



## **CUSTOMER NOTICE EXCESS FLOW VALVES**

Customers may request the installation of an EFV on their service line at their expense.

Customers that request to have an EFV installed will be responsible for the cost of installation, with estimates paid prior to installation, beginning at \$1,000.

**If you would like to learn more or request information to determine if your service line is suitable for an EFV installation, please call our customer service representatives at 1-800-834-2070.**



**If your natural gas meter piping has a round saucer shaped piece of equipment (regulator) similar to the one on the left side of the picture above, your service may be eligible for an EFV.**



**1-800-834-2070**



**[www.mountaineergasonline.com](http://www.mountaineergasonline.com)**

## CUSTOMER NOTICE

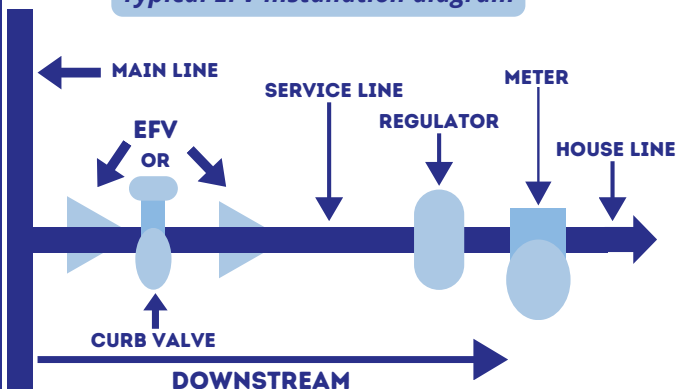
### EXCESS FLOW VALVES

Mountaineer Gas Company (Mountaineer) provides and maintains safety measures that protect your home and neighborhoods from unexpected changes in natural gas flows. One of those measures is an Excess Flow Valve (EFV) installed on new and renewed gas lines that supply gas to homes and some businesses. The device is designed to automatically restrict the flow of gas to your home if the natural gas line is damaged or broken.

As Mountaineer installs new gas pipelines throughout the system as part of our pipeline improvement program, EFVs are installed on service lines that meet operating conditions for an EFV. Customers that may be eligible for EFV installation include those whose service lines:

- Have a meter load that does not exceed 1,000 SCFH (standard cubic feet per hour: 1000 SCFH=1 MCFH) as determined by Mountaineer.
- Operate at a pressure of 10 PSIG (pounds per square inch) or greater throughout the year (a high pressure line may be indicated by additional devices (regulators) attached immediately adjacent to a customer's meter).
- Have not experienced problems with water or other contaminants in the service line.
- Where installation of the EFV will not interfere with required operations or maintenance activities

#### *Typical EFV installation diagram*



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