

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0631. The following is an example of language that can be used to notify natural gas customers of their right to request the installation of an excess flow valve. Use of this language is voluntary but would comply with federal regulatory requirements. The burden associated with making this notification is estimated to be approximately 1 hour per response, including the time for reviewing the information needed to make this notification. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

As a customer, you have the right to request the installation of an excess flow valve (EFV) on your service line.

An excess flow valve (EFV) could reduce the consequences of a gas leak in the event of a break in the outside service line. EFVs are designed to automatically shut down the gas service to your home or small business and reduce the risk of unrestricted gas flow from a broken line. In accordance with federal regulations, we will install EFVs at no additional charge to customers on all new natural gas service lines and in cases where service lines must be replaced. We will install an EFV on an existing natural gas service line for a cost to the customer of approximately \$XXX - \$XXX, depending on the time and labor necessary for the installation. Installation of a customer-requested EFV will be scheduled for a mutually-agreeable date. We may not be able to install an EFV on service lines that exhibit conditions in accordance with the federal regulations in 49 CFR192.383 (e)(4) that would prevent the safe operation of the pipeline.

Customers may incur additional future costs for maintaining and replacing an EFV. [If known: These maintenance costs will be approximately \$X - \$X per time period]

For more information about EFVs, or if you want an EFV installed on your existing residential service line, call our Customer Service department.