

## Voluntary Use of Excess Flow Valves (EFVs)

Graham County Utilities(GCU) natural gas customers who meet certain conditions may request the installation of an excess flow valve (EFV), a device designed to automatically shut off the flow of natural gas if a natural gas service line is damaged during construction, digging or in other circumstances.

Natural gas service lines connect gas mains (usually located underground in roadways, easements or rights-of-way) to service meters on customers' property. Restricting gas flow after service line damage could reduce the likelihood of property damage or injuries caused by leaking gas. However, EFVs will not protect against gas leaks involving indoor appliances, small service line punctures, service meter leaks or other service line leaks that would not allow enough gas to escape in order to activate the EFV.

Natural gas customers may be eligible to request an EFV installation if the volume of natural gas consumed does not exceed 1,000 standard cubic feet per hour (SCFH) and if they do not qualify for exceptions in U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration regulations (49 CFR Part 192.383(c)).

Current GCU customers are not required to install an EFV. Customers who choose to install an EFV on an existing gas service are responsible for the entire cost (\$300 to \$1,000) of the installation (excluding the EFV) and may be responsible for future maintenance or replacement costs. 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) however; Industry experience is that EFVs rarely malfunction.

GCU makes no warranties for continued proper EFV operation under any circumstances, or during conditions in which the valve inadvertently closes during system use.

If an eligible customer requests an EFV installation, GCU will provide a cost estimate and perform the work at a time convenient for both the company and the customer. These costs can vary greatly depending on location and other factors determined by a GCU representative at the time of the estimate.

NOTE: 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.

Please contact: Wes Reidhead at Graham County Utilities (928) 485-8667 for questions concerning EFVs and/or installation estimates.

Friendly Reminder: Please call 811 at least two (2) working days excluding weekends and holidays to have utilities marked prior to any excavation on or near your property; damaged utility lines can become very costly and dangerous to you, the public and utility employees. **If you or others smell the rotten egg odor of natural gas please call (928) 485-2451 or 911 immediately.**