an ENSTAR vehicle. If an ENSTAR employee is in your yard, feel free to ask for their ID or call ENSTAR's Engineering Services at the numbers below to confirm their identity:

Anchorage - 907-334-7740

MatSu Valley - 907-376-7979

Kenai Peninsula - 907-262-9334