

Excess Flow Valve (EFV) Customer Notification

Beginning April 14, 2017 all natural gas utilities will be required to notify customers about excess flow valves (EFV) per the recently adopted regulation at 49 CFR 192.383(e).

1. Explanation of the potential benefits of EFVs:
 - a. EFV is designed to shut off if the service line is severed. You may request that the Florence Gas Dept. 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 stop the flow of gas if the service line is broken, 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.
 - b. What won't an EFV do?
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.
 - c. Possibility of closure if the customer adds load.
If you add additional gas appliances, for example, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close.
2. Description of EFV installation and replacement costs.
 - a. Installation cost:

Customer requesting EFV installation pays a fixed fee that may or may not cover the actual installation costs.

Customer will be billed \$500.00 dollars to cover the cost of installing the EFV. This charge will require payment prior to the EFV installation being scheduled.
 - b. Replacement cost of EFV.

No cost to customer. If it becomes necessary to replace the EFV on your service line we will replace the EFV at no charge to you.
 - c. What might trigger need to replace EFV:
 - i. Customer adds load
 - ii. EFV fails closed/open
 - iii. Probability of failure based on industry experience

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. Please contact our Dispatch Center (256-760-6490) if you add significant load to your existing service/meter.

EFV replacement may be necessary if the EFV malfunctions (sticks open or closed).

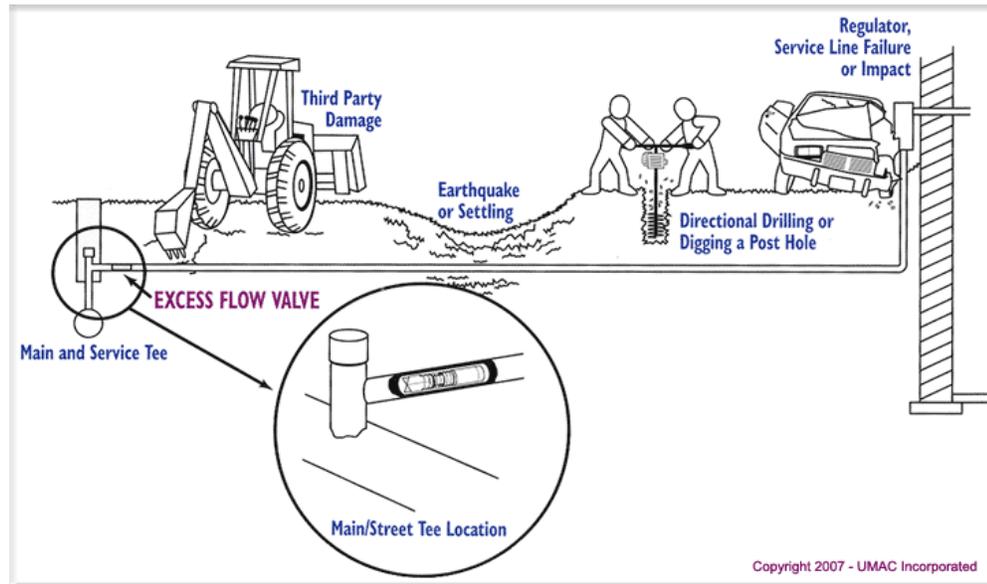
Industry experience is that EFVs rarely malfunction.

3. If a service line customer requests installation of an EFV and the load does not exceed 1,000 SCFH and the conditions listed below are not present, the operator must install an EFV at a mutually agreeable date after payment of the fee listed in 2. a.
 - a. The service line does not operate at a pressure of 10 psig or less throughout the year;
 - b. The operator has prior experience with contaminants in the gas stream that could interfere with the EFV's operation or cause loss of service to a customer;
 - c. An EFV could interfere with necessary operation or maintenance activities, such as blowing liquids from the line; or
 - d. An EFV meeting the performance standards in § 192.381 is not commercially available to the operator

EFVs cannot be installed on some service lines due to high gas flow, low pressure or other factors. If you request an EFV but your service line cannot accommodate an EFV we will let you know.

4. To request an EFV or further information.
 - a. You may contact our Dispatch Center (256-760-6490) that you want an EFV on an existing gas service line. Our Engineering Dept. will evaluate your request and prepare any Work Orders and request Line Locates needed. After payment of fee listed in 2.a., a Construction Foreman will contact you to set up a mutually agreeable date on when the EFV can be installed on your service line.
 - b. Gas personnel will evaluate each service line to determine the location to cut in a new EFV on an existing line or in some isolated cases the customer's entire city owned service line may be replaced along with the installation of the requested EFV.

5. Diagram to illustrate EFVs:



Note: The actual EFV location may vary somewhat depending on the main location, proximity to concrete and asphalt in the vicinity of the service tap, etc. Final location will be determined on site by Florence Gas Dept. personnel.