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DECEMBER 2025

ENSTAR will be closed Dec. 24-25 and Jan. 1, but you can still pay your bills online and at kiosks.

## NATURAL GAS SAFETY *in the Winter*

***In an emergency, every second counts:  
Keep your meter clear of ice and snow.***

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.

Here are a few natural gas safety tips to keep in mind as you tackle the snow and ice this winter. Each of these tips help first responders and ENSTAR employees quickly access your meter in the event of a fire, gas leak, or other emergency.

### ■ ***Clearing your roof?***

Don't pile snow on your meter, or block access to your meter.

### ■ ***Clearing your driveway?***

Clear a path to your gas meter as well.

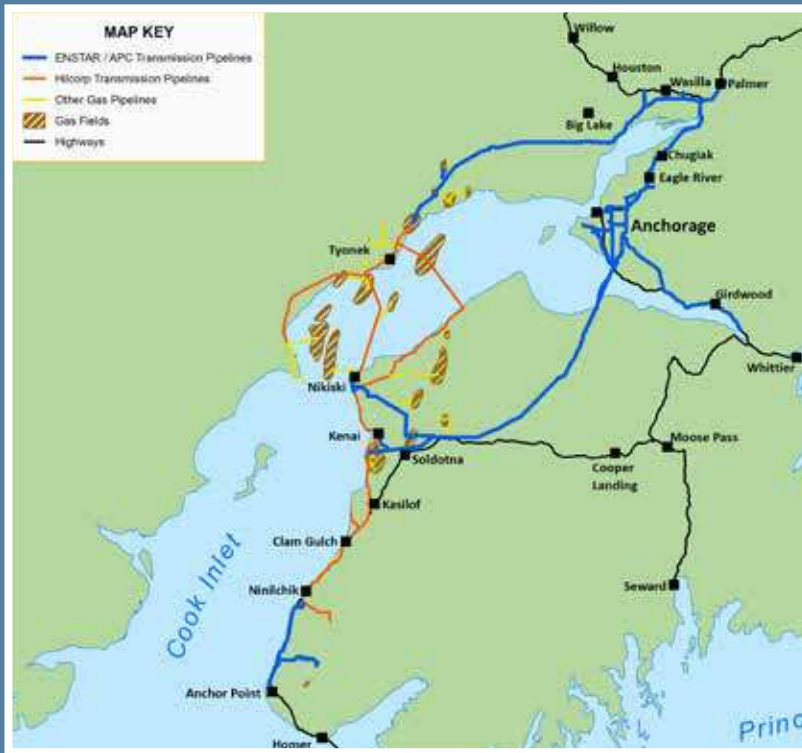
### ■ ***Hiring a snow removal contractor?***

Make sure that they know where your meter is before they begin work.

### ■ ***Suspect a natural gas leak?***

Leave the area at once, and call ENSTAR at 1-844-SMELL GAS (1-844-763-5542). A service technician will be dispatched immediately to investigate.

# From Cook Inlet to Your Home: How ENSTAR Gets Gas to You Safely



ENSTAR owns and operates almost 400-miles of high-pressure transmission lines in Southcentral Alaska. These pipelines transport natural gas from Cook Inlet gas fields and producer-owned pipelines to ENSTAR's residential and industrial customers.

Buried in rights-of-way, these transmission pipelines range from 2" to 20" in diameter and are made of high strength steel. They operate at pressures from 270 to over 1,000 pounds per square inch (PSI).

ENSTAR's pipeline system is federally regulated. The pipelines are designed and maintained to stringent safety standards and are protected to prevent corrosion.

ENSTAR performs annual leak surveys with highly sensitive instruments that are capable of detecting even the smallest gas leaks. Aircraft fly pipeline routes regularly to look for abnormal right-of-way conditions. The safe operation of our facilities is ENSTAR's number one priority.

## What is the Energy Watch Customer Action Plan?

With winter approaching, now is a great time to revisit the Energy Watch Customer Action Plan. This plan was developed by local utilities and officials to help inform residents in Southcentral Alaska about how and when they may be asked to take action in the event of a natural gas delivery issue. Reviewing it ahead of time ensures we're prepared to respond quickly and effectively if the need arises.

### How does Energy Watch work?

If ENSTAR anticipates a challenge with delivering natural gas—such as an extended cold snap, when increased usage can cause a reduction in pipeline pressure—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

<b>GREEN</b>	<b>STABLE</b>	<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>
<b>YELLOW</b>	<b>CAUTION</b>	<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>
<b>RED</b>	<b>ALERT</b>	<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>

For more conservation tips and resources, visit [www.enstarnaturalgas.com/energy-conservation/](http://www.enstarnaturalgas.com/energy-conservation/).

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