**ENSTAR** Natural Gas Company
401 E. International Airport Road
Anchorage, AK 99519-0288
(907) 277-5551

January 23, 2012

01-26-12P12:27 RCVD

Mr. Dennis Hinnah,
Deputy Director, Western Region
US Department of Transportation
Pipeline & Hazardous Materials Safety Administration
188 W. Northern Lights Blvd.
Suite 520
Anchorage, AK 99503

RE: CPF 5-2011-0012M
Public Awareness Inspection Program Inspection

Dear Dennis,

In response to your letters dated August 25, 2011, and extension letter dated January 6, 2012 ENSTAR respectfully submits the enclosed Revision 4 of its Public Awareness Plan, Standard Operating Procedure 1162.

The plan has been revised to address the specific concerns identified in the Notice of Amendment letter. Specifically:

**Item 1:** ENSTAR has revised its "Natural Gas Safety and You" brochure to include the unodorized Anchor Point Pipeline. Unodorized pipelines are explained and identified in the brochure. See page 32 of the Public Awareness Program, Attachment 4. A copy of the updated brochure is also enclosed. This brochure is on our website and also sent to property owners of record that are near our transmission pipelines as explained on page 4, paragraph A 6 of the Public Awareness Plan.

**Item 2:** The frequency of direct mailings to Emergency Officials has been changed to "Every year" as requested. See page 5, paragraph B 1.

**Item 3:** The of emergency service providers has been updated in Attachment 13, page 46 of the Public Awareness Plan. The list contains all of the police, fire and other emergency services providers in the ENSTAR service area.

**Item 4:** ENSTAR has amended the Public Awareness Plan on page 7, paragraph D 1 to reflect the current practice of which excavators get notified in its annual mailing. The list to excavators comes from Alaska Digline. The list contains names of entities, not identified as homeowners, that called Alaska Digline for 3 or more locates in the last 3 calendar years.

We believe we have addressed all of your concerns with these changes to the Public Awareness Plan. I have submitted an electronic copy of this letter and the plan to Mr. Bill Flanders should you wish to view the plan electronically. Should you have any questions, do not hesitate to call me at 907-264-3745.

Respectfully,
ENSTAR Natural Gas Company

David W. Bredin
Director of Operations

Cc: Bill Flanders, electronic copy

| | |
|---|---|
| Alaska Pipeline Co. | X |
| Ft Richardson Gas System | X |
| ENSTAR Natural Gas | X |

**Title: Public Awareness Program**

**No: 1162 Revision No.: 004 Effective Date: 01/20/2012 Page No. 1 of 47**

**Authorizing Signature: Dave Bredin Title: Director of Operations**

**Scope:** The goal of ENSTAR's Public Awareness Program is to increase public awareness and knowledge of natural gas and the natural gas pipelines owned and operated by ENSTAR Natural Gas Company. Through this program, excavators, emergency officials, ENSTAR customers, and members of the general public that live and work near ENSTAR pipelines will become more educated about the pipelines and the natural gas they transport.

**Policy:** ENSTAR is committed to operating its pipelines safely. The Company shall follow the steps outlined in this program to protect the lives and property of employees, customers and members of the general public of those living and working around ENSTAR pipelines.

**Procedure:**

## I. Program Administration

ENSTAR has developed this program in accordance with the guidelines of the American Petroleum Institute Recommended Practice 1162, commonly referred to as "RP 1162". RP1162 shall be used as a reference when implementing this procedure.

A. Roles and Responsibility of Persons Administering ENSTAR's Public Awareness Program:

1. **Director of Operations** – shall be responsible for preparing, overseeing and making any changes to ENSTAR's Public Awareness Program. He/she shall conduct an annual review of the program to determine its effectiveness and make changes to the program as necessary.
2. **Director of Engineering** – Is responsible for ENSTAR's Transmission Pipeline Integrity Management Program and as such shall be responsible for ensuring this awareness program meets the requirements and objects of the Company's Transmission Pipeline Integrity Management Plan.
3. **Director of Corporate Relations and Customer Service** – shall be responsible for coordinating external communications and advertising associated with ENSTAR's Public Awareness Program. This includes all newsprint and television communications, bill inserts, home and trade show presentations.
4. **Engineering Services Manager** – shall be responsible for representing ENSTAR's interest with Alaska Digline, Inc. The Engineering Service Supervisor or his/her designee shall be responsible for mailing Excavation Standards letters to excavators.
5. **Division Managers/Service Department Supervisor –** shall be responsible for coordinating and delivering awareness information with Emergency Response officials in their respective Service Area.
6. **Operations Supervisors/Leads –** shall be responsible for providing input on the effectiveness of this program especially as it relates to reducing the number of third party damages to company facilities.
7. **Manager, Right of Way & Permitting –** shall be responsible for obtaining land ownership data adjacent to transmission pipelines and shall assist in mailing awareness materials to persons and business as required by this procedure.

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8. **Safety and Training Administrator –** shall assist in the training of emergency officials and others as needed.
9. **Operations Analyst –** Maintains all records associated with this program.
10. **Key Account and Public Affairs Representative** – Responsible for preparing, issuing and maintaining copies of public awareness information sent to customers and external advertising.
11. **Alaska Digline –** The One-Call locate center for all of ENSTAR's Service Area shall be utilized for receiving locate requests and sending those requests to the appropriate ENSTAR office for field marking.. 811 is the phone number for Alaska Digline.

B. Program Record Keeping
1. All records of ENSTAR's Public Awareness Program shall be maintained by ENSTAR's Operations Analyst with the assistance of Marketing's Key Account and Public Affairs Representative.
2. Copies of all materials provided to the various stakeholder groups, i.e. letters, advertisements, bill inserts, etc., shall be maintained by the Operations Analyst. The material shall be labeled to identify who received the material, date(s) it was distributed, how it was distributed, etc.
3. Copies of letters, training agendas and training rosters of meetings held with outside groups shall be maintained.
4. Records of all program evaluations, follow up actions and expected results shall be maintained.
5. Notes from the Annual Review meeting shall be maintained.

C. Record Retention
1. Records for this program shall be retained for a minimum of 5 years.

## II. Pipelines that are included in ENSTAR's Public Awareness Program

A. ENSTAR Distribution Pipelines
B. Alaska Pipeline Company Transmission Pipelines
C. Pipelines Owned by others and Operated by ENSTAR or NORSTAR

## III. Four Audiences ENSTAR's Public Awareness Program is Intended to Serve

A. **The General Public**
1. Customers of ENSTAR
2. Residents in ENSTAR's Service Areas
3. Property Owners within 660' of Transmission Pipeline ROWs
4. Places of congregations along transmission pipelines including; Churches, Schools (public, private, colleges), Sport Centers, Businesses, hospitals, day care facilities, shopping centers, etc.
5. Elmendorf and Fort Richardson civilian and military personnel

B. **Emergency Officials**
1. Fire Departments. See Attachment 13 for complete listing
2. Police Departments. See Attachment 13 for complete listing. (Alaska State

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Troopers, Anchorage, Palmer, Wasilla, Whittier, Kenai, Soldotna)

3. Emergency Operations Officials – See Attachment 13 for complete listing. MOA, MSB, KPB, SOA

C. **Local Public Officials**

1. City and State Utility Permit Officers
2. Military installations – Joint Base Elmendorf Richardson (JBER)
3 Airports – Anchorage (TSAIA, Merrill Field), Kenai, Soldotna

D. **Excavators**

1. Excavators that used the Locate Call Center multiple times
2. Homeowners doing fencing and decking work
3. Persons renting excavation equipment
4. Persons planting trees, shrubs, (Nurseries)
5. Excavators on Road Improvement Projects
6. Home building contractors and subcontractors
7. Other Utilities and their contractors
8. Developers, Engineers, Architects
9. Directional Drilling Contractors
10. Public Works Departments (Boroughs, City and State road maintenance crews)

## IV. Message Type, Frequency and Delivery Method for Each Intended Audience

A. **The General Public** – the following combinations of message, delivery method and frequency will be utilized to inform members of the general public about ENSTAR Natural Gas and Natural Gas Safety

1. **Message Type:** Customer Information Booklet (see Attachment 1).
**Frequency**: Booklet will be sent to all new customers (defined as never having natural service with ENSTAR). Booklet will be provided to all incoming military personnel on Fort Richardson and Elmendorf AFB.
**Baseline Messages**: Booklet and introductory letter will contain information about ENSTAR, How to Recognize Natural Gas Leaks and Report Them, One Call Awareness, Damage Prevention, How to Contact ENSTAR, and Where to go for Additional Information. This booklet may also contain non-safety related information.
**Delivery Method**: Each new customer will be mailed a copy of this booklet within 90 days of establishing service. Copies of this booklet will provided to the Housing Office at Elmendorf AFB and Fort Richardson. These booklets will be included in the "Housing Packets" to all incoming personnel assigned to these installations.

2. **Message Type:** Company Internet Website: www.enstarnatural gas.com.
**Frequency:** Continuous access via Internet
**Baseline Messages**: Website will contain information about ENSTAR, How to Recognize Natural Gas Leaks and Report Them, One Call Awareness, Damage Prevention, How to Contact ENSTAR, Right of Way Encroachment Prevention, Excavation Standards, and Pipeline Security The website will have a e-mail

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address for additional information and provide phone and physical address contact information.
**Delivery Method**: ENSTAR's website location will be displayed prominently on Company publications, advertising, billing statements, motor vehicles, etc. so customers and members of the general public easily remember and access the website.

3. **Message Type:** Bill Inserts (See Attachment 2)
**Frequency:** 6 times per year (minimum).
**Baseline Messages**: Bill Inserts will be utilized to notify customers about ENSTAR, How to Recognize Natural Gas Leaks and Report Them, One Call Awareness, Damage Prevention, How to Contact ENSTAR, Excavation Standards, Transmission Pipeline Safety. The inserts will generally discuss one or more pipeline safety related topic per insert. Additional customer contact information will be provided in the insert.
**Delivery Method**: Will be directly inserted in customer's gas bills. Bill inserts will also be available for viewing on ENSTAR's Internet website and as handouts available at Company offices.

4. **Message Type:** Print media Advertisements (See example in Attachment 3)
**Frequency:** Annually as needed, generally during construction season (May-Nov).
**Baseline Messages**: How to Recognize Natural Gas Leaks and Report Them, One Call Awareness, Damage Prevention, How to Contact ENSTAR. Additional customer contact information will be provided in the insert.
**Delivery Method**: ENSTAR will place advertisements in local newspapers primarily to encourage customers to "Call Before You Dig". This advertising may be done in conjunction with Alaska Digline and/or other utility companies.

5. **Message Type:** Home Show /Trade Show Participation.
**Frequency:** Annually
**Baseline Messages**: ENSTAR will participate in home/trade shows to promote the use of natural gas and encourage customers to use natural gas safely. Print literature and knowledgeable individuals will be available to explain How to Recognize Natural Gas Leaks and Report Them, One Call Awareness, Damage Prevention, How to Contact ENSTAR. Additional customer contact information will be provided in the insert.
**Delivery Method**: Knowledgeable company spokespersons will staff booths at these shows. Print literature and promotional items will be made available.

6. **Message Type:** Direct Mailings, Letter with print literature (See Attachment 4)
**Frequency:** Every 2 years
**Baseline Messages**: ENSTAR/Alaska Pipeline Company will generally use direct mailings to contact property owners living within 660 ft of natural gas transmission pipeline. Print literature will contain information regarding Leak Recognition, Reporting Leaks, One Call Awareness, Pipeline location and recognition, Damage Prevention, How to Contact ENSTAR, specific information on how to obtain maps, Company Integrity measures, Company emergency Preparedness and How to

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obtain a summary of Integrity Management Plans. Additional customer contact information will be provided in the insert.
**Delivery Method**: Letters will be sent via First Class US Mail.

7. **Message Type:** Pipeline Markers and Facility Signs (See Attachment 5)
**Frequency:** Varies
**Baseline Messages**: Reporting Leaks, One Call Awareness, Pipeline location and recognition. How to Contact ENSTAR.
**Delivery Method**: Pipeline markers will be placed over distribution and transmission pipelines in accordance with SOP 1430.

8. **Message Type:** Vehicle decals
**Frequency:** On the road daily
**Baseline Messages**: Call 811 Before you Dig .
**Delivery Method**: Place 811 – Call Before you dig decals on all ENSTAR owned and leased equipment and vehicles. Also designated service vans will be "wrapped" in full 811 Call Before You Dig decals.

B. **Emergency Officials** – the following message types, frequency and delivery methods shall be utilized to inform emergency officials about ENSTAR Natural Gas and Natural Gas Safety Awareness.

1. **Message Type:** Direct Mailings, Letter with print literature (See Attachment 7)
**Frequency:** Every year
**Baseline Messages**: Direct mailings will discuss an overview of ENSTAR, our emergency response capabilities and contact information, properties of natural gas, system operations, pipeline purpose and reliability, One Call Awareness, Damage Prevention, How to Contact ENSTAR, local maps including specific facility descriptions and locations. Company pipeline integrity measures, summary of the Company's Pipeline Integrity Management Plan and Company Emergency Preparedness plans, what to do when responding to gas leaks, line breaks and carbon monoxide calls, pipeline marker information (description and purpose) and where to go for Additional Information.
**Delivery Method**: Letters will be sent via First Class US Mail.

2. **Message Type:** Group Meetings
**Frequency**: In the annual letter to local fire, police and other emergency response agencies, they will be given an invite to request group meetings to discuss natural gas safety and emergency responses to natural gas releases. Such group meetings will generally last several hours and follow the outline shown in Attachment 8.
**Baseline Messages**: Group meetings will discuss an overview of ENSTAR, our emergency response capabilities and contact information, properties of natural gas, system operations, One Call Awareness, Damage Prevention, How to Contact ENSTAR, what to do when responding to gas leaks, line breaks and carbon monoxide calls and where to go for Additional Information.
**Delivery Method**: Group presentations will be offered to local fire and police stations and at locations of other emergency response officials as allowed.

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3. **Message Type:** Video tapes DVD's for Departmental viewing
   **Frequency**: Where group meetings can not be scheduled and to provide supplementary information, commercially produced video tapes and/or DVDs will be available for distribution on a check out to local fire, police and other emergency response agencies.
   **Baseline Messages**: The National Association of State Fire Marshals Pipeline Emergencies and AEGIS Natural Gas: Recognizing and Avoiding the Hazards DVD's will be made available to Emergency Officials. The DVD's discuss how pipelines operate, what products they contain, pipeline hazards, how to handle pipeline incidents, protective equipment and offensive and defensive modes of response.

   **Delivery Method**: Emergency officials will be given the opportunity to call and check out videos and/or DVD's from ENSTAR or referred to websites for downloading.

4. **Message Type:** Company Internet Website: www.enstarnaturalgas.com.
   **Frequency:** Continuous access via Internet
   **Baseline Messages**: Website will contain special information for fire department training coordinators about ENSTAR, How to Recognize Natural Gas Leaks and Report Them, One Call Awareness, Damage Prevention, How to Contact ENSTAR, Excavation Standards, and Transmission Pipeline Safety. The website will have an e-mail address for additional information and provide phone and physical address contact information.
   **Delivery Method**: ENSTAR's website location will be displayed prominently on Company publications, advertising, billing statements, motor vehicles, etc. so customers and members of the general public easily remember and access the website.

C. **Local Public Officials** – the following media types will be utilized to inform local public officials about ENSTAR Natural Gas and Natural Gas Safety

1. **Message Type:** South Central Alaska Utility Association Participation
   **Frequency**: Monthly meetings
   **Baseline Messages**: Representatives from Anchorage and Mat-Su Borough Utilities conduct monthly meetings to discuss utility related concerns. The association also advertises "One Call Awareness".
   **Delivery Method**: ENSTAR's ROW Supervisor or Engineering Services Supervisor will represent ENSTAR's interests at AAUA meetings.

2. **Message Type:** Representative to Local Emergency Planning Committees (LEPC) and Emergency Operations Centers
   **Frequency**: Attend scheduled meetings and exercises
   **Baseline Messages**: ENSTAR will have representatives on LEPCs and Emergency Operations Centers to address issues associated with ENSTAR, natural gas and pipeline safety and emergency capabilities.

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**Delivery Method**: ENSTAR's Division Managers and Safety and Training Administrator will represent ENSTAR at these meetings.

3. **Message Type:** Direct Mailings, Letter with print literature (See Attachment 12)
   **Frequency:** Every 3 years
   **Baseline Messages**: Direct mailings will discuss an overview of ENSTAR, pipeline purpose and reliability, our emergency response capabilities and contact information, properties of natural gas awareness of hazards and prevention measures, system operations, One Call Awareness, Damage Prevention, How to Contact ENSTAR, pipeline location information and the availability of the National Pipeline Mapping System, Company pipeline integrity measures, summary of the Company's Pipeline Integrity Management Plan and Company Emergency Preparedness plans, what to do when responding to gas leaks, line breaks and carbon monoxide calls and where to go for Additional Information.
   **Delivery Method**: Letters will be sent via First Class US Mail.

