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ENSTAR crews completed a major pipeline reroute beneath the Twentymile River in September.

Keeping Natural Gas Flowing in Whittier

Each year, ENSTAR crews replace aging infrastructure to maintain safe, reliable natural gas service. While this work is carefully planned, emergencies can arise, which require a rapid, coordinated response and creative solutions.

On August 10, ENSTAR confirmed a gas leak in the 8-inch pipeline that serves Whittier. The leak occurred at a crossing beneath the Twentymile River near Portage. Whittier officials were notified immediately that service disruptions were possible.

As the pipeline condition worsened, ENSTAR shut off Whittier's gas flow on August 16 and began safely turning off customer meters. Initial estimates suggested service could be interrupted until early September.

At the same time, ENSTAR mobilized a temporary liquefied natural gas (LNG)



The LNG truck and vaporizer at Portage.

supply system, securing specialized equipment from Canada, when it could not be sourced locally, and transporting it nearly 2,000 miles to Alaska. Crews worked around the clock to prepare connections, coordinate logistics, and ready the Whittier system for service restoration.

Just five days later, on August 21, natural gas service was restored to Begich Towers (80% of residents). By the evening of August 22, all available Whittier customers had been reconnected, with the final customer restored the following day (by request).

ENSTAR completed the permanent repair in early September, and Whittier is now served by the new pipeline. Temporary LNG service concluded September 11, and crews completed final demobilization and began site-restoration work.

We'd like to thank our government and community partners, contractors and technical experts, and the ENSTAR employees from the myriad departments across our service area, who worked tirelessly to restore service to our Whittier customers.

Scan the QR code with your phone's camera to learn more about the response and pipeline reroute project.



Extensive planning and permitting were needed to protect the habitat and access this remote site.

GAS SUPPLY FAQs

With natural gas supply and winter preparedness on many customers' minds, we've compiled answers to some of the most commonly asked questions.

■ **Q: Am I going to lose heat for 18 days this winter?**

No. The "18 days" reference describes a potential supply gap equivalent to roughly 18 peak-demand winter days. It does not mean customers would be without heat for 18 days.

ENSTAR is not predicting a loss of service. However, very cold weather or unexpected disruptions can affect system conditions. We encourage customers to stay informed, prepare their households, and use energy wisely.

■ **Q: What can customers do to help right now?**

Stay informed, make a plan, and use energy wisely, especially during very cold weather when natural gas demand is highest.

■ **Q: How did we get here?**

Last winter was the coldest on record in Southcentral Alaska, increasing demand and drawing down stored gas. At the same time, Cook Inlet production has declined over time, even as Southcentral Alaska continues to rely on local gas for much of its heating and electricity. As a result, ENSTAR is heading into this winter with less gas in storage than in a typical year.

■ **Q: How is ENSTAR addressing the supply challenge?**

ENSTAR is pursuing a range of near- and long-term options to strengthen supply reliability. This includes working with gas producers, supporting new local gas development, pursuing LNG imports, and coordinating with utilities, regulators, and policymakers.

Be Ready for Whatever Winter Brings

Planning ahead can help make your household more resilient and reduce stress during an energy emergency. Consider the questions below:

- Does my furnace or boiler use natural gas?
- What other appliances use natural gas?
- If any of those appliances become inoperable, how will that affect my daily routine?
- Do I have an Emergency Preparedness Kit and when did I last check it?
- When was my fireplace or heater last inspected?
- Are there any drafts around doors, windows, trim, or outlets that I can address now?
- Are any baseboard heaters or vents blocked?
- How much wood do I have for my wood stove, or fuel for my generator?
- Does anyone in my home rely on a medical device that requires electricity, and do I have a backup power supply?
- Do I have enough necessary medications on hand?
- How much water and shelf-stable food do my family and pets need per day?
- How would I keep warm if heat and electricity were out?

ENSTAR is not predicting a loss of service, but is encouraging preparedness. Scan the QR code for more details on emergency preparedness and a list of resources.



October is Cybersecurity Awareness Month, but utility scams are active year-round.

Utility scammers often pose as ENSTAR, claiming your account is past due and threatening immediate disconnection unless you make a payment right away, often by gift card, wire transfer, or payment app.

Don't be pressured. ENSTAR will never demand immediate payment by phone or threaten disconnection without prior written notice. If you receive a suspicious call, hang up and contact ENSTAR directly

using the number on your bill or visit enstarnaturalgas.com. Never use a callback number provided by the caller.

To pay safely, use the MyENSTAR portal, call our automated phone line at 1-888-534-6940, mail your payment, or visit any Walmart MoneyCenter, ENSTAR kiosk or lobby. Be cautious of unauthorized third-party payment sites, such as Doxo.com, which may charge extra fees or delay payment processing.

When in doubt, call us directly at 907-334-7600 or 1-877-907-9767.

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