



NEWS

Follow us:



AUGUST 2025

Employee, Cyler Green, demonstrates ENSTAR's line location process for KTUU.

Natural Gas Safety: Your Role as an Enstar Natural Gas Customer

Customer-Owned Pipelines: ENSTAR owns and maintains the gas mains and service lines, up to and including the meter. As the customer, you own and are responsible for maintaining any piping beyond the meter. Examples include piping to appliances, mobile homes, greenhouses, and detached garages. Regularly inspect your customer-owned piping for leaks and corrosion. If you find a leak or damage to the pipe, have it repaired immediately. If buried pipe is not maintained, it becomes vulnerable to potential hazards. Customer-owned above-ground piping should be painted to protect against corrosion. When digging, you must contact 811 for locates prior to breaking ground. Private contractors can assist you in locating, inspecting, and repairing your customer-owned piping.

Service Lines: A service line runs from the street, through your property, to the meter on your house. You should never build home additions, decks, garages, or anything else over any service line. Contact 811 for utility locates prior to building so you can avoid this situation. If you become aware that a service line conflicts with a permanent structure, contact our Marketing Department to have it moved.

Gas Meters: Customers are required to always provide access to ENSTAR's metering facilities for regular maintenance and emergencies, such as an earthquake or house fire. Gas meters should not be covered or in an enclosed space. Your meter must not be in a garage, under a deck, or enclosed in any kind of structure that makes it inaccessible. Enclosed spaces can cause natural gas to pool, creating a potentially dangerous situation. Avoid stacking any type of material, including firewood, around the meter. Do not paint ENSTAR metering facilities. If the meter is in an area that is vulnerable to damage from traffic, protective bollards or posts are required. For more information on how to protect your meter, contact our Marketing Department.

Customer-Owned Pipelines



Service Lines

Meters



I Called 811...Now What?

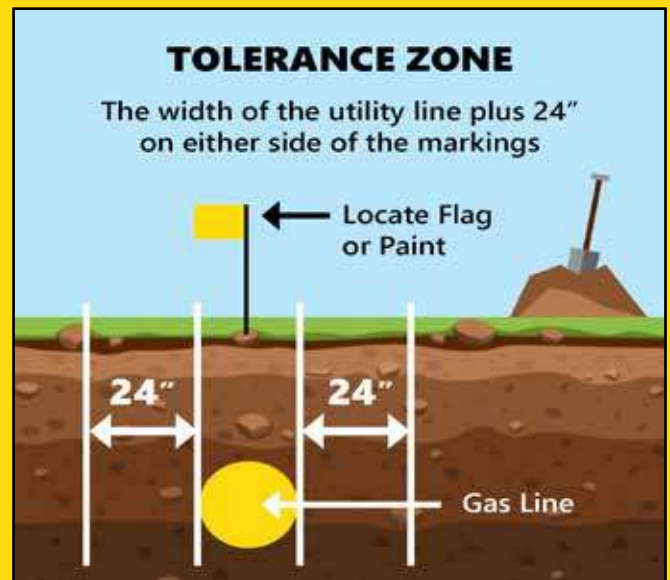


You've called 811 two days before starting your outdoor project. What happens next?

During those two days, ENSTAR and other utilities will visit your location to mark their underground facilities. Once marked, avoid using mechanized equipment (excavator, skid steer, auger) within two feet of a locate mark known as the "tolerance zone." If you need to dig in this area, carefully remove soil using non-mechanized tools to prevent striking the buried pipeline.

Hitting a gas line without locates, or by using unsafe digging practices within the tolerance zone, can cause serious damage to your property, and can threaten the safety of you and your neighbors. Repairs can add over \$1,000 to your project costs. Never guess the depth or location of an underground utility—it's not worth the risk. Always call 811 two days before you dig.

Calling 811 before digging is FREE and required by Alaska and federal law. For more information on safe digging around natural gas pipelines, visit: <https://www.enstarnaturalgas.com/call-811/>.



IMPORTANT NUMBERS

For meter safety, meter moves, or to add new service, contact ENSTAR's Marketing Department:

- Anchorage: 907-334-7770
- Kenai Peninsula: 907-262-9334
- Mat-Su Valley: 907-352-7403
- marketing@enstarnaturalgas.com



Never guess the depth or location of buried gas lines. Call 811 or visit 811ak.com for FREE UTILITY locates before starting your project.



If you ever suspect a natural gas leak, clear the area immediately and call ENSTAR at:

1-844-SMELL GAS
1-844-763-5542