



Anchorage: 907.277.5551
Mat-Su: 907.376.7979
Kenai Peninsula: 907.262.9334
Toll-Free: 877.907.9767
P.O. Box 190288
Anchorage, AK 99519-0288
www.enstarnaturalgas.com



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JULY 2026

Tampered meters can lead to dangerous situations. If you smell rotten eggs, call 1-844-SMELL GAS.

ENSTAR Access to Your Property

We understand that it can feel unexpected or inconvenient to see utility crews working on or near your property. Our goal is always to be respectful of your space while doing the work needed to keep natural gas service safe and reliable. Natural gas service depends on regular access to the infrastructure that delivers it to you and your neighbors.

From time to time, you may see ENSTAR employees or contractors on your property inspecting or maintaining equipment. This work helps keep the natural gas system safe and reliable for you and your community. As outlined in ENSTAR's tariff and your Service Agreement, ENSTAR may need to access areas where our facilities are located, to complete this work.

Routine maintenance is an important part of keeping the system running safely for the long term. Much like regular upkeep on a vehicle helps prevent larger issues down the road, our crews proactively inspect, repair, and replace infrastructure as it ages or wears over time. This work helps ensure reliable service for the many homes and businesses that depend on natural gas every day.

In some cases, work may take place near homes or within neighborhood right-of-way areas. Before any construction begins, ENSTAR follows a thorough permitting process. This includes submitting project details (such as location, plans, construction methods, and any potential traffic impacts) for review and approval by the appropriate agencies.

We do our best to keep you informed when work is planned in your area. Notifications may include door tags, letters, or phone calls. For larger projects, we may also share updates with community councils or through social media.

We appreciate your understanding and cooperation as we carry out this important work to serve our community.

METERS & PIPES:

Who is responsible for what?

ENSTAR Responsibility

Underground gas
pipelines
Service lines
Meter set assemblies



Customer Responsibility

Pipe from meter
to the structure
Pipes & hoses to
natural gas appliances
Natural gas appliances
Maintaining access
to the meter
Customer-owned
buried lines

ENSTAR maintains the service line and the meter set assembly, which includes the meter, regulator, and related equipment. As the customer, you are responsible for maintaining all piping beyond the meter, including periodically inspecting for leaks and corrosion.

Private contractors can assist you in installing, inspecting, locating, maintaining, and repairing damage or unsafe conditions discovered with your customer-owned piping.

Customers are responsible for protecting meters, service lines, and other ENSTAR facilities on their property from damage and ensuring clear, safe access when needed.



SAFETY IS IN YOUR HANDS EVERY DIG. EVERY TIME.

In 2025, contractors and homeowners damaged ENSTAR gas lines 200 times, risking serious injury, property damage & increased project costs.

Help prevent gas line strikes by contacting 811 for locates and using safe digging practices around locate marks.

If you damage a natural gas line, call 911 and report it to ENSTAR at **1-844-SMELL GAS (1-844-763-5542)** immediately.

Protect Our Employees & Your Pet



Safety is our number one priority at ENSTAR. Our employees often encounter dogs while accessing our meter facilities on your property, and we know that even friendly dogs can become aggressive when protecting the people they love. That's why it's important to review and follow these tips to help keep our employees and your pets safe:

- Post a "Beware of Dog" sign on your fence or house so our employee knows there is a dog on the premises.
- Be sure your dog is up to date on its vaccinations, wears a collar, and responds to basic commands like "stay" and "come."
- If an ENSTAR employee is working outside your home, keep your dog in the house, even if you have invisible fencing.
- If an ENSTAR employee needs to work inside your home, make sure your dog is in a separate, enclosed area before answering the door.

2026 Military Appreciation Picnic



On Friday, June 5, the ENSTAR team continued its annual tradition of manning the grill at the Military Appreciation Picnic on JBER. With sunshine overhead, our volunteers served more than 3,000 burgers and hot dogs to express our gratitude for those who serve.



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