4. **Message Type:** Company Internet Website: www.enstarnaturalgas.com
   **Frequency:** Continuous access via Internet
   **Baseline Messages**: Website will discuss an overview of ENSTAR, pipeline purpose and reliability, our emergency response capabilities and contact information, properties of natural gas awareness of hazards and prevention measures, system operations, One Call Awareness, Damage Prevention, How to Contact ENSTAR, pipeline location information and the availability of the National Pipeline Mapping System, Company pipeline integrity measures, summary of the Company's Pipeline Integrity Management Plan and Company Emergency Preparedness plans, what to do when responding to gas leaks, line breaks and carbon monoxide calls and where to go for Additional Information.
   **Delivery Method**: ENSTAR's website location will be displayed prominently on Company publications, advertising, billing statements, motor vehicles, etc. so customers and members of the general public easily remember and access the website.

D. **Excavators/Contractors** – the following media types will be utilized to inform excavators about ENSTAR Natural Gas and Natural Gas Safety

1. **Message Type:** Direct Mailing of Excavation Standards Letter. (See Attachment 9). Note: the list of entities receiving this letter comes from Alaska Digline. The list contains names of entities, not identified as homeowners, that called Alaska Digline for 3 or more locates in the last 3 calendar years. The list is updated annually.
   **Frequency**: Letter to be sent annually.
   **Baseline Messages**: Letter will contain information about our pipelines purpose and reliability, hazards and prevention measures of working near natural gas pipelines, Alaska Digline, One Call Awareness, Damage Prevention, leak recognition ENSTAR Excavation Standards near gas pipelines and how to get additional information.
   **Delivery Method**: First Class US Mail.

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2. **Message Type:** Company Internet Website: www.enstarnaturalgas.com.
**Frequency:** Continuous access via Internet
**Baseline Messages**: Website will contain information about ENSTAR, How to Recognize Natural Gas Leaks and Report Them, One Call Awareness, Damage Prevention, How to Contact ENSTAR, Excavation Standards, Transmission Pipeline Safety. The website will have an e-mail address for additional information and provide phone and physical address contact information.
**Delivery Method**: ENSTAR's website location will be displayed prominently on Company publications, advertising, billing statements, motor vehicles, etc. so customers and members of the general public easily remember and access the website.

3. **Message Type:** Newsprint advertising (See example in Attachment 3)
**Frequency:** Monthly, May to October
**Baseline Messages**: Call Before You Dig
**Delivery Method**: Will be directly inserted in customer's gas bills. Bill inserts will also be available for viewing on ENSTAR's Internet website.

4. **Message Type:** Decals on ENSTAR Vehicles (See Attachment 10)
**Frequency:** Ongoing
**Baseline Messages**: Call Before You Dig, Alaska Digline
**Delivery Method**: ENSTAR vehicles and construction equipment will be placarded with "Call Before You Dig" decals and Alaska Dig Line decals for continuous viewing.

5. **Message Type:** Distribute and display "Call Before You Dig Decals" at Fencing and Deck supply stores (See Attachment 11)
**Frequency:** Varies
**Baseline Messages**: Call Before You Dig
**Delivery Method**: ENSTAR will contact local fencing and deck supply stores to see if they will allow "Call Before You Dig" advertising to be placed where customers purchase fence and deck supplies.

6. **Message Type:** Distribute and display "Call Before You Dig" Decals on Rental power equipment. (See Attachment 11)
**Frequency:** Varies
**Baseline Messages**: Call Before You Dig
**Delivery Method**: ENSTAR will contact local equipment rental and sales companies to see if they will allow "Call Before You Dig" advertising to be placed in prominent locations in their places of business. Decals will also be provided for owners to place near the ignition switch on all power operated excavation equipment.

## V. Supplemental Program Considerations

A. During the annual review of its Public Awareness Program, ENSTAR will consider external factors along its pipelines to determine if some additional level of public awareness is necessary, beyond the baseline messages. The supplemental messages

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shall then be incorporated into the Public Awareness Program. Some considerations for supplemental messages include:

1. Increased Frequency – shorter intervals
2. Changing the message content and delivery method
3. Increasing the stakeholder group size for certain messages

B. The following relevant factors shall be considered when deciding whether to enhance the Public Awareness Program:

1. Potential Hazards
2. High Consequence Areas along transmission pipelines
3. Population density
4. Land Development activity
5. Agricultural or recreational activities
6. Third party damage activity
7. Environmental considerations
8. Pipeline history
9. Special local considerations
10. Regulatory requirements
11. Results from evaluations of the Public Awareness Program

C. Examples of supplemental messages

1. The Affected Public
   a. Additional warning signs to recreational users along transmission pipeline right-of-ways.
   b. Door tags or additional/interim mailings or face-to-face visits to residents of new subdivisions and/housing developments
   c. Increasing the frequency of communications
   d. Mailings or face-to-face contacts in areas of right-of-way encroachments (i.e. Poachers Cove?).
2. Public Officials
   a. Significant road improvement projects or encroachments near transmission pipeline facilities.
   b. Heightened awareness of potential pipeline emergencies
3. Emergency Officials
   a. Heightened awareness of potential pipeline emergencies.
   b. Post emergency reviews after response to a pipeline emergency.
   c. Requests from Emergency Officials for additional contact or information.
4. Excavators
   a. Special communication with those excavators having a high frequency of damages.
      i. Excavators having three or more damages in a construction season will be visited by ENSTAR's local Distribution Supervisor to see if additional training or assistance is needed.
      ii. If an excavator damages ENSTAR more than 6 times in a construction season, the Director of Operations will communicate with the owner or the Company to discuss the damages and see what additional steps need to be taken to prevent damages.

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iii. All communications with high frequency damaging parties shall be recorded in ENSTAR's Public Awareness folder for that year.

b. Face-to-face communication with developers and contractors with multiple excavations near a transmission pipeline.

c. Special communication to contractors that habitually don't call for locates.

**VIII. Public Awareness Program Evaluation**

A. The primary purposes of the evaluation of the Public Awareness Program are to :

1. Assess whether the program is effective in reducing the number of pipeline accidents and third party damages to ENSTAR's pipelines.
2. Assess whether the affected public knows how to prevent and respond to pipeline and natural gas emergencies.
3. Assess whether the current Public Awareness Program is effective in raising the awareness of the affected public and key stakeholder of the presence of ENSTAR's pipelines and increase their understanding the role ENSTAR's pipelines play in transporting energy to south central Alaska.
4. Provide ENSTAR with information of making changes to program to make it more effective.

B. Measuring process Implementation

An **annual** audit of this plan shall be conducted by the Operations Manager and his/her designee to make sure:

1. The Public Awareness Program has been developed and written and it is effective.
2. The Public Awareness Program been implemented and documented according to the written plan.

The annual audit will generally be done by an internal self assessment. A group of employees will be organized to discuss and review the program. A third party audit or a regulatory inspection may also be utilized for the annual audit.

C. At a minimum, the following four measures will be used to evaluate the effectiveness of this program:

1. What percentage of each intended audience was reached with the desired message? This will be accomplished by:
   a. Tracking the number of individuals or entities reached and the overall size of the intended audience.
   b. The use of bounce back cards shall be utilized from statistical samples of the audience groups (general public, excavators, etc).
   c. The use of sign-up attendance sheets when applicable and compare it to the size of the organizations
2. Was the message content understood? This will be accomplished by:
   a. The use of focus groups to determine if the message is understandable and direct.
   b. Survey audiences using questionnaires, or face to face contacts.
3. Are the audiences doing what the program is telling them? This will be accomplished by:

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a. Use questionnaires or surveys asking respondents to report on actions taken following a situation involving natural gas.

b. Question employees to see if the audience groups are taking appropriate actions in situations where natural gas is involved.

4. Are third party damages being reduced? This will be accomplished by:

a. Tracking and comparing annual damage numbers.

b. Participating in AGA or similar benchmark programs to compare ENSTAR to similar peer groups.

D. Continuous Improvement in all of these areas is ENSTAR's goal. Program changes based on the results of evaluations and surveys shall be implemented to improved effectiveness.

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**Attachment 1**
**Customer Information Booklet (cover)**

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**Attachment 1 (continued)**
**Customer Information Booklet**

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*IN CASE OF AN EMERGENCY:*
**Call 911** or the fire department dispatcher

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## ENSTAR History

***ENSTAR Natural Gas Company was founded in 1961, making it one of the oldest energy companies operating in Alaska.*** ENSTAR headquarters are in Anchorage, with additional offices in Soldotna and Wasilla. The history of ENSTAR is closely aligned with the history of Alaska since statehood. Over those years, ENSTAR has grown with the 49th state, supplying the energy which has helped communities grow and prosper, thereby improving the quality of life in Southcentral Alaska.

***ENSTAR Natural Gas serves approximately 350,000 Alaskans*** through 132,000 meters. In 2010, ENSTAR added more than 1,200 new customers to our gas distribution system. We operate more than 3,200 miles of distribution line throughout Southcentral Alaska in communities such as Anchorage, Anchor Point, Wasilla, Palmer, Butte, Peters Creek, Eklutna, Chugiak, Eagle River, Girdwood, Turnagain, Bird, Indian, Whittier, Sterling, Soldotna, Kenai, Nikiski, Kasilof, Ninilchik and including Elmendorf AFB and Fort Richardson. The company also has 500 miles of high-pressure transmission lines operated by our sister companies, Alaska Pipeline Company (APC) and NORSTAR Pipeline. These pipelines are used to transport natural gas from the gas fields to population centers and industrial customers. ENSTAR designs and maintains these pipelines to stringent safety standards and their safe operation is one of the company's top priorities.

1

## ENSTAR History

Alaskans have relied on ENSTAR to provide energy to their homes and businesses for nearly a half-century. An executive team, with more than 140 years of utility experience, manages ENSTAR locally. Our employees deliver safe, dependable, and reliable service to our customers 365 days a year and we are committed to continuing that tradition.

ENSTAR's residential and commercial rates have remained among the lowest in the United States, while gas usage per residential customer is the highest among investor-owned utilities, due to the extremes Alaska experiences during winter heating months.

In recent years, however, the Cook Inlet has rapidly moved from a market of excess deliverability and supply to an environment where both may not always meet demand. On behalf of its customers, ENSTAR has taken a leadership role in seeking new sources of long-term natural gas supplies. Additionally, ENSTAR is evaluating storage options, which will allow gas to be purchased and stored in the summer months for use during the peaking periods in winter months. ENSTAR believes these investments will encourage transformation in current Cook Inlet market conditions as well as improve our ability to better serve our current customers and perhaps new communities throughout Alaska.

### ENSTAR Service Territory

2

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**Attachment 1 (continued)**
**Customer Information Booklet**

# Natural Gas 101

## What is natural gas?

Natural gas is an energy fuel that provides heat. It is difficult to envision what this energy commodity is since we can't see or touch it, but it is typically used in most homes for heating and/or cooking. Natural gas can be stored, is often transported underground through pipelines, and is easily burned. It is usually found beneath the surface of the earth and is more often than not produced from gas wells.

When we refer to the word "gas," our present-day use of the word is often confusing. Gas is one of the three states of matter, as opposed to solids and liquids. While we often use the word "gas" to refer to gasoline, our vehicular fuel, this is technically incorrect because gasoline is a liquid and not a gas.

When the gas industry uses the word "gas," it can also be confusing because members of the American Gas Association generally mean either natural gas, which is truly a gaseous state, or propane gas, which is also known as liquid petroleum gas.

Natural gas is lighter than air, colorless, orderless and tasteless. For safety reasons, odorant is added to the gas to make it noticeable and objectionable. Natural gas can be compressed and, therefore, transmitted in large quantities through relatively small pipe diameters when under high pressure.

Natural gas is primarily composed of methane, although also present are other chemicals such as propane, butane, isobutane, pentane and heptane.

### *Important Properties of Natural Gas:*

- Flammability range 5% to 15%
- No color, odor or taste
- Mercaptan is added for odor
- Non-toxic
- Burns with a blue flame
- Liquefies at -200 degrees Fahrenheit
- Heating value 800 to 1200 BTU's per cubic foot

A complex process exists in order for you to be able to turn on your gas heater, your gas grill, or any other product or appliance fueled by natural gas. There are several participants in today's market including:

## Terminology

***Producer*** – Any entity owning, controlling, managing, or leasing natural gas.

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# Natural Gas 101

***Transporter*** – Any party that has the ability to move or provide the service of transporting natural gas. These typically include pipeline companies, gathering companies, and local distribution companies (LDC). Typically, the LDC takes ownership of the natural gas at the City Gate Station, which is the location where gas changes ownership from one party to another.

***End-user*** – The ultimate consumer of the natural gas. This is you, the customer!

***BTU*** – British Thermal Unit; A measure of heat energy, each BTU represents the amount of heat necessary to raise one pound of water one degree Fahrenheit at sea level.

***CFH*** – Cubic feet per hour. 1 CFH = 1000 BTU

***Therm*** – A unit of heat equal to 100,000 BTU.

***CCF*** – One hundred cubic feet.

***MCF*** – Another volume measure, one MCF means one thousand cubic feet of natural gas.

***Customer charge*** – A monthly charge that recovers a portion of customer-related costs that do not vary with the amount of gas you use. Examples of these costs include meter reading, record-keeping, billing, collections and costs associated with the service line and meter used to service you.

***Base rate*** – Recovers operation expenses and investment in physical plant.

***Deliverability*** – The rate at which natural gas can be supplied by the producer's wells.

***Gas Cost Adjustment (GCA)*** – Recovers the cost ENSTAR pays to purchase gas. This rate is adjusted at least annually.

***Gas Supply Agreement approval charge (GSA)*** – Recovers cost of obtaining regulatory approval of gas supply contracts.

***Regulatory cost charge (RCC)*** – A charge provided for by Alaska Statute to fund the Regulatory Commission of Alaska (RCA).

***Multiplier*** – The number by which the difference between your meter readings is multiplied to determine the actual amount of gas you used.

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**Attachment 1 (continued)**
**Customer Information Booklet**

# Natural Gas Safety

## NATURAL GAS LEAKS – How to recognize

ENSTAR strives to maintain a leak free system. However, occasionally natural gas can leak from piping or equipment inside your home or outside from ENSTAR's pipelines. You can identify natural gas leaks by:

- ***SMELL:*** Natural gas is odorless in its natural state. ENSTAR injects an odorant called mercaptan in the gas to give it a "rotten egg" smell. The odorant is so highly concentrated that even the smallest amount of natural gas can be easily detected. Even faint smells of "rotten egg" odors (inside or outside) should be reported as potential gas leaks.
- ***LISTEN:*** Small natural gas leaks under pressure can make a faint hissing noise. Larger leaks or line breaks can cause large hissing to roaring noises. If you hear an unexplained hissing noise—report it to ENSTAR immediately.
- ***LOOK:*** Natural gas is lighter than air and will rise. Natural gas leaks may cause vegetation above the leak to die. Dead vegetation can be an indication of an underground gas leak. Unexplained bubbles in mud puddles or other bodies of water can also indicate a gas leak in an underground pipeline.

## What to do if you smell Natural Gas

If you think you smell, hear or see indications of a natural gas leak, call ENSTAR's 24-hour dispatcher immediately at 277-5551. ENSTAR has service technicians available to investigate gas leaks 24-hours a day, 7 days a week. A service technician will be dispatched quickly to investigate all potential leaks. Here are some important reminders:

- ***DON'T*** use your telephone. This includes cellular phones and all types of portable communication and electronic devices that have a battery. These can spark and create a source of ignition.
- ***DON'T*** light matches or create any other source of ignition.
- ***DON'T*** turn a light on or off, or operate ANY electrical switches, either off or on. This could create a source of ignition. The sparking could ignite the gas.
- ***OPEN*** windows and doors wide.
- ***EVACUATE*** all persons from the building.
- ***CALL*** ENSTAR Natural Gas from a neighbor's phone or a phone away from the building.



## CALL BEFORE YOU DIG

*Statewide Toll Free:* **811**

Underground utility lines on and off your premises can be easily damaged by any digging equipment, including hand shovels. For community safety, the utilities in your area provide a FREE line locate service during normal working hours Monday through Friday. Call Alaska Digline, Inc. two business days before digging.

Hand dig within 2' of any locate marks. Make sure you reference locate marks. Report all damage including scrapes in coating and locate wire breaks. If you are excavating within 10' of a high pressure transmission pipeline, call ENSTAR and we will schedule a representative to be on-site during the excavation.

For a complete list of requirements when excavating near ENSTAR's pipelines go to "Public Awareness & Safety" at www.enstarnaturalgas.com.

## CARBON MONOXIDE

Under normal operating conditions, natural gas burns cleanly, producing heat, carbon dioxide, and water vapor. Natural gas is non-toxic and is the cleanest burning fossil fuel available. But if natural gas isn't burning properly or the appliance has a mechanical problem, it could create a hazard.

Incomplete combustion of natural gas produces carbon monoxide, which is an odorless, poisonous, and potentially fatal gas. A couple of indicators of incomplete combustion can be a yellow flame (blue is normal) or combustion odors or soot around the front of the furnace or water heater.

If you or other members of the household feel out of breath, dizzy, nauseous, or have headaches, you could be suffering from carbon monoxide poisoning. Leave the premises immediately. Then **call 911**.

Have your gas appliances inspected regularly by a qualified technician. Annual equipment checks by a qualified technician can be the best prevention of carbon monoxide poisoning.

All homes should have at least one carbon monoxide detector. Carbon monoxide detectors should meet Underwriters Laboratories Standard UL2034. They should be located near bedrooms, or an adjacent hallway. Follow the manufacturers' instructions when installing a carbon monoxide detector.

