

## **Excess Flow Valve Customer Notification Letter**

*You may request that the City of Appleby install an excess flow valve (EFV) on the gas line to your property. EFVs are mechanical shut-off devices that can be installed in the gas pipe running to the gas meter at your property (the “service line”). An EFV is designed to shut off the flow of natural gas automatically if the service line breaks, for example, by an excavation accident. Stopping the flow of gas from a broken service line significantly reduces the risk of natural gas fire, explosion, personal injury and/or property damage. If you notify us that you want an EFV we will contact you to set up a mutually agreeable date when we will install an EFV on your service line. EFVs are not designed to close if a leak occurs beyond the gas meter (on house piping or appliances). EFVs also may not close if the leak on the service line is small. If you add additional gas appliances, for example, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close and shut off the gas to your meter.*

*You will be billed for the cost of installing the EFV. The average installation cost is typically [\$500.00], but the actual installation cost will depend on the difficulty of installation. We will inform you of the actual cost before you make the final decision that you want an EFV.*

*If it becomes necessary to maintain or replace the EFV on your service line you will be billed for the cost of replacing the EFV. Replacing an EFV can cost from [\$1500.00], but the actual replacement cost will depend on the difficulty of replacement.*

What might trigger need to replace:

*EFV replacement may be necessary if you add additional gas appliances, such as a pool heater or emergency generator that exceeds the capacity of the EFV.*

*EFV replacement may be necessary if the EFV malfunctions (sticks open or closed). Industry experience is that EFVs rarely malfunction.*

*EFVs cannot be installed on some service lines due to high gas flow, low pressure or other factors. If you request an EFV we will inform you if your service line cannot accommodate an EFV. EFVs will not be installed on your service lines if: The service line does not operate at a pressure of 10 psig or greater throughout the year; The EFV could interfere with proper operation or cause loss of service; An EFV could interfere with necessary operation or maintenance activities; or The capacity of the meter on the service line exceeds 1,000\* cubic feet per hour. If you request an EFV we will inform you if your service line meets any of these conditions*

### **Call 811 before digging**

*For your safety always call **811** to have gas lines and other buried utilities marked before allowing anyone to dig in your yard.*