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Important Natural Gas Service Update for Whittier-Area Customers

ENSTAR is closely monitoring a section of the natural gas pipeline near the Twentymile River that serves customers east of the river, including Whittier. Our Engineering and Operations teams have confirmed a break in the submerged portion of the pipeline and are actively evaluating repair options.

Natural gas service remains available at this time. However, conditions at the river could change, and service may need to be temporarily interrupted while repairs are completed. We are in the process of securing LNG that will be trucked from Fairbanks and regasified into the system to serve Whittier customers. Service may be interrupted from time to time as we work to repair the line over the next 30-45 days. We will do our best to anticipate these outages and proactively communicate with Whittier residents.

If service is interrupted, natural gas appliances will not operate, including furnaces, water heaters, clothes dryers, stoves, ovens, and fireplaces.

What you can do now

Customers are encouraged to prepare in case natural gas service is temporarily unavailable:

- Identify a safe, warm place to stay if your home cannot maintain a safe temperature. Keep warm clothing, blankets, medications, food, pet supplies and other essentials available.
- Make alternate plans if someone in your household has medical or accessibility needs that could be affected by a loss of heat or hot water.
- Make sure your contact information with ENSTAR is current to receive important updates.

ENSTAR is preparing the temporary LNG supply and developing a permanent repair for the affected pipeline. The repair will require construction of a new cross bore beneath the Twentymile River and is expected to take approximately 30-45 days.

If you smell a sustained odor of natural gas or suspect a gas leak, leave the area immediately and call **1-844-SMELL GAS (1-844-763-5542)** from a safe location.

We appreciate your patience as our crews work to address this situation safely.

Anchorage: [907-277-5551](tel:907-277-5551) • Kenai Peninsula: [907-262-9334](tel:907-262-9334) • Mat-Su: [907-376-7979](tel:907-376-7979)

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