



**PIKEVILLE NATURAL GAS
P.O. BOX 225
PIKEVILLE, TENNESSEE 37367**

Dear Valued Customer:

Beginning April 14, 2017, a new Federal Regulation will require all Natural Gas Utilities to notify customers about Excess Flow Valves (EFV) and install an EFV if the customer requests one.

You may request Pikeville Natural Gas to install an Excess Flow Valve (EFV) on the gas line to your property. EFV's 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 significantly reduce the flow of natural gas automatically *if the service line breaks*. For example, an excavation accident breaking the line. Stopping the flow of gas from a broken service line significantly reduces the risk of a natural gas fire, explosion, personal injury, and/or property damage. EFVs are not designed to close *if a leak occurs beyond the gas meter* (on the house piping or appliances). EFVs also may not close if the leak on the service line is small.

Please note that installing an EFV is not required for the normal, safe operation of your natural gas service line.

If you request an EFV be installed on your service line, you will be billed for the cost of installing the EFV. The average cost is typically from \$500 to \$1,500, but the actual installation cost will depend on the difficulty of the installation. We will inform you of the actual cost before you make the final decision of whether or not you want an EFV.

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 natural gas service line cannot accommodate an EFV.

If it becomes necessary to maintain or replace the EFV on your natural gas service line, you will be billed for the cost of replacing the EFV. Replacing an EFV can cost from \$500 to \$1,500, but the actual replacement cost will depend on the difficulty of replacement.

- 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.

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

Sincerely,

Pikeville Natural Gas