### What should you do if your CO detector alarms?

- Get fresh air immediately.
- Everyone in the house should meet outside at your designated meeting place for emergencies.
- Call 9-1-1 or the fire department dispatcher.
- Open windows and doors for more ventilation, turn off combustion appliances, and leave the house.
- Don't take chances with carbon monoxide poisoning, it is far to dangerous.

*Refer to Consumer Product Safety Commission document #466. (http://www.cpsc.gov/cpscpub/pubs/466.html)*



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**Attachment 1 (continued)**
**Customer Information Booklet**

## SHUTTING OFF YOUR GAS

Should a situation arise where you need to turn off your gas supply immediately, please follow this simple procedure: Locate the shut-off valve on the riser pipe (the pipe running from the ground to your meter). You will need a crescent or pipe wrench to turn the valve. When the valve head is parallel to the riser pipe, it is in the open position.

Turn the valve head crosswise to the pipe and it will be in the closed position. There also are natural gas shut-off valves on the pipes fueling individual gas appliances.

### Turning Off Your Gas

1. Each gas appliance has a shutoff valve where it connects with your gas supply. To isolate the appliance, close the shut-off valve.
2. Know where your gas meter is located and keep it free from ice and snow. Keep an 8"-12" adjustable wrench handy to turn off the gas. It's a good idea to store the wrench with your earthquake safety equipment.
3. Find the gas meter shut-off valve. It is usually the first fitting on the gas supply pipe coming out of the ground near your meter.
4. Use the wrench to turn the valve one-quarter turn in either direction so the lever is crosswise to the pipe.

There are also natural gas shut-off valves on the pipes fueling individual gas appliances.

### Warning: once the gas is off, leave it off.

Call your local ENSTAR office when you are ready for the gas to be turned back on. A qualified service technician will check your system, turn on your service, and relight your appliances for you.



## WHAT TO DO WHEN A MAJOR EARTHQUAKE STRIKES

1. Stay calm and carefully check your gas pipes and gas appliances for the smell or sound of escaping gas.

***Don't turn off your gas unless you smell or hear gas leaking!***

2. If an appliance is leaking gas, close the shut-off valve to the appliance if you can do so safely.

3. If you gas line is leaking, evacuate your home immediately. Do not turn on a light switch. Do not smoke. Do not use a match or pick up your phone.

4. Go to a neighbor's house or other safe place.

5. If you smell or hear gas leaking, shut off the gas supply to your house if you can do this safely.

6. Once your gas is off, leave it off. Do not attempt to restore your gas service. Please call ENSTAR or a qualified service technician.

## VENTING APPLIANCES

According to the State Mechanical Code, "fuel-burning appliances shall be vented to the outside in accordance with their listing and label, and manufacturers' installation instructions." Due to local climatic conditions and building tightness, ENSTAR does not provide gas service to unvented heaters inside buildings.

For your safety, you need to operate your appliance in accordance with manufacturer's instructions and have them inspected by your local building department. Gas and electric dryers need to be ducted to the outside to prevent moisture and lint accumulations.

Check your vent or chimney. Make certain it is tight, clean, and in good repair to ensure proper venting. Promptly report any combustion odor to the nearest ENSTAR office.

## PILOT LIGHTS

Many older natural gas appliances and most water heaters use pilot lights that burn continuously. New natural gas appliances, except water heaters, have an electronic ignition. Pilot lights on gas water heaters ensure hot water during electrical power outages.

The automatic shut-off valve on most appliances prevents the main burner from coming on if the pilot is not lit. If the pilot goes out, the automatic shut-off valve is activated and the appliance will safely shut off.

Range top burners and burners on some older appliances do not have automatic shut-off valves. If there is a gas odor from an unlit pilot light, call a qualified service technician for assistance.



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**Attachment 1 (continued)**
**Customer Information Booklet**

## KITCHEN SAFETY

Teach kitchen safety to all members of your household, especially children. Teach children not to turn any range knobs. Keep all combustible materials such as paper towels, curtains, clothing and electric cords away from range burners. Keep burners and the range top clean. Boil-overs and accumulations of grease can create a fire hazard.

Keep an all-purpose (ABC-rated) fire extinguisher in a convenient location. In the event of a range-top fire, use the extinguisher. You can also use baking soda to put out a grease fire. Small fires often can be smothered with a wet towel or a large pot cover. If a burner flame goes out, shut off the range knob. Wait for the gas to dissipate, then relight the burner.

## FLAMMABLE LIQUIDS

**Take these important precautions:**

- Flammable liquids must always be used in the open, NEVER in confined areas or without adequate ventilation.
- When using flammable liquids, work in a well-ventilated area away from any ignition source – including a pilot light or electronic ignition.
- Do not fill your lawn mower with gasoline or use cleaning solvent or paint thinner near a natural gas appliance. Spills on concrete floors can spread and vaporize quickly.
- Store flammable liquids out of reach of children and away from source of ignition.

## HOT WATER

There are some simple rules that all parents should follow for hot water safety.

Never put your child in the tub while the water is still running. Fill the tub, then put your hand all the way into the water. Spread your fingers and move your hand back and forth the full length of the tub to check for hot spots.

Always stay with your child while they are in the tub – even if the phone rings. Children can turn on hot water in a flash and it only takes seconds to burn or drown.

The water coming out of your faucet should never be hotter than 120 degrees. If your water heater is set too high, turn it down or contact a licensed contractor.

**IN CASE OF AN EMERGENCY:**

**Call 911 or the fire department dispatcher**



# Rules & Regulations

## RULES AND REGULATIONS AND RATE SCHEDULES

ENSTAR's rules and regulations and rate schedules are contained within our tariff. A copy of our tariff is on file at our offices and may be inspected by the general public during regular business hours. ENSTAR's tariff is also available for viewing at the Regulatory Commission of Alaska (RCA) web site at www.state.ak.us/rca/ or on our web site at www.enstarnaturalgas.com.

## IF YOU OWN UNDERGROUND NATURAL GAS PIPELINES – YOU MUST PROTECT THEM

Most customers do not have buried gas piping beyond ENSTAR's meter assembly. If you own a mobile home, the underground pipeline from ENSTAR's meter to your mobile home is your responsibility to protect. If you own detached garages, greenhouses or other outbuildings, and if these structures use natural gas through customer owned pipelines, you must protect them from damage and corrosion. ENSTAR does not routinely inspect or maintain customer's buried pipelines. If buried gas piping is located beyond ENSTAR's meter, it is the customer's responsibility to:

a) periodically inspect for leaks;

b) periodically inspect for corrosion; and

c) arrange for the repair of unsafe conditions discovered.

If a customer's buried pipe is not maintained, it may be subject to the potential hazards of corrosion and leakage. When digging near buried gas piping, you must locate the gas pipe first. Private contractors can assist in locating, inspecting, and repairing buried gas piping.

## ACCESS

Please provide easy, unrestricted access to read, inspect, test, repair, remove and replace meters and other property of ENSTAR at your location at all times.

## CUSTOMER RESPONSIBILITY FOR ENSTAR FACILITIES

It is your responsibility to exercise reasonable care to prevent damage to our metering, service line and any other facilities located on your premises, including damage by snow and ice from roofs or vehicular damage. Heavy ice and snow accumulation, especially from shoveling roofs, can cause damage to your building's gas meter or gas piping. Homeowners and emergency workers must have access to the gas shut off valve in case of an earthquake, house fire or other emergency. Ice and snow accumulation on your building's gas meter can cause gas leaks, and other operational problems which could result in severe personal injury and property damage.



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**Attachment 1 (continued)**
**Customer Information Booklet**

Gas meters cannot be enclosed in a garage or inside a building. Gas meters cannot be installed under decks that make the meter inaccessible to our employees. You cannot build over the natural gas service line that serves your building. Call for locates to identify where your natural gas service line is located. If ENSTAR's service line is in conflict with additions, decks, garages or other permanent structures, ENSTAR will relocate the service line for a nominal fee. Call ENSTAR's Customer Service office at 334-7600 to request a service line relocation.

## EXCESS FLOW VALVES (EFVs)

Federal Pipeline Safety Regulations 49 CFR 192.383 now require ENSTAR to install an Excess Flow Valve (EFV) in all new and renewed service lines serving one single family residence.

### EXCESS FLOW VALVE DEFINITION

An EFV is a safety device that acts as a "circuit breaker" for your natural gas service line. EFVs are installed inside the natural gas service line near the gas main, and are designed to protect you and your home by automatically shutting off the flow of natural gas if ENSTAR's service line is broken, or otherwise has excessive flow. Such excessive flow can be caused by damage due to excavation, damage caused by a natural disaster such as an earthquake, or excessive flow due to additional gas-fired equipment being added to the service line that exceeds the design capacity of the EFV. EFV's are designed for a specific flow range with some tolerance for additional load, and will be sized based on information provided by the Customer at the time application is made for a new or renewed service line. The cost of the initial installation of the EFV is included in the service line charge. Installation of an EFV will NOT protect against Customer appliance gas leaks, small service line punctures or gas meter leaks.

### CUSTOMER RESPONSIBILITIES

It is critical that the Customer inform ENSTAR's Marketing Department before any additional gas-fired equipment is added to the service line. Failure to do so could cause the EFV to close, disrupting natural gas service to the building. If a larger EFV needs to be installed to handle the Customer's increased load, the Customer will be responsible for the Company's cost to replace the EFV. The Customer will be charged the actual cost of the replaced EFV.

Should a Customer increase the load on the service line without notifying the Company, causing the EFV to close, the Customer will be responsible for any and all costs and damages associated with the closed EFV, including but not limited to damage to the Customer's dwelling and equipment, and the Company's cost to repair and/or replace the EFV.



## CHANGE IN YOUR GAS REQUIREMENTS?

Please give ENSTAR reasonable advance notice of your intention to materially increase or decrease your gas requirements so that appropriate changes to facilities can be made. If you are adding additional natural gas appliances to your home, contact ENSTAR to see if your home has an EFV. In some cases, upgrading the EFV or your meter may be necessary.

# Your Natural Gas Bill

## CONTACTING ENSTAR

### Get information on your account whenever you need it.

Our 24-Hour Interactive Call Center helps you quickly obtain basic billing and other important information 24 hours a day, 7 days a week. Just call **907-334-7600** — our customer service telephone number – and provide your customer account number. From the **Kenai Peninsula 907-262-9334** or from the **Mat-Su Valley 907-376-7979**.

**With ENSTAR's 24-Hour Interactive Call Center, you can automatically obtain information about your bill:**

- When your most recent payment was received
- The amount of your payment
- Your current amount due
- Information regarding your payment history
- Information regarding your billing history
- Your previous year's total payments
- An annual payment quote

**The system can also provide you information regarding:**

- ENSTAR's Budget Billing program
- ENSTAR's Bank Draft payment option
- ENSTAR's Office hours and locations
- ENSTAR's holiday schedule



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**Attachment 1 (continued)**
**Customer Information Booklet**

**You can request the following information to be faxed to you:**

- Your payment history
- Your billing history
- Fax the prior year's total payments
- Account information
- Budget Billing Enrollment Form
- Landlord Tenant Agreement Form
- Bank Draft Enrollment Form
- Customer Information Change Form

If you still need to talk with a customer service representative, you will be able to do so Monday - Friday 8:00 a.m. to 5:00 p.m.

## PAYING YOUR BILL

ENSTAR's payment options are easy and convenient. To ensure proper posting of your payment, please be sure to return the top portion of the bill with your mailed payment or present it when paying in person. Please pay your bill by the due date. If you cannot pay your bill by the due date, please contact our Credit Department or your local ENSTAR office to discuss payment arrangements. Bills are due 25 days from the date rendered. Payments received after the due date are subject to late fees and finance charges.

## AUTO PAY OPTION

Your payment can be automatically withdrawn from your bank account each month with an electronic transfer with no charge to you. Contact your local ENSTAR office or visit us on the web for information on how to activate this payment option.

## CREDIT CARD/ELECTRONIC CHECK PAYMENT

To pay using a credit or debit card, go to www.enstarnaturalgas.com and select the Online Payments option, or use Interactive Voice Response (IVR) by calling 1-800-533-0783 to sign-up. Both of these options are provided by Fiserv, which charges a transaction fee. Like any credit card convenience fee, this is paid direct to the provider and ENSTAR does not receive any financial benefit

## BUDGET BILLING

An average monthly billing plan may be available if the location you wish to enroll has a minimum of 12 consecutive prior months of usage.

**Enrollment Period:** April 1 through June 30. The Budget Bill Plan year begins with the July billing.

**Eligibility:** All General Sales customers G1 - G3 (G4 customers are not eligible) that do not reflect a past due balance.

**Amount of Budget Bill:** A Customer's initial Budget Bill amount will be determined by first computing an annual estimate using usage data for the Customer's account location for a previous 12 to 36 month period, applying the Company's current rates to the annual usage estimate and dividing the result into 11 equal monthly payments. The monthly payment amount will be rounded to the next whole dollar. The Customer's billing for the 12th month of the Budget Billing Plan year (June) will reflect the actual usage for that month adjusted for any overcollection or undercollection for the previous 11 months of the Budget Billing Plan year. The total of the actual usage the 12th month plus any undercollection for the previous 11 months will be due and payable on the date rendered. If a credit balance remains after all amounts due the Company are applied, it shall be credited against future bills or, at the Customer's request, refunded within twenty-five (25) days after the request. Level payments under the Budget Billing Plan shall not be construed as a guarantee or assurance that the annual cost of Gas Sales Service will not exceed the estimate upon which they are based.

**Adjustments During the Year:** Actual consumption and pricing will be compared periodically to projected consumption during the Budget Billing Plan year. A Budget Bill amount may be adjusted to minimize the chance of a large difference at the end of the Budget Billing Plan year.

**Budget Bill Amount for Successive Budget Billing Plan Years:** A Customer's Budget Bill amount will be recalculated for each succeeding year that the Customer remains on the Budget Billing Plan.

**Discontinuance of Budget Billing:** The customer may discontinue Budget Billing at any time by submitting a written notice. Any existing credit balance will be refunded to the customer's account. Any existing unpaid balance will be charged to the Customer immediately and due in full with the next bill. ENSTAR may terminate the Budget Billing Program should the account become past due. The Customer may not be allowed to re-enroll in the Budget Billing Program until the next open enrollment period.

**Final Billing:** When service is terminated, any existing credit balance will be refunded to the customer within twenty-five (25) days and any existing unpaid balance will be charged to the customer.

**Consumption Information:** Each billing will indicate the current consumption at the current effective rates, in addition to the Budget Bill amount and the amount to assist in evaluating effects of conservation measures.



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**Attachment 1 (continued)**
**Customer Information Booklet (back)**

## FULL YEAR PRE-PAY OPTION

The Full Year Payment Option operates in a manner similar to the Budget Billing Option described above. After you have pre-paid your estimated annual bill and received a $25 credit, ENSTAR calculates your actual gas consumption each month at the rates approved by the Regulatory Commission of Alaska. ENSTAR will then deduct the appropriate amount monthly from your credit balance. Any overpayment will be credited to your billing beyond the twelfth month. If the pre-paid amount turns out to be less than your actual bill for the year (including the $25 credit) the amount of the underpayment will be added to the current billing which creates the debit due. Should you request to close your account or cancel the full year pre-pay option prior to the 9th billing of the option, $25.00 credit will be reversed.

For more information, go to www.enstarnaturalgas.com.

## ELECTRONIC BILL PAY SERVICES

Your credit union or bank may offer this option, which makes payment directly to ENSTAR. Contact your financial institution for more information.

## PAYMENT BY MAIL

ENSTAR Natural Gas Company
P.O. Box 34760
Seattle, WA 98124-1760

## PAYMENT IN PERSON

3000 Spenard Road, Anchorage..... 277-5551
3351 Palmer-Wasilla Hwy, Wasilla..... 376-7979
36225 Kenai Spur Hwy, Soldotna..... 262-9334

## PAYMENT BY CHECK

When you provide a check as payment, you authorize us to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will receive your check back from your financial institution.

## NIGHT DROP BOXES

Night drop boxes are available at all ENSTAR locations. Payments received after 8 AM will be processed the following work day.

Payments made in the Night drop may take 24-48 hours to post to your account.

If you have received a shut-off notice, payment must be received in the office prior to 5 PM the business day before service is scheduled to be disconnected.



## IF YOU HAVE NOT RECEIVED A BILL

ENSTAR bills monthly. If you do not receive a bill, please contact our Customer Service Department or your local office. Failure to receive a bill does not relieve you of your obligation to pay for gas used nor will it prevent late fees or gas service from being disconnected.

## DELINQUENT BILLS

ENSTAR may shut your gas off if you have not paid your bill at your current location, at your previous location, at any or all of your multiple locations, or for having failed to re-establish credit. **To avoid having your gas shut off** you must pay all outstanding bills in full.

## IF YOUR GAS HAS BEEN SHUT OFF

The full amount due, plus a reconnect fee and a security deposit (or an additional security deposit) if required, must be paid before your gas service can be restored.

