

THE "DO'S & DON'TS" OF METER PROTECTION



DO Do keep the meter easily accessible to First Responders & ENSTAR employees.

It's essential that First Responders and ENSTAR employees have easy access to the meter in the event of an emergency. In addition, ENSTAR performs year-round maintenance on its metering facilities. This can include locating service lines, and checking the meter for gas leaks and corrosion. Usually, maintenance doesn't interrupt gas service, however, if it does, our technician will coordinate the work with you.

DO Do keep the meter clear of ice & snow during the winter.

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.



DON'T Don't make the meter inaccessible by enclosing it in any way.

An enclosed meter is a safety hazard, making it inaccessible to First Responders and ENSTAR employees in an emergency and for required routine maintenance. Never enclose your meter by building a garage or house addition around it, surrounding it with a deck or concrete, stacking wood or other material near it, or blocking it with a trailer or RV.



DO Do call 1-844-SMELL-GAS if you suspect a natural gas leak.

If you ever suspect a natural gas leak, leave the area and call ENSTAR at 1-844-SMELL-GAS (1-844-763-5542).

A service tech is available 24/7 and will be immediately dispatched to investigate the odor at no charge to you.



ENSTAR PROJECT UPDATE: B-Line Pipeline Maintenance in the Moose River

Installed in 1974, the B-line is one of two ENSTAR pipelines that bring natural gas to Anchorage and the Mat-Su from the Kenai gas fields. During winter, this line can deliver up to one-third of the gas used in the Anchorage area.

Currently, a portion of the B-line is exposed in the Moose River in Sterling. An exposed pipeline can be vulnerable to debris and motorists in the river. ENSTAR and a team of contractors are drilling approximately 1,000-ft of pipeline below the riverbed to assure the continued reliability and safety of the pipeline.

This project has presented some unique challenges due to the sensitivity of the wetlands it crosses and limited site access. ENSTAR's team of contractors are using more than 300 swamp mats to protect the wetlands and have tunneled under a private road in order to keep access for local homeowners. Additionally, the project paused in mid-September due to flooding from glacial dams bursting in the Kenai drainage, which resulted in extraordinarily high water in the Moose River. ENSTAR estimates construction on this project will conclude by mid-October, returning the B-line to service before winter.



Finding YOUR Way to Pay

We offer a variety of payment options to help make it convenient for you to pay your gas bill. For more information on your account or to access it online, set up a **MyENSTAR** account at: www.enstarnaturalgas.com.



Pay your bill with VISA, Discover, or Mastercard. Payments are processed through a third-party provider. There is no additional fee to you for using a credit card.



Pay your bill automatically each month with a credit card or through direct withdrawal from your bank account. You can enroll in Autopay through **MyENSTAR**.



Pay your bill over the phone and online using credit, debit or electronic check. Payments may take up to three days to post to your account.



Many banks offer the option to send your payment directly to ENSTAR from your bank account. Check with your banking institution to see if it offers this service.



Kiosks are available 24/7 outside our customer lobbies for payments with cash, check, credit and debit cards. See our website for customer service locations.



You can mail your check or money order to:
ENSTAR Natural Gas Company
PO Box 34760
Seattle, WA 98124-1760



You can elect to pay your bill a year in advance to receive a \$25 credit. Contact our Customer Service for more information on annual payments.

It's important that your account lists your current contact information. If your email or phone number has changed, contact our Customer Service department, or make updates through MyENSTAR at: www.enstarnaturalgas.com.