

## Customer Information Communication (Applicable To Residential Customers Only)

Prior to June, 2008, service lines to single family residences were not equipped with Excess Flow Valve (“EFV”) devices. Commencing April 14, 2017, new federal regulations require all natural gas utilities to notify customers about EFV’s and the availability of installation services for EFV devices that can be provided by the natural gas utility.

The EFV is a mechanical safety device designed to automatically shut off gas flow if the service line breaks. EFV’s can be installed in the pipe running from the gas main line to the gas meter at your residence (the “service line”). Stopping the flow of gas from a broken service line reduces the risk of fire, explosion, personal injury and/or property damage. EFV’s may not shut off gas flow if a leak on the service line is small. EFV’s are not designed to close if a leak occurs beyond the meter, so installation of an EFV will not impact gas plumbing leaks inside the house or to your appliances. If you add additional gas appliances, the resulting additional gas flow to your home may cause the EFV to close and shut off the gas flow. If additional gas appliances are installed after the EFV is installed, please contact The District’s office to verify whether the EFV in your gas line will serve the additional load.

You may request that The District provide an excess flow valve (EFV) on the service line to your single family residence. The size of the EFV is based on the home gas appliance load. EFV replacement may be necessary if you add additional gas appliances or if the EFV malfunctions. EFV devices cannot be installed on some service lines due to high gas flow, low pressure or other factors. If you request EFV installation but your service line cannot accommodate an EFV, we will let you know. The District will not be responsible for underground utilities that are on the customer’s property and unknown to The District or that are incorrectly located. The District will not be responsible for the replacement of concrete, asphalt surfaces or other finished surfaces. The District will replace the natural soil surface.

The cost of the installation of an EFV in an existing service line is \$600.00. The cost of the installation of an EFV in a new service line is \$75.00. In the instance where maintenance is required on an existing service line, the EFV will be installed at no cost to the customer.

The diagram illustrating Excess Flow Valves (EFVs) is attached for illustration.