## LATE FEES

| *Description of Service or Charge* | *Amount* |
|---|---|
| 1. Late Payment Fee (after 25 days) | $2.00 |
| 2. Finance Charge | 0.875% per month on Past Due Amount |
| 3. Declined Payment Fee | $25.00 |
| 4. Delinquent Account Reconnect Fee | |
| a) During Office Hours (8:00 a.m.-5:00 p.m.) | $100.00 |
| b) Outside Office Hours (5:00 p.m.-12:00 a.m.) | $140.00 |
| c) Call-Out Reconnect | $240.00 |
| 5. Standard Reconnect Fee | |
| a) During Office Hours (8:00 a.m.-5:00 p.m.) | $85.00 |
| b) Outside Office Hours (5:00 p.m.-12:00 a.m.) | $85.00 |
| c) Call-Out Reconnect | $95.00 |
| 6. Field Contact Fee (Door Tag) | $20.00 |
| 7. Meter Test Fee | |
| a) Meter Size 200-800 | $50.00 |
| b) Meter Size 1000-2300 | $150.00 |
| c) Meter larger than 2300 | 1/2 of Actual Cost |



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## DEPOSIT AMOUNT / RETURN OF DEPOSIT

The deposit amount required to establish or re-establish credit will not exceed twice the estimated average monthly bill. If you have maintained a good payment record, the deposit and any accrued interest will normally be refunded after 12 months. If service is terminated before the deposit is refunded, the deposit and applicable interest will first be credited to your final bill and any excess will be refunded.

## DISPUTED BILLS

If you have any comments or concerns regarding your current billing, please contact your local ENSTAR office. If you are not satisfied with our response or resolution of a contested bill, you may contact the Regulatory Commission of Alaska (RCA) at 701 W. 8th Ave, Suite 300 Anchorage, AK 99501; (907) 276-6222 or 1-800-390-2782 (outside the Anchorage calling area).

## MOVING?

Until you notify us that you have left the property, you are responsible for gas service at that location. To avoid being charged for gas that you have not used, please call us at least two business days before you want service terminated.

## AGENCIES FOR ENERGY ASSISTANCE

The State of Alaska provides programs for homeowners and renters who are having difficulty paying their heating expenses. For more information, contact the following agencies.

AK Info Statewide Directory of Human Services Providers
1-800-478-2221
Web site: www.ak.org

State of Alaska- Heating Assistance Program
400 W. Willoughby, Suite 301, Juneau, AK 99801-1731
1-800-470-3056; (907) 465-3056; (907) 465-3319 Fax
Web site: http://www.hss.state.ak.us/dpa/heat
(This program is available Nov. 1st thru Apr. 30th)

Applications can be picked up at:
11312 Kenai Spur Hwy. #2, Soldotna
855 W. Commercial Dr., Wasilla

Contact your local ENSTAR office or visit our web site at www.enstarnaturalgas.com for additional agencies.

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## ONLINE INFORMATION

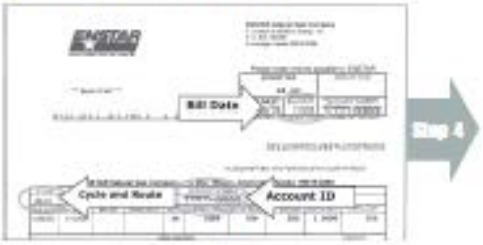
**www.enstarnaturalgas.com**

You will need information from your latest ENSTAR statement to set up your online account. You will only need this information for the initial setup to verify your identity.

From the ENSTAR Natural Gas website (enstarnaturalgas.com), **select the "View My Account"** button at the top of the screen. This will direct you to the online bill presentation area. **Select "Create Pin"** as is shown below.

Once there, the screen will appear allowing you to enter the required information from your bill.

The information needed is circled below.

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Please enter as shown below.

Step 5

You will be asked to **provide a password**, referred to as a PIN. This is to be at least six characters long and may contain both letters and numbers, but no spaces or special characters.

You will also be asked to **provide an email address**. This is mandatory, as the billing system will send a confirmation email to you. You cannot access your account without responding to the email by clicking on the link sent with the email message.

Once you have done so, you will directed back to the main screen. **Enter your account ID and PIN** and you will be able to view your ENSTAR billing information.

Step 6

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## Natural Gas Appliances

### GAS DRYERS

Gas dryers dry clothes faster and at less than half the cost of electric dryers. Gas dryers treat your clothes more gently. Natural gas dryers are reliable, durable, and cost effective.

### GAS WATER HEATERS

Install a gas water heater and recoup your investment quickly. Gas heats water at about half the cost of electricity and a gas water heater means more hot water at greater reliability.

### GAS COOKING

Most chefs prefer natural gas cooking for its' even heat, excellent temperature control and instant on and off. Today's natural gas ranges, ovens, cook tops, and grills feature high-efficiency, easy cleaning, and the reliability that natural gas is known for. And, they come in a wide range of sizes and configurations to meet the needs of every family.

### MORE WAYS TO REDUCE COSTS BY USING NATURAL GAS...

- Natural gas grills
- Natural gas fireplaces
- Natural gas deck heaters
- Natural gas hot tubs
- Natural gas garage heaters
- Natural gas heated driveways
- Natural gas generators

**Turn on the gas...Turn up the savings**

Use a licensed and bonded contractor or plumber to install your new gas appliance.

And remember – If you are building or remodeling – make sure your home is plumbed for natural gas.

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## Emergencies

**If you smell gas, *please call:***

**Anchorage/Eagle River/Turnagain: (907) 277-5551 ext. 1**
**Mat-Su:..... (907) 376-7979**
**Kenai Peninsula:..... (907) 262-9334**
**Toll Free:..... 1-877-907-9767**

**Anchorage Offices**
**3000 Spenard Rd..... 277-5551**
Credit & Collections..... 334-7636
Customer Service..... 334-7600
TTY/TDD Access Only..... 334-7666
**401 E. Int'l Airport Rd..... 277-5551**
Distribution..... 334-7725
Engineering..... 334-7740
Service..... 334-7700
Marketing..... 334-7770

**Mat-Su Office**
3351 Palmer/Wasilla Hwy..... **376-7979**

**Kenai Peninsula Office**
36225 Kenai Spur Hwy..... **262-9334**

**Toll Free..... 1-877-907-9767**

## Payment Locations

**Drop Box and Payment Receipt Locations:**

- 3000 Spenard Parking Lot
- 401 East International Airport Road
- 3351 Palmer/Wasilla Hwy (Wasilla)
- 36225 Kenai Spur Hwy (Soldotna)

***For more information, visit our website:***
**www.enstarnaturalgas.com**

**To request a free locate of utilities, call Alaska Digline Inc.**
Statewide: ..... **811**

ENSTAR Natural Gas Company

P.O. Box 190288, Anchorage, Alaska 99519-0288

FM/FormsMgmt/Customer Handbook/ASALE/10/17/11/ver4

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**Attachment 2**
**Sample Bill Inserts**

400-115- Enstar May 2007 stuffer – 123,000

# It's now easier than ever to call before you dig!

Getting Utility locates is as easy as dialing *811*. On May 1, 2007 a new nation wide "Call Before You Dig Number" was activated. Simply dialing "*811*" in Alaska connects you with Alaska Digline. They will take information on where you plan to dig. All utilities in the area will be notified and they will locate their utilities within two business days. It doesn't get any easier.

Last year excavators and homeowners damaged over 500 ENSTAR meters, service lines and gas mains. The number one cause of damage was failure to obtain utility locates. Each damage has the potential for serious injury and property damage. Getting utility locates is as easy as dialing *811*. The call is free and it's the law!

811

Know what's below. Call before you dig.

**Who Should Call?** Whether you are a homeowner or a professional excavator, one call to *811* gets your underground utility lines marked for free – remember – you need to call for a *FREE gas line locate two business days prior to digging.*

**It free, it's the law and besides, why risk life, limb – and wallet?** If not only puts you in harms way, it can cost you a lot of money if you hit a gas line accidentally. Also, remember you cannot place any permanent structure over a service line.

**Gas meter protection.** It is the property owner's responsibility to protect the service line and natural gas meter serving their buildings. This may include the installation of protective bollards to protect the natural gas meter serving their building, especially if the meter is susceptible to vehicular damage.

**Call ENSTAR for protective bollard design information at 277-5551.**

ENSTAR Natural Gas Company

For more safety information, visit our website at *www.enstarnaturalgas.com*

400-115- Enstar May 2007 stuffer - 123,000

811

Know what's below. Call before you dig.

**Alaska Digline:**
*Anchorage area:* **811**
*Statewide toll free:* **811**

For more information on the new *811* number, visit *www.call811.com*, *www.akonecall.com* and *www.enstarnaturalgas.com*.

ENSTAR Natural Gas Company

P.O. Box 190288, Anchorage, Alaska 99519-0288
Anchorage • (907) 277-5551 / Whittier • (877) 907-9767
Kenai-Soldotna • (907) 262-9504 / Mat-Su • (907) 376-7979

RM/FormsMgmt/MayInsert/ASALE/4/25/07ver1

**Calling for utility locates can't be easier, just dial...**

811

Know what's below. Call before you dig.

**Every Project. Every Time.**

ENSTAR Natural Gas Company

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**Attachment 2 (continued)**
**Sample Bill Inserts**

## Help starts here. Dial 2-1-1

Alaska 2-1-1 Get Connected. Get Answers.

2-1-1* is an easy to remember telephone number that connects callers to free information about critical health and human services available in their community.

Alaska 2-1-1 is a private-public partnership, operated by United Way of Anchorage on behalf of Alaska United Ways. Alaska 2-1-1 is staffed by trained Information and Referral Specialists who quickly assess the callers' needs and refer them to the appropriate resources in their area. It's easy to remember, accessible to all Alaskans, free and confidential.

*Callers can access:*

- ★ Basic human services
- ★ Physical and mental health resources
- ★ Employment support services
- ★ Support for seniors and persons with disabilities
- ★ Programs for children, youth, and families
- ★ Volunteer opportunities and donations
- ★ Support for community crisis or disaster recovery

Call Alaska 2-1-1 service by dialing 2-1-1 or 1-800-478-2221 Monday thru Friday from 8:50 a.m. until 5:00 p.m. Search 24/7 on line at www.alaska211.org.

United Way

2-1-1 • 1-800-478-2221 • www.alsaka211.org

## Charges & Fees

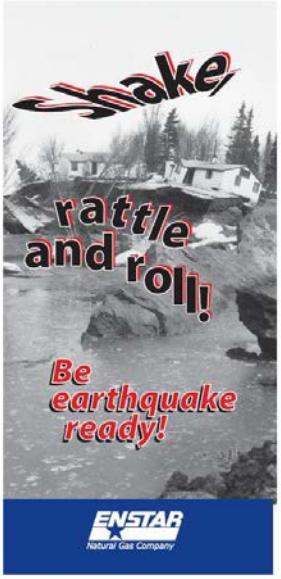
Effective: March 1, 2008

| Description of Service or Charge | Amount |
|---|---|
| **1. Late Payment Fee** | |
| (after 26 days) | $2.00 |
| **2. Finance Charge** | 0.875% per month on Past Due Amount |
| **3. Declined Payment Fee** | $25.00 |
| **4. Delinquent Account Reconnect Fee** | |
| a) During Office Hours (8:00 a.m.-5:00 p.m.) | $100.00 |
| b) Outside Office Hours (5:00 p.m.-12:00 a.m.) | $140.00 |
| c) Call-Out Reconnect | $240.00 |
| **5. Standard Reconnect Fee** | |
| a) During Office Hours (8:00 a.m.-5:00 p.m.) | $65.00 |
| b) Outside Office Hours (5:00 p.m.-12:00 a.m.) | $85.00 |
| c) Call-Out Reconnect | $95.00 |
| **6. Field Contact Fee** | |
| (Door Tag) | $20.00 |
| **7. Meter Test Fee** | |
| a) Meter Size 200-800 | $50.00 |
| b) Meter Size 1000-2300 | $150.00 |
| c) Meter larger Than 2300 | 1/2 of Actual Cost |

ENSTAR Natural Gas Company

*All Our Energy Goes Into Our Customers*

P.O. Box 190288, Anchorage, Alaska 99519-0288
Anchorage • 277-5551 / Kenai-Soldotna • 262-9204
Mat-Su • 376-7979 / Whittier • 472-3679
www.enstarnaturalgas.com
RM/FormsMgmt/March/Inserts/ASALE/3/27/08/ver1.




## What To Do When A Major Earthquake Strikes

1. Stay calm and carefully check your gas pipes and gas appliances for the smell or sound of escaping gas.

**Don't turn off your gas unless you smell or hear gas leaking!**

2. If an appliance is leaking gas, close the shut-off valve to the appliance if you can do so safely.
3. If your gas line is leaking, evacuate your home immediately. Do not turn on a light switch. Do not smoke. Do not use a match or pick up your phone.
4. Go to a neighbor or other safe place and call ENSTAR at 277-5551 or 911.
5. If your smell or hear gas leaking, shut off the gas supply to your house if you can do this safely.
6. Once your gas is off, leave it off. Do not attempt to restore your gas service. Leave that to ENSTAR or a qualified service technician.

## Turning Off Your Gas

**Don't turn off your gas unless you smell or hear gas leaking!**

1. Each gas appliance has a shutoff valve where it connects with your gas supply. To isolate the appliance, close the shut-off valve.
2. Know where your gas meter is located and keep it free from ice and snow. Keep an 8"-12" adjustable wrench handy to turn off the gas. It's a good idea to store the wrench with your earthquake safety equipment.
3. Find the gas meter shut-off valve. It is usually the first fitting on the gas supply pipe coming out of the ground near your meter.
4. Use the wrench to turn the valve one-quarter turn in either direction so the lever is cross-wise to the pipe.

## Participate In Emergency Preparedness!

**Get a Kit**
Get a kit of emergency supplies that will allow you and your family to survive for at least three days in the event an emergency happens. The kit should include basic items like water, food, battery-powered radio, flashlight and a first aid kit.

**Make a Plan**
Plan in advance what you and your family will do in an emergency. Your plan should include a communications plan and address sheltering-in-place and evacuation.

**Be Informed**
Learn more about different threats that could affect your community and appropriate responses to them. Go to the Borough and City websites for more information about natural disaster hazards and emergency response plans that have been established in your area.

**Get Involved**
Get training in first aid and emergency response and get involved in preparing your community. Citizen Corps programs provide residents with opportunities to prepare, train and support local emergency responders. For more information contact your local municipality:

**Municipality of Anchorage**
Office of Emergency Management
RueShaun Schmidt, Public Information Manager
*Phone:* (907) 343-1401
*Web:* www.muni.org/oem

**Matanuska-Susitna Borough**
Department of Emergency Services
Bea Adler, Emergency Management Programs Coordinator
*Phone:* (907) 373-6822
*Web:* www.mtnsu.gov/PublicSafety

**Kenai Peninsula Borough**
Office of Emergency Management
Glenda Landua, Citizen Corps Program Coordinator
*Phone:* (907) 262-2098
*Web:* www.borough.kenai.ak.us/emergency/ or www.kpvolunteers.org

*For more information, go to www.ready.gov.*

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**Attachment 2 (continued)**
**Sample Bill Inserts**

400-108- ENSTAR February '07 Carbon Monoxide stuffer - 124,000 - 3.5 x 7.5

*What is*
**Carbon Monoxide?**

Carbon monoxide is a colorless, odorless, poisonous gas. It is produced by the incomplete burning of solid, liquid, and gaseous fuels. Appliances fueled with natural gas, liquefied petroleum (LP gas), oil kerosene, coal or wood may produce CO(carbon monoxide).

*What should you do if your*
**CO detector alarms?**

- Call 911
- Get Fresh air immediately
- Open windows and doors for more ventilation, turn off combustion appliances, and leave the house
- Everyone in the house should meet outside at your designated meeting place for emergencies
- It is important that you stay calm and react quickly. Carbon monoxide poisoning is far too dangerous to take chances with

*Keep your*
**Gas Meter**
*clear from ice and snow*

Heavy ice and snow accumulation, especially from shoveling roofs, can cause damage to your building's gas meter or gas piping.

Homeowners and emergency workers must have access to the gas shut off valve in the case of an earthquake, house fire or other emergency.

Ice and snow accumulation on your building's gas meter can cause gas leaks, and other operational problems which could result in severe personal injury and property damage.

