

NEWS

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JANUARY 2026

Happy New Year! ENSTAR offices will be closed on Jan. 1 and Jan. 19 for observed holidays.

Earthquake Safety

Earthquakes are nothing new in Alaska, but it's always a good idea to be prepared!

- Know the location of all utility shut-off valves (gas, water, and main electric circuit breaker).
- Be sure your appliances are safely secured, for example, use straps that attach your water heater to the wall.
- Have an 8" - 12" wrench available to turn your gas meter off if necessary. However, do NOT turn off your gas unless you smell gas or hear the hissing of a gas leak.
- If you do turn the gas off, leave it off. Contact Customer Service when you are ready for the gas to be turned back on, and a technician will restore service and relight your appliances. In the hours and days after a major emergency, gas company calls will be backlogged, and you might have a substantial wait for a service technician to be scheduled to restore service to your home.
- After an earthquake, check to be sure nothing has shifted to block venting for natural gas appliances.



Rob Witter/USGS



SUSPECT A NATURAL GAS LEAK?

SMELL	LOOK	LISTEN	LEAVE
Is there a rotten egg or sulfur smell?	Is there any damaged gas piping in your house or outside at the meter?	Is there a blowing or hissing sound?	If you suspect a gas leak, leave the area immediately. Call 911 and ENSTAR's emergency line: 1-844-SMELL GAS (1-844-763-5542)

Visit www.enstarnaturalgas.com/earthquake-safety/ for more information.

If You Suspect Carbon Monoxide Exposure

- Get fresh air immediately.
- Call 911 or an emergency provider.
- Don't use the suspected gas appliance until it has been inspected, serviced and determined to be safe by a licensed heating contractor.

What to Do to Prevent CO Build-Up in Your Home

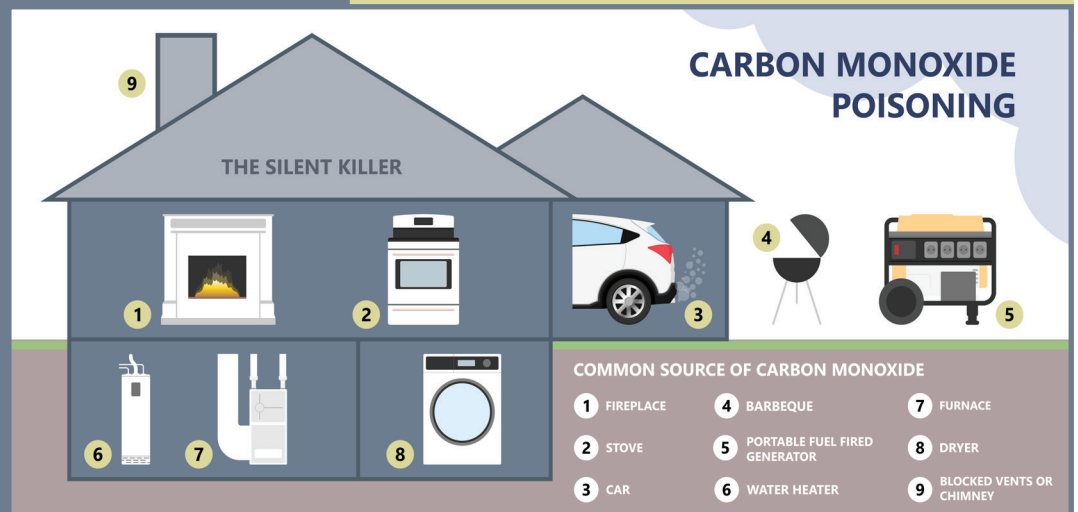
- Make sure appliances are installed according to manufacturers' instructions and local building codes.
- Have the heating system, including chimneys and vents, inspected and serviced annually by a licensed heating or plumbing contractor.
- Install a CO detector/alarm on every level of your home.
- Never leave a car running in an attached garage, even with the garage door open.
- Never use portable, fuel-burning camping equipment such as a propane/butane stove inside a home, garage, vehicle or tent.
- Only use gas appliances as intended. For example, never use an oven or clothes dryer for space heating.
- Do not use gasoline-powered tools or engines indoors.
- Never store anything near a gas appliance that might interfere with normal appliance airflow or its venting.
- Make sure the damper is open when using your gas fireplace.

Carbon Monoxide Safety

When a natural gas system operates correctly, you will see a blue flame, producing heat, water vapor and carbon dioxide. But if the gas isn't burning properly, or there's a mechanical failure, the system could produce potentially lethal carbon monoxide, an odorless, poisonous gas.

In the case of home gas appliances, carbon monoxide is caused by incomplete combustion due to improper installation, poor maintenance, or other appliance misuse or failure. The presence of carbon monoxide is indicated by a yellow flame, combustion smells, or soot around the furnace or water heater. People in your home who are exposed to carbon monoxide might feel lethargic, out of breath, dizzy, nauseous or have headaches.

Building codes require that a carbon monoxide detector be placed on every level of a home. Ideally, they should be placed near a bedroom or in an adjacent hallway.



Sharing the Gift of Reading



ENSTAR Southern Division volunteers served up 70 pizzas. (Photo courtesy of Sterling Elementary School.)

This past December, ENSTAR employees donated over 1,000 books to Willow Crest Elementary and Sterling Elementary Schools and celebrated with a Book Drive and Pizza Party at each location.

Students had the chance to choose a book to take home and then enjoyed a pizza lunch, served by ENSTAR volunteers.



ENSTAR employees helped students choose from over 400 donated books at Sterling Elementary.