

NOTICE TO ALL FREMONT NATURAL GAS CUSTOMERS
April 14, 2017

Beginning April 14, 2017 a new regulation requires all natural gas utilities to notify customers about excess flow valves (EFV) and to install an EFV if the customer requests one.

Customers may request that the City of Fremont/Department of Utilities (DU) install an excess flow valves (EFV) on the gas line to the customers' property. EFVs are mechanical shut-off devices that can be installed in the natural gas service line, which is the gas pipe running to the gas meter at the property. An EFV is designed to shut off the flow of natural gas automatically if the service line breaks, such as 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.

If a customer notifies the DU that an EFV is requested, the Gas Department will contact the customer to set up a mutually agreeable date when an EFV will be installed on the customer's service line.

EFVs are not designed to close if a leak occurs beyond the gas meter (on home piping or appliances). EFVs also may not close if a leak on the service line is small.

If the customer adds additional gas appliances, such as a pool heater or emergency generator, the additional gas flow may cause the EFV to close.

The customer will be billed for the cost of installing the EFV. The average installation cost is typically between \$250 and \$500, but the actual installation cost will depend on the difficulty of the installation. The DU will inform the customer of the actual cost before the customer makes the final decision regarding the installation of an EFV.

If it becomes necessary to maintain or replace the EFV on a customer's service line, the customer will be billed for the cost of replacing the EFV. Replacing an EFV may cost between \$250 and \$500, but the actual replacement cost will depend upon the difficulty of the replacement.

EFV replacement may be necessary if a customer adds 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.

EFVs cannot be installed on some service lines due to high gas flow, low pressure, or other factors. If a customer requests an EFV, the DU will inform the customer if the

service line cannot accommodate an EFV. For an estimate to have an EFV installed, DU customers may contact the Service Department at 402.727.2613 during regular business hours (Monday through Friday, 7:30 a.m. to 4 p.m.).

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