ENSTAR
Natural Gas Company

For other safety information, visit our web site.
www.enstarnaturalgas.com

P.O. Box 190288, Anchorage, Alaska 99519-0288
Anchorage • 277-5551 / Whittier • 472-3678
Kenai-Soldotna • 262-9334 / Mat-Su • 376-7979

RM/FormsMgmt/FebInsert/ASALE/2/2/07/ver1

CO
DANGER!
CARBON MONOXIDE

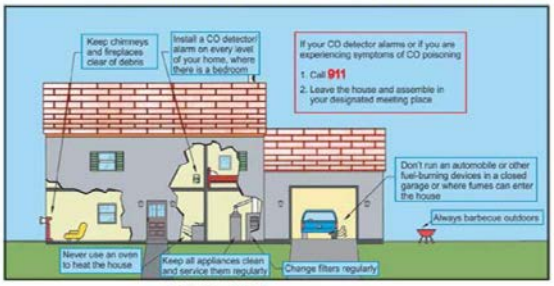
*If you suspect this* **silent killer** *in your home, call 911 immediately*

**ENSTAR** Natural Gas Co
**wants you to know.....CO poisonings are preventable!**

*To prevent the build up of*
**Carbon Monoxide:**

- *Make sure appliances* are installed according to manufacturer's instructions and local building codes. Have the heating system (including chimneys and vents) inspected and serviced annually
- *Never burn charcoal* inside a home, garage, vehicle or tent
- *Install a CO detector* / alarm on every level of your home, where there is a bedroom.
- *Never use* portable fuel-burning camping equipment inside a home, garage, vehicle, or tent
- *Never leave a car running* in an attached, garage, even with the garage door open
- *Never service fuel-burning appliances* without proper knowledge, skills and tools.
- *Never use gas appliances* for heating your home, such as ranges, ovens, or clothes dryers
- *Never operate unvented fuel-burning* appliances in any room with closed doors or windows or in any room where people are sleeping
- *Do not use gasoline-powered tools* and engines indoors

**Follow the suggestions of this drawing and be CO safe and smart!**




*On behalf of our customers,*
*ENSTAR is going on the offensive to protect Alaska gas consumers*

ENSTAR Natural Gas Company

**All Our Energy Goes Into Our Customers**

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**Attachment 2 (continued)**
**Sample Bill Inserts**

## Historic meeting with new Governor good for gas consumers

On December 6, ENSTAR executives met with Governor Palin and Lt. Governor Parnell to discuss the need for a secure, low cost supply of natural gas for the 340,000 Alaskans who now depend on dwindling Cook Inlet gas supplies.

ENSTAR made the Governor a commitment to continue to take a leadership role in the feasibility study on a spur line from Fairbanks to South Central Alaska and partner with other Alaskan companies for the benefit of Alaska's individual and business consumers.

And both ENSTAR and the Governor stated a commitment to work together to develop a long-term natural gas supply strategy.

ENSTAR appreciates Governor Palin and her new administration for understanding the tremendous role that low cost natural gas plays in a vibrant Alaska economy and we wish her every success in the coming years.

ENSTAR Natural Gas Company

## Natural Gas Leaks

In its natural state, natural gas is odorless and colorless. So that it can be detected easily, ENSTAR injects an odorant called mercaptan into the gas before it goes into the company's distribution system. If you've never smelled it, mercaptan gives off a foul smell, reminiscent of rotten eggs.

### If you suspect a natural gas leak:

- ***CALL ENSTAR*** Natural Gas from a neighbor's phone or a phone away from the building.
- ***EVACUATE*** all persons from the building
- ***DON'T*** use your telephone. This includes cellular phones and all types of portable communication and electronic devices that have a battery. These can spark and create a source of ignition
- ***DON'T*** light matches or create any other source of ignition
- ***DON'T*** turn a light on or off, or operate ANY electrical switches, either off or on. This could create a source of ignition. The sparking could ignite the gas

ENSTAR Natural Gas Company

All Our Energy Goes Into Our Customers

P.O. Box 190288, Anchorage, Alaska 99519-0288
Anchorage • 277-5551 / Kenai-Soldotna • 262-9334
Mat-Su • 376-7979 / Whittier • (877) 907-9767
www.enstarnaturalgas.com
RM/FormsMgmt/DecInsert/ASALE/11/18/06/ver1

## ENSTAR Natural Gas Company has productive meeting with new Governor

ENSTAR Natural Gas Company

## Natural Gas: safest and cleanest fuel for your home!

### Earthquake Preparedness

**Precautions:**

- Secure your natural gas water heater to a wall so it won't fall over
- Move flammable material away from any natural gas appliance

**After an earthquake:**

- Stay calm and carefully check your gas pipes and gas appliances for the smell or sound of escaping gas. ***Don't turn off your gas unless you smell or hear gas leaking!***
- If an appliance is leaking gas, close the shut-off valve to the appliance, if you can do so safely
- If your gas line is leaking, evacuate your home immediately. ***Do not turn on a light switch. Do not smoke. Do not use a match or pick up your phone***
- Go to a neighbor or other safe place and call ENSTAR at 277-5551, (877) 907-9767 or 911.
- If you smell or hear gas leaking, shut off the gas supply to your house, if you can do this safely
- Once your gas is off, leave it off. ***Do not attempt to restore your gas service.*** Leave that to ENSTAR or a qualified technician

### Don't turn off your gas unless you smell or hear gas leaking

**1** Each gas appliance has a shutoff valve where it connects with your gas supply. To isolate the appliance, close the shut-off valve.

1. Locate inside shut off valve

**2** Know where your gas meter is located and keep it free from ice and snow.

Keep an 8"-12" adjustable wrench handy to turn off the gas. It's a good idea to store the wrench with your earthquake safety equipment.

2. Locate your gas meter

**3** Find the gas meter shut-off valve. It is usually the first fitting on the gas supply pipe coming out of the ground near your meter.

3. Locate gas valve

**4** Use the wrench to turn the valve one-quarter turn in either direction so the lever is crosswise to the pipe.

4. Use an adjustable wrench to turn valve

**5** Once the gas is off, leave it off. Call ENSTAR or a qualified service technician to restore your gas service.

**For other safety information, visit our website.**
www.enstarnaturalgas.com

ENSTAR Natural Gas Company

All Our Energy Goes Into Our Customers

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**Attachment 2 (continued)**
**Sample Bill Inserts**

## Venting gas appliances

According to a state code, "fuel-burning appliances shall be vented to the outside in accordance with their listing and label, and manufacturers' installation instructions." ENSTAR does not provide gas service to unvented heaters inside, due to local climatic conditions and building tightness.

For your safety, you need to operate your appliance in accordance with manufacturer's instructions and have them inspected by your local building department. Gas and electric dryers need to be ducted to the outside to prevent moisture and lint accumulations.

Check your vent or chimney. Make certain it is tight, clean, and in good repair to ensure proper venting. Promptly report any combustion odor to the nearest ENSTAR office.

## Kitchen safety

Teach kitchen safety to all members of your household, especially children. Teach children not to turn any range knobs. Keep all combustible materials such as paper-towels, curtains, clothing and electric cords away from range burners.

Keep burners and the range top clean. Boil-overs and accumulations of grease can create a fire hazard.

Keep an all-purpose (ABC-rated) fire extinguisher in a convenient location. In the event of a range-top fire, use the extinguisher. You can also use baking soda to put out a grease fire. Small fires often can be smothered with a wet towel or a large pot cover. If a burner flame goes out, shut off the range knob. Wait for the gas to dissipate, then relight the burner.

When lighting a manually-operated oven or top burner (no pilot light), always light the match first, place it at the burner and then turn on the range knob. Shut the burners off when not in use.

Last updated 01/2004

## Questions? Emergency?

**Anchorage Offices**

| | |
|---|---|
| **3000 Spenard Rd** | 277-5551 |
| 24-Hour Emergency Call | 277-5551 |
| Credit & Collections | 334-7636 |
| Customer Billing & Information | 334-7600 |
| Employment Hotline | 334-7688 |
| TTY/TDD Access Only | 334-7666 |
| **401 E. Int'l Airport Rd** | 277-5551 |
| Construction | 334-7725 |
| Engineering | 334-7740 |
| Service/Equipment Repair | 334-7700 |
| Marketing | 334-7770 |

**Wasilla Office**

| | |
|---|---|
| 3351 Palmer/Wasilla Hwy | 376-7979 |

**Soldotna Office**

| | |
|---|---|
| 36225 Kenai Spur Hwy | 262-9334 |

ENSTAR

To request a locate of utilities, call Alaska Digline
Statewide: 1-800-478-3121
Anchorage: 278-3121

# Natural Gas Safety

*ENSTAR Natural Gas*
*Alaska's Energy Solution!*

**If you smell gas, please call:**

in Anchorage: (907) 277-5551 X1
in Mat-Su: 376-7979
in Soldotna: 262-9334
in Whittier: 472-3678

**For more safety information visit us at: www.enstargas.com**

ENSTAR Natural Gas Company
A Division of SEMCO ENERGY
P.O. Box 190288 Anch, AK 99519

## Earthquake preparedness

If there is an earthquake and you believe you must shut off your gas service, follow the instructions in this brochure. **Do not turn off your gas unless you smell gas or hear gas leaking.** In the event of a major emergency, increased work volumes may cause service delays. It could be days before a service technician can be scheduled to get to your home and restore service.

Take a few simple precautions. Secure your natural gas water heater to a wall so it won't fall over. Also, move flammable material away from any natural gas appliance.

After an earthquake, check to be sure nothing flammable has fallen or spilled near a natural gas appliance. If you detect a strong natural gas odor or hear the hissing sound of natural gas, follow the instructions in this brochure to shut off your gas.

## Natural gas leaks

In its natural state, natural gas is odorless and colorless. So that it can be detected easily, ENSTAR injects an odorant called mercaptan into the gas before it goes into the company's distribution system. The odorant is so highly concentrated that even the smallest amounts of natural gas can be detected. If you've never smelled it, mercaptan gives off a foul smell, reminiscent of rotten eggs.

Any odor of natural gas inside your house might indicate a leak. Here are some steps to take if a natural gas leak is detected:

- **DON'T** use your telephone. This includes cellular phones and all types of portable communication and electronic devices that have a battery. These can spark and create a source of ignition.
- **DON'T** light matches or create any other source of ignition.
- **DON'T** turn a light on or off, or operate ANY electrical switches, either off or on. This could create a source of ignition. The sparking could ignite the gas.
- **OPEN** windows and doors wide.
- **EVACUATE** all persons from the building.
- **CALL** ENSTAR Natural Gas from a neighbor's phone or a phone away from the building.

## Flammable liquids

Serious accidents in the home can be caused by flammable liquid vapors. Vapors from flammable liquids such as gasoline, cleaning solvent, contact cement, and paint thinner can ignite from an open flame, such as a natural gas water heater or furnace pilot light. These accidents occur most often in garages and basements. Many flammable vapors are heavier than air. That is why codes require that heating equipment used in a garage, which generates a glow, a spark, or a flame capable of igniting flammable vapors shall be installed with the pilots and burners, or heating elements and switches, at least 18 inches above the floor level.

**Take these important precautions:**

- Flammable liquids must always be used in the open, NEVER in confined areas or without adequate ventilation.
- When using flammable liquids, work in a well-ventilated area away from any ignition source – including a pilot light or electronic ignition.
- Do not fill your lawn mower with gasoline or use cleaning solvent or paint thinner near a natural gas appliance. Spills on concrete floors can spread and vaporize quickly.
- Store flammable liquids out of reach of children and away from source of ignition.

## Carbon monoxide

Under normal operating conditions, natural gas burns cleanly, producing heat, carbon dioxide, and water vapor.

Natural gas is non-toxic and is the cleanest burning fossil fuel available. But if natural gas isn't burning properly or the appliance has a mechanical problem, it could create a hazard.

Incomplete combustion of natural gas produces carbon monoxide, which is an odorless, poisonous, and potentially fatal gas. A couple of indicators of incomplete combustion can be a yellow flame (blue is normal) or combustion odors or soot around the front of the furnace or water heater.

If you or other members of the household feel out of breath, dizzy, nauseous, or have headaches, you could be suffering from carbon monoxide poisoning. You need to get fresh air right away. Then call your emergency provider.

Have your gas appliances inspected regularly by a qualified technician or by ENSTAR service personnel.

**Annual equipment checks** by a qualified technician can be the best prevention of carbon monoxide poisoning.

Carbon monoxide detectors used in the home should meet Underwriters Laboratories Standard UL2034. They should be located in or near bedrooms, or adjacent hallway. Follow the manufacturers' instructions when installing a carbon monoxide detector.

## Shutting off your gas

Should a situation arise where you need to turn off your gas supply immediately, please follow this simple procedure:

Locate the shut-off valve on the riser pipe (the pipe running from the ground to your meter). You will need a crescent or pipe wrench to turn the valve. When the valve head is parallel to the riser pipe, it is in the open position.

Turn the valve head crosswise to the pipe and it will be in the closed position.

There are also natural gas shut-off valves on the pipes fueling individual gas appliances.

**Warning: once the gas is off, leave it off.**

Call your nearest ENSTAR office when you are ready for the gas to be turned back on. A qualified service technician will check your system, turn on your service, and relight your appliances for you.

## Pilot lights

Many natural gas appliances and most water heaters use pilot lights that burn continuously. New natural gas appliances, except water heaters, have electronic ignition. Pilot lights on gas water heaters ensure hot water during electrical power outages.

The automatic shut-off valve on most appliances prevents the main burner from coming on if the pilot is not lit. If the pilot goes out, the automatic shut-off valve is activated and the appliance will safely shut off.

Range top burners and burners on some older appliances do not have automatic shut-off valves. If there is a gas odor from an unlit pilot light, report it to the nearest ENSTAR office.

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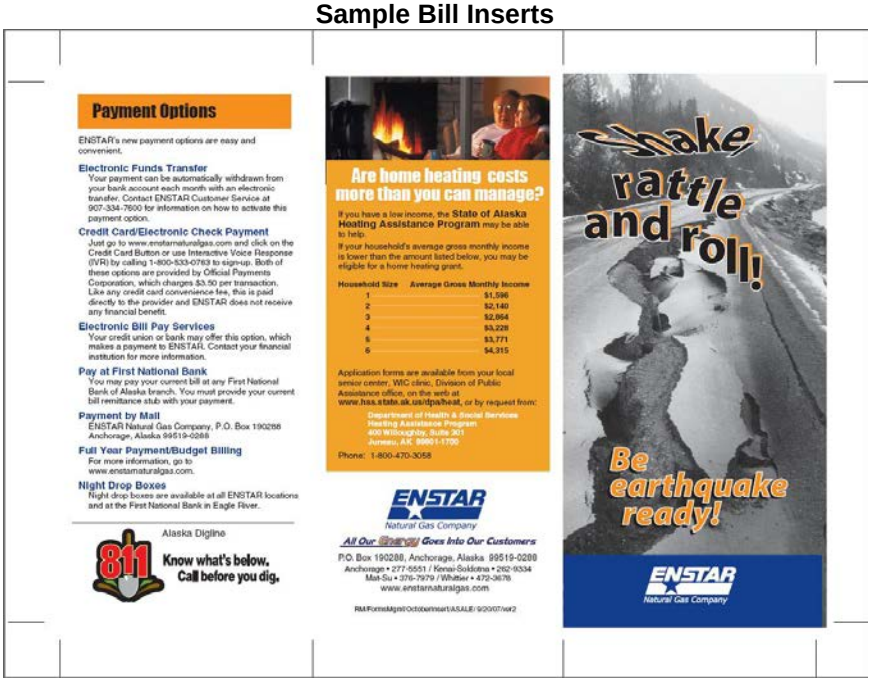
**Attachment 2 (continued)**
**Sample Bill Inserts**



## Payment Options

ENSTAR's new payment options are easy and convenient.

**Electronic Funds Transfer**
Your payment can be automatically withdrawn from your bank account each month with an electronic transfer. Contact ENSTAR Customer Service at 907-334-7600 for information on how to activate this payment option.

**Credit Card/Electronic Check Payment**
Just go to www.enstarnaturalgas.com and click on the Credit Card Button or use Interactive Voice Response (IVR) by calling 1-800-533-0783 to sign-up. Both of these options are provided by Official Payments Corporation, which charges $3.50 per transaction. Like any credit card convenience fee, this is paid directly to the provider and ENSTAR does not receive any financial benefit.

**Electronic Bill Pay Services**
Your credit union or bank may offer this option, which makes a payment to ENSTAR. Contact your financial institution for more information.

**Pay at First National Bank**
You may pay your current bill at any First National Bank of Alaska branch. You must provide your current bill remittance stub with your payment.

**Payment by Mail**
ENSTAR Natural Gas Company, P.O. Box 190288 Anchorage, Alaska 99519-0288

**Full Year Payment/Budget Billing**
For more information, go to www.enstarnaturalgas.com.

**Night Drop Boxes**
Night drop boxes are available at all ENSTAR locations and at the First National Bank in Eagle River.

Alaska Digline
811 Know what's below. Call before you dig.

## Are home heating costs more than you can manage?

If you have a low income, the **State of Alaska Heating Assistance Program** may be able to help.

