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Note: This notification is being delivered to fulfill a requirement as part of a rulemaking passed down from the Pipeline and Hazardous Materials Association that takes effect on April 14, 2017.

Customer Notification of Excess Flow Valve (EFV) Installation

Dear Valued Customer,

You may request that the City of Wall Lake install an excess flow valve (EFV) on the gas line to your property. EFVs are mechanical shut-off devices that a utility can install in the gas pipe running from the gas main to the gas meter at your property (the "service line"). An EFV is designed to stop the gas flow if the service line is broken, for example, by an excavation accident. Stopping the gas flow 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. City will charge the actual cost of installation outlined below.

1. Potential advantages & disadvantages of Excess Flow Valves (EFVs).

   a. An EFV is designed to shut off the gas flow if the service line is severed between the gas main and the meter set.

   b. What an EFV won't do?

      - An EFV is NOT designed to close if a leak occurs beyond the gas meter on house piping or appliances. An EFV also may not close if the leak on the service line is small.

   c. Possibility of EFV activation (closure) if the customer adds load.

      - If you add, for example, more gas appliances, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close.

2. EFV Installation and Replacement Costs

   a. Installation Cost

      i. **Customer pays actual installation cost, provided to customer on a case-by-case basis when EFV installation is requested. Notification describes a range of estimated costs.**

      You will be billed for the cost of installing the EFV. The average installation cost is typically $800, 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.

   b. Replacement Cost

      i. **Customer pays the actual cost of EFV replacement. Notification describes a range of potential replacement costs.**

      If the EFV on your service line must be replaced, you will be billed for the cost of replacing the EFV. Replacing an EFV will cost $800 or more, but the actual replacement cost will depend on the difficulty of replacement.

   c. What might trigger a need to replace the EFV?

      i. **Customer adds load:** 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.
      ii. **EFV fails closed/open:** EFV replacement may be necessary if the EFV malfunctions (sticks open or closed).
      iii. **Probability of failure based on industry experience:** Industry experience is that EFVs rarely malfunction.

3. If a service-line customer requests EFV installation 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.

   a. The service line does not operate at a pressure of 10 psig or greater 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

IMPORTANT NOTE: 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, the City of Wall Lake will inform you.

Diagram to illustrate an EFV: