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OCTOBER 2025

Installation of a new regulator station along Elmore Road north of O'Malley Road in Anchorage.

Help Us Help You: Keeping Your Gas Meter Safe & Accessible

Keep the meter easily accessible to first responders & ENSTAR employees.

It's essential that first responders and ENSTAR employees have easy access to the meter in the event of an emergency. ENSTAR also needs access to perform year-round maintenance on its metering facilities, which can include locating service lines and checking the meter for gas leaks and corrosion. Usually, maintenance doesn't interrupt gas service, however, if it does, our technician will coordinate the work with you.



Keep the meter clear of ice & snow during the winter.

Heavy build-up of ice and snow creates stress on the meter. This can cause improper operation of the regulator and possible gas leaks. Additionally, it

prevents quick access to the meter's shut-off valve for first responders or ENSTAR employees in an emergency. A shovel is a great way to clear a path to the meter, but only use a broom to clear ice and snow off the meter itself to avoid damaging it.

Call 1-844-SMELL-GAS if you suspect a natural gas leak.

If you ever suspect a natural gas leak, leave the area and call ENSTAR at 1-844-SMELL-GAS (1-844-763-5542). A service tech is available 24/7 and will be immediately dispatched to investigate the odor at no charge to you.

Don't enclose the meter in any way making it inaccessible. An enclosed meter is a safety hazard, making it inaccessible to first responders and ENSTAR employees in an emergency and for required routine maintenance. Never enclose your meter by building a garage or house addition around it, surrounding it with a deck or concrete, stacking wood or other material near it, or blocking it with a trailer or RV.



Let's Talk Payment Options

We offer a variety of convenient payment options for your gas bill. For more information or to access or set up your MyENSTAR account, visit www.enstarnaturalgas.com or scan the QR code below with your mobile device's camera.

- **Credit Card Payments:** Pay your bill with VISA, Discover, or Mastercard. Payments are processed through a third-party provider with no additional fee. Credit card payments can be made over the phone or online, along with payments by debit card or electronic check.
- **Kiosk Payments:** Available 24/7 outside our customer lobbies for payments with cash, check, credit, and debit cards. Visit our website for customer service locations.
- **Autopay:** Automatically pay your bill each month with a credit card or direct withdrawal from your bank account. Enroll through MyENSTAR.
- **Bank Payments:** Many banks offer the option to send your payment directly to ENSTAR from your bank account. Check with your bank for this service.
- **Mail Payments:** Send checks or money orders to: ENSTAR Natural Gas Company, PO Box 34760 Seattle, WA 98124-1760.
- **Annual Payments:** Pay your bill a year in advance to receive a \$25 credit. Contact Customer Service at 907-334-7600 for more information.

Is your contact information up to date?

You can check and make any necessary updates by:

- Signing into or setting up your MyENSTAR account found at www.enstarnaturalgas.com or by scanning the QR code below with your mobile device's camera.
- Contacting our customer service department at 907-334-7600 or cs@enstarnaturalgas.com.



Safe Digging Requirements

Any time your project calls for digging, grading or installing/pulling trees or posts, remember these requirements:

- Call 811 two business days before your project starts.
- Call 811 to refresh locates if the marks are no longer visible.
- Do not use mechanized equipment within two feet of the locate marks (the "tolerance zone").
- Locates expire after 15 days. If your project is not completed during that time, call 811 to have your locates refreshed.
- If you damage a natural gas line, call 911 and report it to ENSTAR at 1-844-SMELL GAS (1-844-763-5542) immediately.



Smell gas? Call 1-844-SMELL GAS or 1-844-763-5542.