If your household's average gross monthly income is lower than the amount listed below, you may be eligible for a home heating grant.

| Household Size | Average Gross Monthly Income |
|---|---|
| 1 | $1,596 |
| 2 | $2,140 |
| 3 | $2,864 |
| 4 | $3,228 |
| 5 | $3,771 |
| 6 | $4,315 |

Application forms are available from your local senior center, WIC clinic, Division of Public Assistance office, on the web at **www.hss.state.ak.us/dpa/heat**, or by request from:

Department of Health & Social Services
Heating Assistance Program
400 Willoughby, Suite 301
Juneau, AK 99801-1795

Phone: 1-800-470-3058

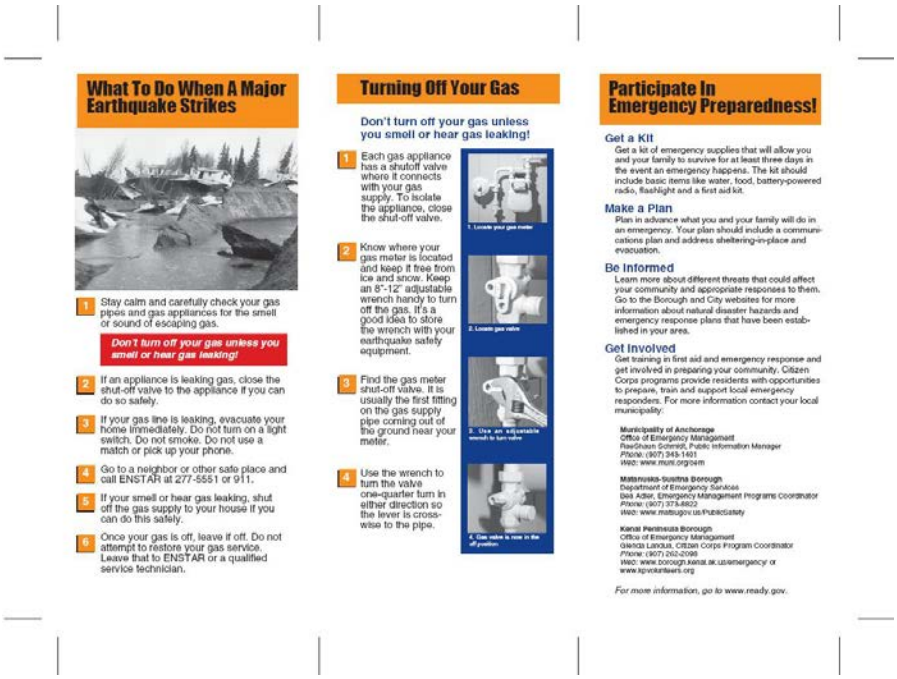
ENSTAR Natural Gas Company

*All Our Energy Goes Into Our Customers*

P.O. Box 190288, Anchorage, Alaska 99519-0288
Anchorage • 277-5551 / Kenai-Soldotna • 262-9334
Mat-Su • 376-7979 / Whittier • 472-3678
www.enstarnaturalgas.com

RM/Forms/dgm/October/mart/ASALE/ 9/20/07/ w/2



## What To Do When A Major Earthquake Strikes

1. Stay calm and carefully check your gas pipes and gas appliances for the smell or sound of escaping gas.

   *Don't turn off your gas unless you smell or hear gas leaking!*

2. If an appliance is leaking gas, close the shut-off valve to the appliance if you can do so safely.
3. If your gas line is leaking, evacuate your home immediately. Do not turn on a light switch. Do not smoke. Do not use a match or pick up your phone.
4. Go to a neighbor or other safe place and call ENSTAR at 277-5551 or 911.
5. If your smell or hear gas leaking, shut off the gas supply to your house if you can do this safely.
6. Once your gas is off, leave it off. Do not attempt to restore your gas service. Leave that to ENSTAR or a qualified service technician.

## Turning Off Your Gas

**Don't turn off your gas unless you smell or hear gas leaking!**

1. Each gas appliance has a shutoff valve where it connects with your gas supply. To isolate the appliance, close the shut-off valve.
2. Know where your gas meter is located and keep it free from ice and snow. Keep an 8"-12" adjustable wrench handy to turn off the gas. It's a good idea to store the wrench with your earthquake safety equipment.
3. Find the gas meter shut-off valve. It is usually the first fitting on the gas supply pipe coming out of the ground near your meter.
4. Use the wrench to turn the valve one-quarter turn in either direction so the lever is cross-wise to the pipe.

1. Locate your gas meter
2. Locate gas valve
3. Use an adjustable wrench to turn valve
4. Gas valve is now in the off position

## Participate In Emergency Preparedness!

**Get a Kit**
Get a kit of emergency supplies that will allow you and your family to survive for at least three days in the event an emergency happens. The kit should include basic items like water, food, battery-powered radio, flashlight and a first aid kit.

**Make a Plan**
Plan in advance what you and your family will do in an emergency. Your plan should include a communications plan and address sheltering-in-place and evacuation.

**Be Informed**
Learn more about different threats that could affect your community and appropriate responses to them. Go to the Borough and City websites for more information about natural disaster hazards and emergency response plans that have been established in your area.

**Get Involved**
Get training in first aid and emergency response and get involved in preparing your community. Citizen Corps programs provide residents with opportunities to prepare, train and support local emergency responders. For more information contact your local municipality:

**Municipality of Anchorage**
Office of Emergency Management
RaeShaun Schmidt, Public Information Manager
*Phone:* (907) 343-1401
*Web:* www.muni.org/oem

**Matanuska-Susitna Borough**
Department of Emergency Services
Bea Adler, Emergency Management Programs Coordinator
*Phone:* (907) 373-4822
*Web:* www.matsugov.us/PublicSafety

**Kenai Peninsula Borough**
Office of Emergency Management
Glenda Landua, Citizen Corps Program Coordinator
*Phone:* (907) 262-2098
*Web:* www.borough.kenai.ak.us/emergency/ or www.kpvolunteers.org

*For more information, go to www.ready.gov.*

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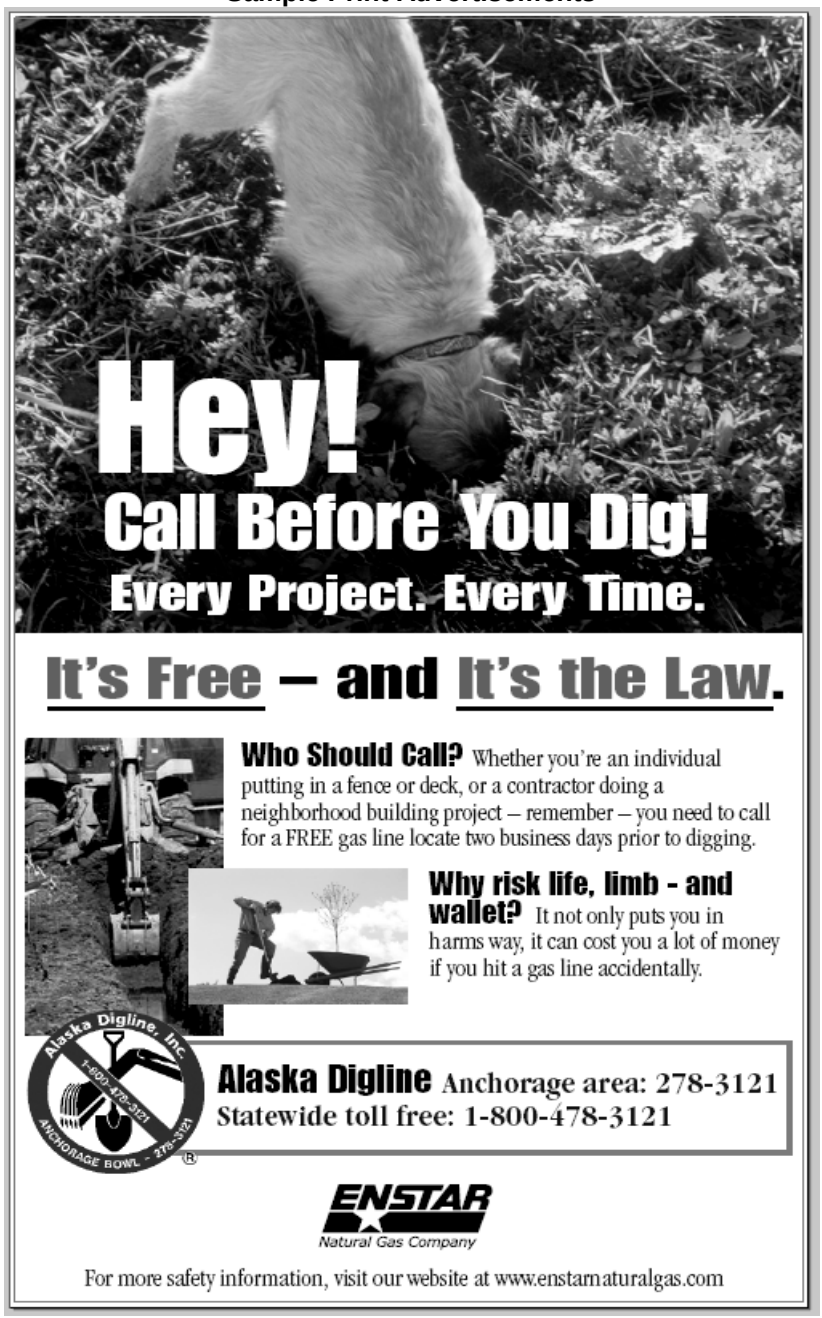
**Attachment 3**
**Sample Print Advertisements**

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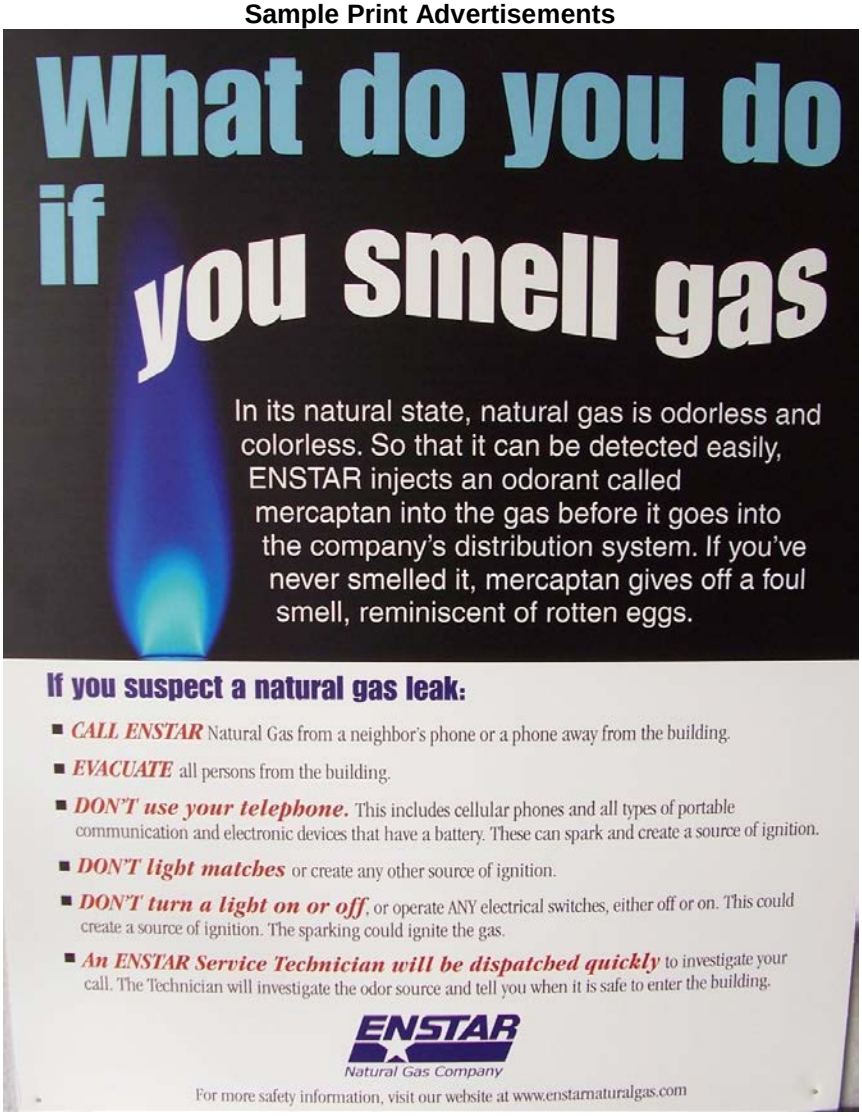
**Attachment 3 (continued)**
**Sample Print Advertisements**

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**Attachment 4**
**Letter to Property Owners within 660'**
**Of Transmission Pipelines**

ENSTAR Natural Gas Company

ENSTAR Natural Gas Company
A Division of SEMCO Energy
Engineering Department
PO Box. 190288
401 E. International Airport Rd
Anchorage, Alaska 99519

March 28, 2007

RE: Public Awareness and Safety
Property Tax Identification No. [redacted]

[redacted]
Or Current Property Owner
[redacted]

Dear Anchorage Property Owner,

This letter is to provide you with courtesy notice that your property is situated near an ENSTAR right of way for a high-pressure gas transmission pipeline. Enclosed is a brochure containing information on transmission pipelines, pipeline identification and natural gas safety. Please share the information with your family, friends, and neighbors.

ENSTAR routinely patrols pipeline rights of way with vehicles, snow machines, ATVs and on foot to perform a variety of regular maintenance activities, such as clearing, brushing, annual leak detection survey, sign installation, encroachment removal, marking pipeline locations and other activities. ENSTAR has a Transmission Pipeline Integrity Management Program and performs assessments of its facilities, including maintenance pigging, intelligent pigging, corrosion surveys, and making repairs when needed.

To prevent pipeline damage and for your safety, ENSTAR encourages you to call Alaska Digline for a free locate when you engage in activities ranging from landscaping, shed placement and fence installation for residential and commercial construction. Call Alaska Digline, Inc. at 278-3121, or 1-800-478-3121. Call before you dig every time!

ENSTAR maintains a 24-hour emergency dispatch office with emergency crews and supervision on call. If you smell gas, call 277-5551 to report a leak, in case of an emergency call 911. To report unauthorized digging or to inquire about excavation or Integrity Management, call ENSTAR's Engineering Office at 907-334-7740.

Sincerely,

Manny Lopez, SR/WA
Right of Way Supervisor
ENSTAR Natural Gas Company

Reference Property: [redacted]

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**Attachment 4 (cont)**
**Brochure to Property Owners within 660'**
**Of Transmission Pipelines (Updated 12/2011)**

## Remember, Call Before You Dig!

On every project, every time, you need to call for a FREE gas line locate two business days prior to digging.

An ENSTAR Representative must be present when digging within ten feet of a high pressure transmission pipeline.

811

Know what's below.
Call before you dig.

## For More Information:

Call ENSTAR's Engineering Office at 264-3740 for information on specific pipelines.

**Helpful websites to learn more about natural gas and pipeline safety:**

ENSTAR Natural Gas Company:
**www.enstarnaturalgas.com**

Pipeline and Hazardous Materials Administration:
**http://ops.dot.gov/**

Joint Pipeline Office:
**http://www.jpo.doi.gov/**

Common Ground Alliance:
**http://www.commongroundalliance.com/**

Alaska Digline:
**http://www.akonecall.com/**

American Gas Association:
**http://www.aga.org/**

Regulatory Commission of Alaska:
**http://www.state.ak.us/rca/**

Gas Pipeline Identification

ENSTAR Natural Gas Company

*All Our Energy Goes Into Our Customers*

P.O. Box 190288, Anchorage, Alaska 99519-0288
Anchorage • (907) 277-5551 / Whittier • (877) 907-9767
Kenai-Soldotna • (907) 262-9334 / Mat-Su • (907) 376-7979

Alaska Pipeline Company and NORSTAR Pipeline are wholly owned subsidiaries of ENSTAR Natural Gas Company.

## Natural Gas Pipeline Safety and You

Knowledge Keeps Your Family Safe.

ENSTAR Natural Gas Company

## Who We Are

ENSTAR Natural Gas Company employees operate nearly 500 miles of natural gas transmission pipelines in Southcentral Alaska through two subsidiary companies, Alaska Pipeline Company and NORSTAR Pipeline (see map inset). These pipelines are used to transport natural gas from the gas fields to population centers and industrial customers. The pipelines are located underground in public and private right-of-ways. The transmission pipelines we operate range in size from 4" to 20" in diameter and are made of high strength steel. Operating at pressures from 500 to 1000 psi, they are designed and maintained to stringent safety standards and cathodically protected to prevent corrosion. Leak surveys are completed annually with extremely sensitive instruments that will detect the smallest of leaks. Additionally, aircraft are used to fly pipeline routes on a regular basis to look for abnormal right-of-way conditions. Safe operation of our pipelines is our number one concern.

## Natural Gas Properties

**Odorless** – Natural gas is odorless in its natural state. Several of the pipelines we operate transport unodorized gas (see map insert). An odorant called mercaptan is injected into all of the other pipelines we operate which gives the gas a "rotten egg" smell.

**Colorless and Lighter than Air** – Natural gas is colorless and is about half as dense as air. Natural gas rises when released to the atmosphere.

**Non-Toxic** – Natural gas is non-toxic, but it will displace breathing air which can cause suffocation.

## Natural Gas Leaks – How to Recognize

**You can identify natural gas leaks by:**

**Smell:** Natural Gas in odorized transmission pipelines has a "rotten egg" smell. The odorant is so highly concentrated that even the smallest amounts of natural gas can be easily detected. Even faint smells of "rotten egg" odors should be reported as potential gas leaks.

**Listen:** Small natural gas leaks under pressure can make a hissing noise. Larger leaks or line breaks can cause a loud roaring noise. If you hearing an unexplained hissing or roaring noise near a gas transmission pipeline - report it to ENSTAR immediately.

**See:** Natural gas is lighter than air and will rise. Natural gas leaks may cause vegetation above the leak to die; this can be an indication of an underground gas leak. Unexplained bubbles in mud puddles or other bodies of water can also indicate a gas leak in an underground pipeline.

## What to Do if You Suspect a Natural Gas Leak

If you think you smell, hear, or see indications of a natural gas leak – call ENSTAR's 24 hour dispatcher immediately at 277-5551. ENSTAR has technicians available to investigate gas leaks 24 hours a day, 7 days a week. A technician will be dispatched quickly to investigate all potential leaks, regardless of the time of day. Here are some important reminders:

**DON'T** use your telephone in the area of a leak. This includes cellular phones and all types of portable communication and electronic devices that have a battery. These can spark and create a source of ignition.

