

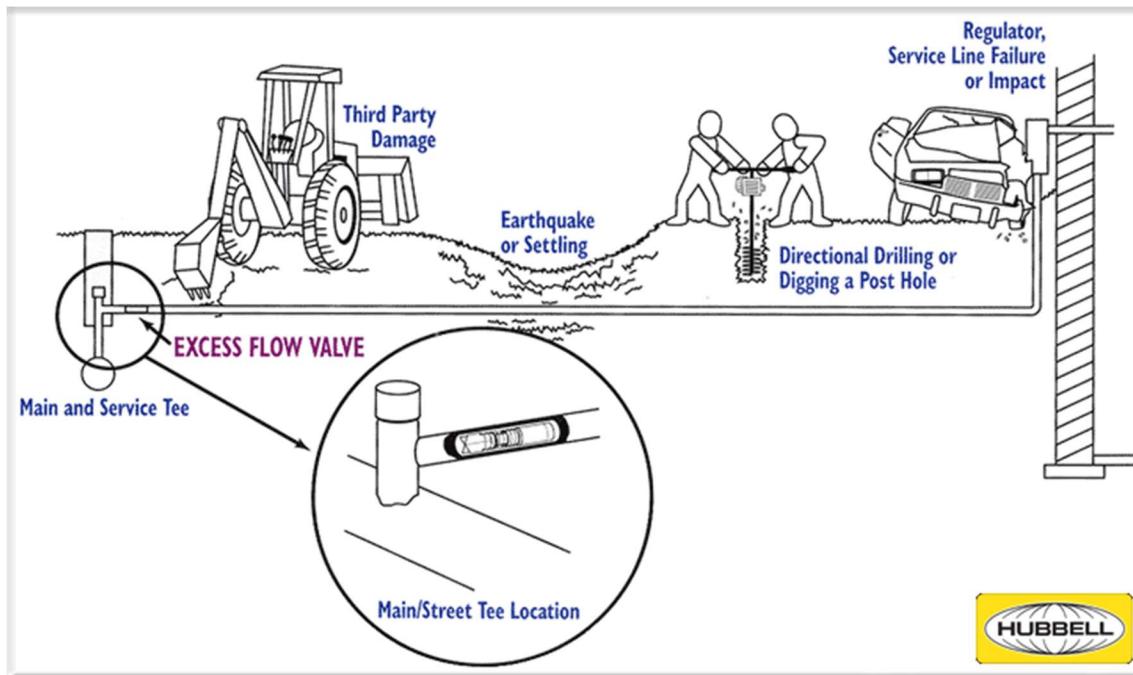


## Excess Flow Valve Notification for Residential Customers

As required by the U.S. Department of Transportation (DOT), you are hereby notified that an excess flow valve (EFV) which meets the minimum DOT performance standards is available for installation on your natural gas service line.

### What is an Excess Flow Valve (EFV)?

An Efv is a safety device inside the service line that shuts off the flow of natural gas in the case of excess flow traveling through the line. The excess in gas flow can be caused by a break in the service line from ground movement, natural disasters, and third party damage.



### How does it work?

A spring pushes a valve open against the oncoming gas flow. The device senses changes in pressure, the spring forces the valve closed, minimizing the flow of gas. EFVs are designed so that when you turn on your gas appliances, the gas flow isn't enough to push the valve shut, however if the line is damaged there is enough flow to close the valve. After the EFV activates, the gas pressure continues pushing on the valve, keeping the valve closed until the correct pressure is restored by the City. When the line is repaired and service is restored, the valve automatically resets itself.

Installation of an EFV will NOT protect against customer appliance gas leaks, small service line punctures or gas meter leaks. An EFV will not activate if there is a line break inside the home after the meter. An EFV may not protect against damages caused by natural disasters.

### Installation of an Excess Flow Valve

Excess flow valves have been installed on all new residential services since 2006. If you do not have an EFV on your service line, the City of Monroe will install one at a cost to recover actual labor, equipment, and materials cost. We will be happy to visit your residence and provide an estimate of the cost to install an EFV. The EFV is owned and maintained by the City of Monroe. The cost of normal maintenance will be the responsibility of the City. If EFV failure is a result of customer's actions, the customer will be responsible for the cost of repair/replacement of the EFV.

Existing service line customers who desire an EFV on service lines not exceeding 1,000 SCFH and who do not qualify for one of the exceptions in CFR 192.383 (c), may request an EFV to be installed on their service lines. If an eligible service line customer requests an EFV installation, the City must install the EFV at a mutually agreeable date once payment has been received. Please contact Energy Services at 704-282-4600 and ask for an estimate for the installation of an Excess Flow Valve.