

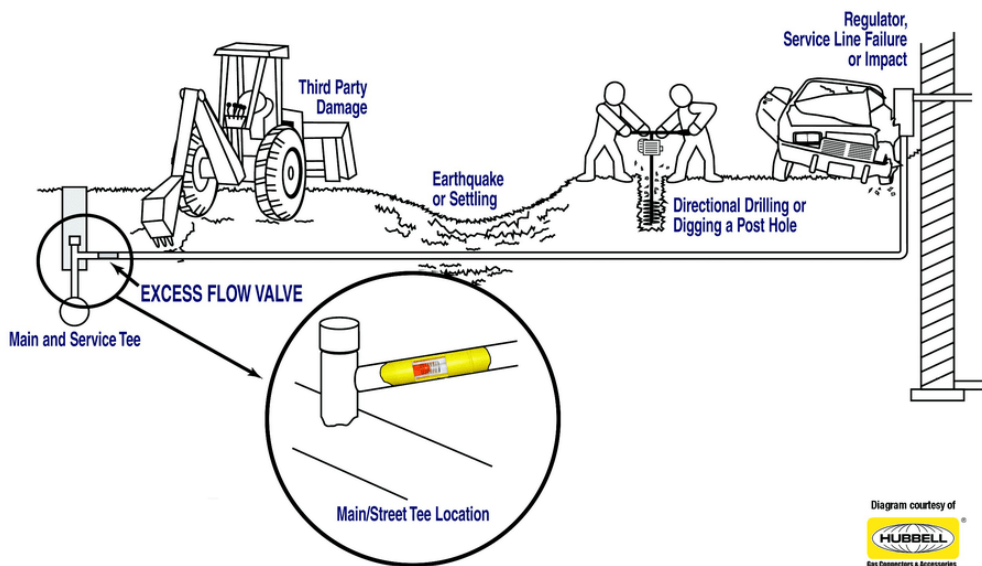
## Notification to New / Replacement Natural Gas Customers

To: Natural Gas Customers

Re: Federal Safety Regulation – Excess Flow Valve

The Federal Department of Transportation is now enforcing a new safety regulation pertaining to “Excess Flow Valves.” This new regulation requires that natural gas supply companies notify customers of the availability of an excess flow valve that meets minimum federal performance requirements. Also, should the customer desire installation of this device, the customer must agree to pay all associated costs including materials and labor.

**What is an Excess Flow Valve?** An excess flow valve is a device designed to restrict gas flow in a customer’s natural gas service line by automatically closing in the event that a service line is broken, completely cut, torn apart or otherwise separated, usually caused by some type of excavation or digging. A natural gas service line is the piping from the gas main in the street to the customer meter set and runs underground through the customer’s yard. Restricting gas flow after a gas service line is damaged may decrease the potential for property damage and/or injury.



**Customer Responsibilities.** If a customer requests installation of an excess flow valve, and agrees to pay the cost at the time of installation, the Fort Valley Utility Commission’s Gas Department will perform the installation.

**Customer must agree to pay any and all future maintenance costs associated with an excess flow valve including:**

- Excavation costs for valve removal and/or replacement.
- Pavement and/or landscaping replacement associated with any necessary excavations.
- All associated material and labor costs.

If an EFV can be installed on your service line and you choose to have this done, we will set up a mutually agreeable date when we will install an EFV on your service line. Maintenance and replacements of the EFV will be the responsibility of the customer as well. The cost of installation will be between \$250 – \$425. FVUC will only charge the for the cost of installation and service. We will not charge a premium on this installation.

**Additional Information:**

- An excess flow valve will **not** protect against the following events:
  - Customer appliance gas leaks.
  - Small gas service line punctures.
  - Gas meter set leaks.
- The Fort Valley Utility Commission's Gas Department makes no express warranty for continued proper excess flow valve operation under normal use conditions and/or false valve closure under any gas system operating conditions.
- Additional information may be obtained by calling our office at 825-7701.

**Should you desire an Excess Flow Valve be installed on a new or replaced service line, you the customer, must bear all costs associated with the installation, maintenance, and any future replacement or removal of the valve.**

Should you desire an installation, you will be contacted to arrange a mutually agreeable date for your service line installation.

If you have any questions or concerns, please contact:

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