**DON'T** light matches or create any other source of ignition.

**DON'T** turn a light on or off, or operate ANY electrical switches in any positions. This could create a source of ignition which could ignite the gas.

**EVACUATE** all persons from the area of the leak.

**CALL ENSTAR** Natural Gas from a neighbor's phone or a phone away from the building.

***Some Important Do's and Don't's for those Living or Working near Natural Gas Pipelines***

**Do** report leaks immediately

**Do** report unauthorized excavation activity or suspicious activity around natural gas pipelines.

**Do** call for locates and ENSTAR assistance when digging within 10 feet of a natural gas transmission pipeline.

**Don't** build or store materials over transmission pipelines.

**Don't** travel pipeline right-of-ways without proper landowner permission.

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**Attachment 5**
**Pipeline Markers and Station Signs**

# WARNING

## NATURAL GAS PIPELINE

A Division of SEMCOENERGY

**ENSTAR NATURAL GAS COMPANY**
**FOR INFORMATION CONCERNING THIS FACILITY, CALL COLLECT**
**907-277-5551**
**STATION A409**

**ENSTAR NATURAL GAS**
EAST GATE
REGULATOR STATION
**277-5551**
STATION A505

CAUTION GAS PIPELINE

IN THIS VICINITY
**BEFORE DIGGING**
CALL COLLECT

ENSTAR NATURAL GAS CO
(907) 277-5551

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**Attachment 6**

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**Attachment 7**
**Letter to Fire Chiefs**

ENSTAR
A Division of SEMCO ENERGY

**ENSTAR** Natural Gas Company
401 E. International Airport Road
P.O. Box 190288
Anchorage, AK 99519-0288
(907) 277-5551

October 3, 2007

Fire Chief <FIRST> < LAST>
<DEPARTMENT>
<ADDRESS>
<CITY>, <STATE> <ZIP>

RE: Natural Gas: Recognizing and Avoiding the Hazards

Dear Fire Chief:

ENSTAR would like to take this opportunity to thank you and every emergency responder in your organization for the efforts you do in the community. We especially appreciate your assistance in working with our employees in responding to natural gas emergencies such as natural gas leaks and line breaks. ENSTAR has over 3,000 miles of natural gas pipelines. Over half the state's population uses natural gas to heat their homes and businesses. Natural gas is the safe, fuel of choice for most Alaskans – and we want to keep it that way.

In an effort to promote awareness and educate emergency responders about natural gas and natural gas pipelines, enclosed you will find a complimentary DVD produced by AEGIS Insurance Services created just for emergency responders titled **Natural Gas: Recognizing and Avoiding the Hazards**. This DVD is an excellent training tool that we hope you will share with everyone in your organization. In addition, we would like to offer the services of ENSTAR's Safety and Training Administrator, Maxey Riggs to visit your department for personalized training about ENSTAR's natural gas system. Maxey can be contacted at 907-264-3755. He would be glad to arrange a time to meet with your employees.

Thanks again for the cooperation and assistance your organization has provided ENSTAR. If we can help your organization in any way, don't hesitate to call me at 907-264-3745.

Sincerely,

ENSTAR Natural Gas Company

David W. Bredin
Director of Operations

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## Attachment 8
## Fire Department Training Agenda

Natural Gas Safety Training Agenda
Department Name
Date/Time
Instructors Name(s)

I. Introduction - ENSTAR Natural Gas Company
- A. Overview of ENSTAR Natural Gas Company - 125,000 customers, 160 employees, service area, been in operation since 1961, Alaska's largest utility.
- B. Local employees, supervisors and Manager names
- C. 24- Hour Gas Control in Anchorage – 277-5551, 24- hour communication w/ standby serviceman. Have a 24-hour Duty Supervisor on call.
- D. We will be discussing:
  1. Properties of Natural Gas
  2. Wellhead to burner tip - how the gas gets to the customer.
  3. Fire Department Response to Natural Gas related emergencies.

II. Discuss the Physical Properties of Natural Gas
- A. Chemical composition - 99.99% pure methane, very clean for natural gas. Very little propane, butanes.
- B. Odor - odorless, inject odorant at MP 39 - Point McKenzie Road
- C. Specific gravity - .55, about 1/2 the density of air, will rise and dissipate, unlike propane which is heavier than air and collects in low lying places.
- D. Combustion temperature - 1100 degree F. - matches, electrical contacts, sparks, static electricity
- E. Flammability Limits- 5 to 15%, whenever there is a release somewhere this concentration exists.
- F. Heat Value - 1,000 BTU per cubic foot. Not quite as much heat per unit volume as propane.
- G. Products of Combustion - 100% combustion - water, carbon dioxide, incomplete combustion - carbon monoxide -the silent killer
- H. Toxicity of Natural Gas - natural gas is non toxic but displaces oxygen. Lack of oxygen will kill.

III. ENSTAR's Pipeline System Operating Pressures
- A. Transmission Pipelines -
  1. Beluga - 20", 1,000 PSI MAOP, typically 600-800 PSI
     Spur lines to Palmer (6"), Wasilla (4"), Vine Road (4"), Butte (4")
     Block valves, and regulator station sites
  2. Kenai Pipelines 12" and 16" 1000 PSI MAOP, typically 500 PSI
  3. Anchorage, Girdwood, Whittier pipelines
- C. Pressure Regulation Station - reduce from transmission pressure to distribution pressure, SCADA monitored, relief valve protects distribution system from overpressurization. Vine Road is the nearest station.
- D. Distribution Pipelines - 60 PSI MAOP
  1. Mains - 2-8" HDPE, typically in road right-of-ways, 36-48" deep, have locate wire. Pressure controlled by pinching off.
  2. Service Lines - 1/2"-1" HDPE run from main to meter, burial depth typically 12-18" on property.
- E. Meter Set Assembly
  1. Emergency shut-off valve
  2. Riser - keep a water spray on riser - can melt and release 60 PSIG gas. Must dig up to shut off.
  3. Regulator reduces the gas pressure from 60 PSI to 1/4PSI (7" W.C)
  4. Full relief capacity to protect house line from overpressuring
  5. Measures the gas so we can send you a bill.
- F. House Lines
  1. Black iron pipe, screwed or welded
  2. Operates at 1/4 PSI, 1-5 PSI for some larger commercial
  3. All appliances have a shut-off valve in front of them, system shut-off valve at the meter.
- G. Appliances - boilers, furnaces, water heaters, ranges, clothes dryers, grills, log lighters, yard lights.

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## Attachment 8
## Fire Department Training Agenda (continued)

IV. Fire Department Response to Natural Gas Emergencies

A. Inside Leaks - Call the Gas Company, evacuate the premises, shut off the gas and ventilate the structure. Eliminate any potential ignition sources

B. Outside Leaks - Call the Gas Company, evacuate the area and eliminate potential ignition sources.

C. Line Breaks - Call the Gas Company, evacuate the area and eliminate potential ignition sources, wait for ENSTAR to pinch off, protect nearby structures, pay attention to the wind direction. If gas ignites, let it burn until pinched off. Burning gas will not explode.

D. Carbon Monoxide Investigations - Call the Gas Company.
Home CO detectors designed to alarm when subjected to 100 PPM for a on hour period. Lessor accumulations will take longer for alarm to sound, higher concentrations will take less time alarm.

1. 10 PPM to 35 PPM
2. 35 PPM to 199 PPM
3. Over 200 PPM

E. Earthquakes - Do not shut off the gas unless you smell gas!

V. Summary- Questions

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**Attachment 9**
**Letter to Excavators**

ENSTAR Natural Gas Company

**ENSTAR** Natural Gas Company
401 E. International Airport Road
Anchorage, AK 99519-0288
(907) 277-5551

April 15, 2008

«Contractor»
«ATTN»
«Street_Address»
«City», «State» «Zip»

**Safety Requirements for Excavation Adjacent To Natural Gas Pipeline**

Last year, excavators and homeowners again caused over 500 damages to ENSTAR's gas mains and service lines. Fortunately no one was seriously injured or killed. We want to assist you in working around gas lines and avoid the cost of repairs and potential injury. That's why we've developed the enclosed policy "**Safety Requirements for Excavation Adjacent to Natural Gas Pipelines**".

**Please read and review this policy with all your employees who may be working near natural gas pipelines.** We distribute copies of this policy in an effort to help minimize and identify potential hazards for construction personnel and for the safety of the general public. We are concerned with preventing possible damage to ENSTAR gas facilities and disruption of gas service to customers.

ENSTAR needs your coordination and cooperation in working near gas lines. Either during the design phase or prior to the start of actual construction don't hesitate to call our Engineering Department for our help to eliminate or minimize conflicts. If you have questions, please call **ENSTAR's Engineering Department, at 264-3740.**

Now it is easier than ever to call for your **free** locate. Dial **811** and you will be connected to Alaska Digline Inc. **811** is the nationally recognized number that will automatically put you in contact with the One-Call locate service for that part of the United States. There is no excuse for not calling for locates!

Sincerely,

ENSTAR Natural Gas Company

Joseph L. Lepley
Engineering Services Supervisor

811 Call before you dig.

cc: State of Alaska OSHA
Enclosure

File: N\Engr\Safety Requirements for Excavation\Safety Requirement Cover Letter

**Anchorage: (907) 264-3740 Mat-Valley: (907) 376-7979 Soldotna: (907) 262-9334**

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## Attachment 9
## Excavation Standards

### Safety Requirements For Excavation Adjacent To Natural Gas Pipelines

**ENSTAR Natural Gas Company/Alaska Pipeline Company**

#### Safety

ENSTAR Natural Gas Company provides natural gas service through 3,100 miles of gas mains to over 127,000 customers in South Central Alaska. ENSTAR's gas pipeline system is designed, installed, and maintained with the highest regard for safety in compliance with applicable federal, state, and local government statutes and regulations. ENSTAR is regularly inspected to ensure that its operation meets industry standards.

The US Department of Transportation Office of Pipeline Safety (DOT) oversees minimum safety regulations for the transportation of natural gas by pipelines. The DOT safety regulations are currently published in Title 49, Part 190, 191, 192 & 199 of the Code of Federal Regulations (CFR).

As an operator of a natural gas system, ENSTAR is required by the DOT regulations to:

1. Deliver gas safely and reliably to customers.
2. Provide training and written instruction for employees.
3. Establish written procedures to minimize hazards resulting from gas pipeline emergencies.
4. Keep records of inspections and testing.
5. Test employees in safety-sensitive positions for prohibited drugs and alcohol.

#### Pipeline Reliability

Natural gas pipelines have an outstanding safety record, especially when compared to other modes of transportation: According to the National Transportation Safety Board, in 2002, more than 42,000 transportation fatalities occurred on the highways, while aviation, boating and railroads accounted for another 2,000 fatalities. In contrast, there were only 12 fatalities associated with natural gas pipelines.

The largest single cause of pipeline accidents is excavator caused damages. Over 50% of the 500 damages to ENSTAR's pipelines last year were done by excavators that failed to obtain locates. Call before you dig, it's free and it's the law. Calling for locates is now as simple as dialing **811**. Dialing **811** anywhere in the United States connects you with the Locate Call Center for that area. In Alaska, dialing **811** connects you with Alaska Digline Inc. Alaska Digline Inc. will take your excavation information and notify all affected utilities. Utilities have two business days to mark their utilities after receiving your call.

#### Pressure Classification

Natural gas is a potentially dangerous, compressible gas. Gas pipelines with the highest pressure contain the highest stored potential energy and present the greatest risk. Caution is always warranted when working around natural gas facilities. **Extreme caution must be exercised whenever transmission pipelines are encountered. Contact ENSTAR Engineering Dept., (907) 264-3740 for specific instructions before working within 10 feet of any transmission pipeline.**

| Pressure Classification | Pressure Rating Range | Pipeline Material |
|---|---|---|
| Transmission Pressure | Greater than 60 psig | Steel |
| Distribution Pressure | 60 psig or less | Polyethylene, Steel, Copper |

1

#### Recognizing ENSTAR's Pipelines

ENSTAR transmission pipelines are generally marked above ground with pipeline markers similar to the one shown. Transmission pipelines are located in the vicinity of the pipeline markers. Transmission pipelines are steel and range in size from 4" to 20" in diameter. They are typically coated with a protective coating. There is no single color but yellow and black are the predominant color while some are green or brown.

Typical ENSTAR Pipeline Marker

Distribution pipelines are steel, copper or polyethylene. These pipelines range in size from ½" diameter to 12" in diameter. Gas "Mains" are typically found in street right-of-ways or utility easements and supply the natural gas to an entire street or subdivision. They are typically steel or polyethylene and range in size from 2" to 12" in diameter.

Natural gas "service lines" are connected to the gas main and generally serve a single building or small group of buildings on private property. They are typically ½" to 1" in diameter. Service lines can be rigid steel, steel tubing, copper or polyethylene. Gas mains and service lines are generally steel or yellow in color.

#### Excavation Requirements for Natural Gas Pipelines

1 **Line Locating is a Free Service:** To request a locate, dial **811** the new Nationally recognized One-Call number and you will be connected to Alaska Digline Inc. Call at least two but not more than 15 working days before the date scheduled for beginning the excavation. Hand digging is advised when excavating within 2 feet of a marked facility. After ENSTAR has field marked with yellow paint, or flagged the location of an underground facility, the excavator is responsible for maintaining the markings. **Failure to call is a violation of state statutes and could result in fines well in excess of the cost of the damage.**

2 **Support for Steel Line Crossings:** If an excavation below a **steel gas** pipeline leaves the pipeline unsupported for a distance of more than 20 feet, the excavator must provide additional support for the pipeline. Support must be provided in a way as to not damage the pipe or its coating during construction, backfill placement, and compaction. Generally, a support spacing of 5 feet or less will provide the needed bracing. ENSTAR Engineers will provide assistance when required. Extra care must be taken when geotextile fabric and/or rigid insulation are used. In addition to continuous support under the pipeline, compacted fill material shall be placed between the geotextile fabric and the pipeline. Care shall be taken to insure stability for the ENSTAR facility. Failure to properly protect ENSTAR's facilities could result in future damage if differential settlement occurs.

3 **Support for Polyethylene Line Crossings:** If an excavation is below a **polyethylene gas pipeline** the excavator must continuously support such pipeline during construction, backfill placement, and compaction. Geotextile fabric and/or rigid insulation shall be sufficiently separated from the polyethylene gas pipeline to prevent undue stress during the compaction/settlement process.

4 **Support for Steel Line Crossings:** ENSTAR Engineering must approve all excavations crossing steel pipelines above 4-inch diameter. If support is required, ENSTAR engineering written approval is required prior to beginning construction. Call ENSTAR Engineering (907) 264-3740 for further information.

5 **Excavation Parallel to Pipeline:** When parallel excavations are expected to expose or undermine sections of pipeline, the excavator must notify ENSTAR engineering in advance. Care must be taken not to damage the pipeline, or to induce stresses due to differential settlement following construction. **Long parallel excavations exposing pipelines can be**

2

**very dangerous if not properly performed and shall not be attempted without prior approval by ENSTAR.** Contact ENSTAR Engineering at 264-3740 for additional information.

6 **Blasting:** All blasting that is to be done within 500' of any Company Facility, shall be reviewed by an ENSTAR engineer, with the person performing the blasting and appropriate measures, (i.e. require minimum distance from facilities, minimize blasting charge intensity, etc.) shall be taken to protect the integrity of the Company's Facilities. A leak survey shall be performed after any blasting activity, which is within 500' of any Company Facility. The leak survey zone shall include all Company Facilities within 500' radius of the blasting.

7 **Trenchless Excavation (Vertical or Horizontal): Whenever a trenchless excavation (horizontal or vertical) is performed within 5 feet of a distribution pressure pipeline and 10 feet of a transmission pressure pipeline, the gas pipeline must be exposed to visually determine the exact location. When performing a trenchless excavation parallel to a gas pipeline, the gas pipeline must be exposed at intervals of 25 feet or less to visually determine the pipeline's exact location.** Trenchless excavation is defined as drilling, directional drilling, boring, pile installation etc.

8 **Clearance:** Natural Gas pipelines require a **12 inch minimum separation from other underground structures** not associated with ENSTAR's pipeline system. Additional clearance from other underground structures may be required to allow proper maintenance and reduce the possibility of damage due to the proximity of other structures (49 CFR § 192.325.) **ENSTAR requires a 36-inch minimum separation from certain electrical facilities, including any grounded components i.e. ground rods, non-insulated conductors and associated structures.**

9 **Pipeline Cover:** ENSTAR pipelines in public rights-of-way are generally installed with 36 inches to 48 inches of cover, and in private rights-of-way with 12 inches to 36 inches of cover. Projects that decrease cover or increase cover in excess of 60 inches must receive prior approval from ENSTAR Engineering Department (907) 264-3740, ENSTAR has limited ability to prevent the removal of cover over gas pipelines. Increasing pipeline cover more than 5 feet or decreasing pipeline cover to less than 3 feet may be considered a damage that may result in relocation of the gas pipeline at the expense of the Excavator. The depth of cover listed above cannot be assumed after installation. The excavator is responsible for any damage to ENSTAR pipelines regardless of the depth at which they are encountered.

10 **Inspection:** All excavations in the immediate vicinity of ENSTAR Natural Gas facilities (including backfill, compaction, temporary support, and shoring), is subject to prior approval and inspection by ENSTAR personnel. Transmission pipeline inspections are provided whenever an excavator is working within ten feet of a transmission pipeline. If it has been determined that there was excavation either by hand or machinery within 5 ft. of ENSTAR Natural Gas Distribution mains or 10ft. from ENSTAR Natural Gas Transmission mains without either locates or standby (qualified ENSTAR personnel), ENSTAR Natural Gas reserves the right to excavate to determine if there has been any damage to ENSTAR Natural Gas facilities. If damage has occurred ENSTAR Natural Gas has the right to charge the excavator for repairs.

#### Pipeline Components

**Pipe Wall Protection**

Dents, scrapes, gouges and scratches reduce pipeline wall thickness and affect the safety of the facility in two ways. First, the reduced wall thickness decreases the pressure at which the pipeline can safely operate. Second, the damage serves as a stress concentration that can cause a future brittle failure of the pipeline. **An ENSTAR representative must inspect each dent, scrape, gouge or scratch, no matter how small, before it is reburied.**

**Corrosion Protection**

ENSTAR's **steel** pipelines are protected from corrosion by a dielectric coating and an impressed current or galvanic anode cathodic protection system. Direct contact with metallic objects (a short)

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or removal of the protective coating can compromise this system. Contact the ENSTAR Engineering Department (907) 264-3740, whenever coating damage or a short is encountered. **An ENSTAR representative must inspect each short or section of damaged coating before it is reburied.**

**Locate Wire Protection**

ENSTAR's **polyethylene** pipelines are installed with a parallel copper wire, which is used to locate the pipeline. If the locate wire or wire coating is damaged, ENSTAR's ability to properly locate the pipeline may be severely compromised. Electrical continuity must be maintained. **An ENSTAR representative must inspect each possible locate wire damage before it is reburied.**

#### What to do if You Damage a Gas Line or Smell Gas

If you damage a pipeline facility, call ENSTAR's 24-hour dispatch number at 277-5551. Call ENSTAR any time a gas line is broken, scraped, pulled, cut or otherwise damaged. **If the damage results in a release of natural gas and there is a danger to life or property, you should call the local Fire Department or 911.** Eliminate all ignition sources and evacuate the area of the damage. Wait for an ENSTAR employee to shut off the flow of gas and make repairs.

Gas lines that have been pulled, stretched, kinked or bent could be damaged underground away from where the line is connected. If you pull or stretch gas lines call ENSTAR at 277-5551 and an ENSTAR Representative will investigate for possible underground leakage.

#### Qualified Personnel Requirements

Only qualified individuals meeting all applicable requirements may perform work on ENSTAR Natural Gas Company facilities. At a minimum, such individuals must comply with applicable federal, state and local regulation, statutes, and ordinances.

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Call before you dig.

For further information about ENSTAR, visit our web site @ www.enstarnaturalgas.com

File: N:\ENGR\NaturalGasSafetyRequirements Revised 6/13/07

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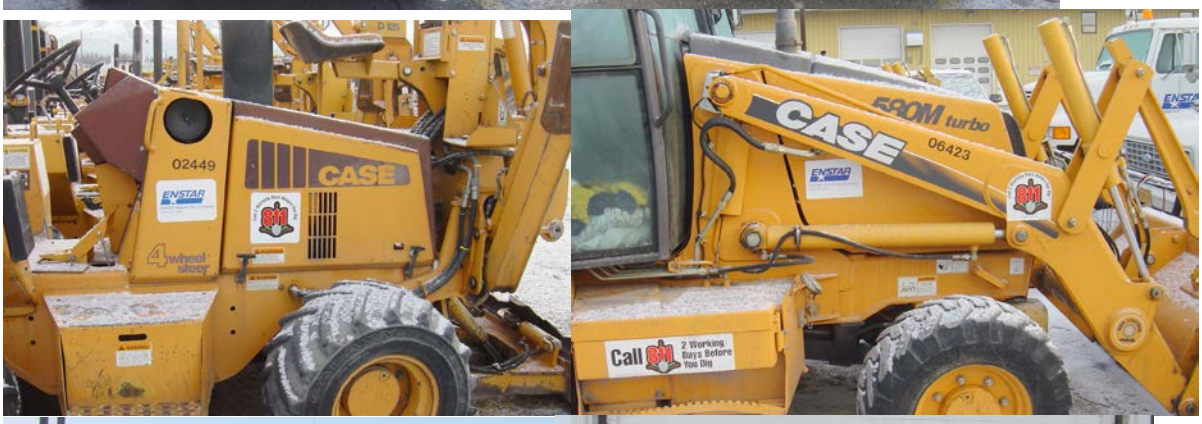
**Attachment 10**
**"811 Call Before You Dig" Decal Placement on ENSTAR Vehicles**



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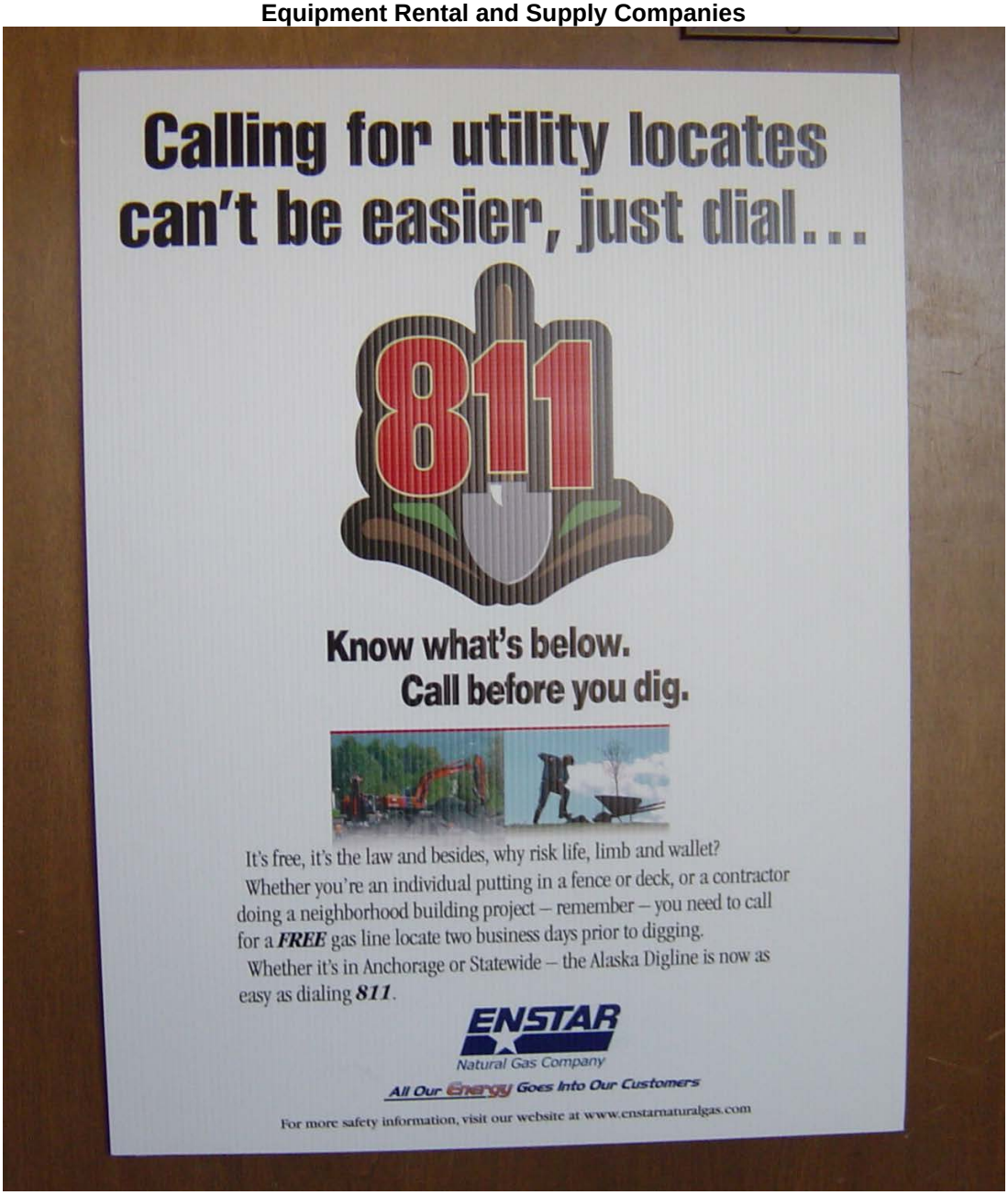
**Attachment 11**
**Sample "Call Before You Dig" Decals for Fencing, Decking and Equipment Rental and Supply Companies**

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**Attachment 11 (continued)**
**Sample "Call Before You Dig" Decals for Fencing, Decking and Equipment Rental and Supply Companies**

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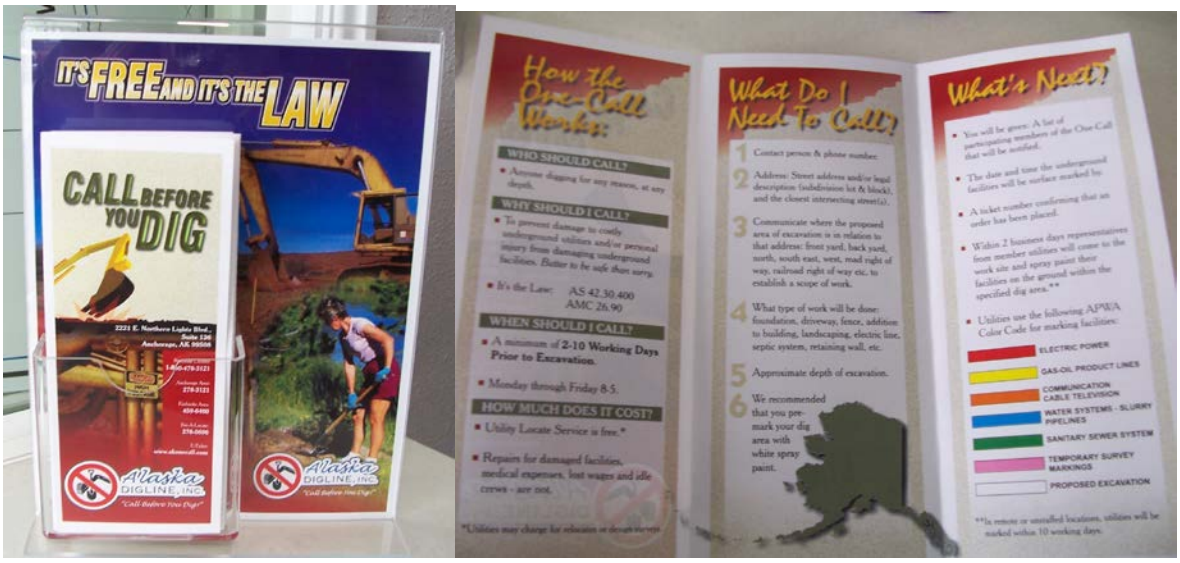
**Attachment 11 (continued)**
**Sample "Call Before You Dig" Decals for Fencing, Decking and Equipment Rental and Supply Companies**
**(under revision with 811 phone number)**

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**Attachment 12**
**Sample Letter to Public Officials**

Natural Gas Company

**ENSTAR** Natural Gas Company
401 E International Airport Road
P.O. Box 190288
Anchorage, AK 99519-0288
(907)-277-5551

<DATE>

<FIRST> < LAST>
<DEPARTMENT>
<ADDRESS>
<CITY>, <STATE> <ZIP>

RE: Natural Gas Pipeline Awareness

Dear XXXXXX:

ENSTAR owns and operates over 3,000 miles of natural gas pipelines in Alaska. As a Public Official responsible for public right of ways, we'd like to help you and your employees become more aware about ENSTAR and the pipelines we operate. We have developed the enclosed brochure that we hope you will share with your employees. It discusses the purpose of our pipelines and contains a lot of useful information. We have also developed a section on our website (www.enstarnaturalgas.com) especially for Public Officials like you and your staff. I'd encourage you check it out.

The number one threat to pipelines is excavators digging without utility locates. Alaska State law requires excavators to call for free utility locates 2 days before digging. It's easier than ever to call for locates. Simply dial **811** anywhere in the United States and you will be connected to the locate call center for your area. In Alaska, you will be connected to Alaska Digline. Enclosed is a poster that we hope you will display in your permit area where excavators will be reminded to call for locates before they begin digging.

Thanks again for the cooperation and assistance your office has provided ENSTAR. If we can help your organization in any way, don't hesitate to call me at 907-264-3745.

Sincerely,

ENSTAR Natural Gas Company

David W. Bredin
Director of Operations

811
Call before you dig.

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# Attachment 13
# Police and Fire Departments in ENSTAR's Service Area

## Alaska Fire and Police Department Directory

| Name: | Title: | FirstName | LastName | Mailing Address: | City: | Zip: | Phone | Fax |
|---|---|---|---|---|---|---|---|---|
| **Fire Departments** | | | | | | | | |
| Anchor Point Volunteer Fire & Rescue | Interim Fire Chief | Ben | Maxon | PO Box 246 | Anchor Point | 99556 | 235-6700 | 235-2633 |
| Anchorage FD | Fire Chief | Mark | Hall | 100 E. 4th Avenue | Anchorage | 99501 | 267-4936 | 267-4977 |
| Butte VFD | Fire Chief | Charles | Von Gunten | 3355 S. Old Glenn Hwy | Palmer | 99645 | 745-4221 | 746-2690 |
| Central Emergency Services | Fire Chief | Chris | Mokracek | 231 S. Binkley Street | Soldotna | 99669 | 262-4792 | 262-5770 |
| Central Mat-Su FD | Fire Chief | James | Steele | 101 W. Swanson Ave | Wasilla | 99654 | 373-8802 | 376-9252 |
| Chugiak VFD | Fire Chief | Bruce | Bartley | PO Box 670363 | Chugiak | 99567 | 694-2010 | 694-2010 |
| Elmendorf Fire & Emergency Services | Fire Chief | David | Donan | 11415 Fighter Drive | JBER | 99506 | 552-2801 | 552-1676 |
| Girdwood FD | Fire Chief | William | Chadwick | PO Box 915 | Girdwood | 99587 | 783-2511 | 783-3122 |
| Houston VFD | Fire Chief | Thomas | Hood | PO Box 940027 | Houston | 99694 | 892-6457 | 892-6458 |
| Kenai FD | Fire Chief | Michael | Tilly | 105 S. Willow St. | Kenai | 99611 | 283-7666 | 283-8171 |
| Nikiski FD | Fire Chief | James | Baisden | PO Box 8508 | Nikiski | 99635 | 776-6401 | 283-8404 |
| Ninilchik Emergency Services | Fire Chief | Mike | Chihuly | PO Box 39446 | Ninilchik | 99639 | 567-3342 | 567-3362 |
| Palmer Fire and Rescue | Fire Chief | John | McNutt | 645 E. Cope Industrial Way | Palmer | 99645 | 745-3709 | 745-5443 |
| State of Alaska, DNR, Division of Forestry | Chief of Fire | Tom | Kurth | 550 West 7th Ave Ste. 1450 | Anchorage | 99501 | 451-2704 | 451-2690 |
| Ted Stevens Anch. Int'l. Arpt. Police & Fire | Fire Chief | Lauri | Burkmire | PO Box 190629 | Anchorage | 99519 | 266-2407 | 266-2470 |
| West Lakes FD | District Chief | William | Gamble | PO Box 520869 | Big Lake | 99652 | 892-7750 | 892-6281 |
| Whittier VFD | Director of Public Safety | David | Schofield | PO Box 687 | Whittier | 99693 | 472-2340 | 472-2344 |
| | | | | | | | | |
| **Police Departments** | | | | | | | | |
| Alaska State Troopers | | | | | | | | |
| Anchorage Post | | | | 5700 E Tudor Road | Anchorage | 99507 | 269-5511 | 248-9834 |
| Anchor Point Post | | | | P.O. Box 807 | Anchor Point | 99556 | 235-8239 | 235-8067 |
| Girdwood Post | | | | PO Box 663 | Girdwood | 99587 | 783-0972 | 783-2026 |
| Mat-Su West Post | | | | 7361 W. Parks Hwy #822, | Wasilla | 99654 | 373-8300 | 373-8351 |
| Palmer Post | | | | 453 South Valley Way | Palmer | 99645 | 745-2131 | 269-5465 |
| Soldotna Post | | | | 46333 Kalifornsky Beach | Soldotna | 99669 | 262-4453 | 262-2889 |
| Anchorage Police Department | Police Chief | Mark | Mew | PO Box 196650 | Anchorage | 99519 | 786-8500 | 786-8667 |
| Soldotna Police Departmetn | Police Chief | John | Lucking | 44510 Sterling Hwy | Soldotna | 99669 | 262-4455 | 262-4421 |
| Kenai Police Department | Police Chief | Gus | Sandahl | 107 S. Willow St | Kenai | 99611 | 283-7879 | 283-2267 |
| Wasilla Police Department | Police Chief | Gene | Belden | 1800 E Parks Hwy | Wasilla | 99654 | 352-5401 | 357-7877 |
| Palmer Police Department | Police Chief | George | Boatright | 423 S. Valley Wy | Palmer | 99645 | 745-4811 | 746-2314 |

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