



Harriman Utility Board  
P.O. Box 434  
Harriman, TN 37748

April 7, 2017

Dear Customer,

The Pipeline and Hazardous Materials Safety Administration (PHMSA) has issued a new regulation that requires the Harriman Utility Board (HUB) to offer an Excess Flow Valve (EFV) to its existing gas customers. Beginning April 14, 2017, HUB will provide this notification to customers and install an EFV if the customer requests one. Notification will be electronic, via the Board's website at [www.hub-tn.com](http://www.hub-tn.com). The notification will include the following information.

**Potential Benefits of EFV's:**

An EFV is a mechanical shut-off device that can be installed in a service line providing natural gas to the meter. The main purpose of this extra safety device is to reduce the risk of a release of natural gas if the gas service line becomes severed (typically caused by excavation damage) between the point of connection to the main and the meter. An EFV will not prevent or stop leaks that might occur downstream of the meter. 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.

**Initial Installation Costs:**

HUB customers will be billed for the cost of installing the EFV on an existing service line. The average installation cost typically ranges between \$250 and \$750, but the actual cost will depend on the difficulty of installation. This includes all labor, equipment and materials but does not include restoration of grounds disturbed by excavation. We will inform you of the actual cost before you make the final decision that you want an EFV. If you notify us that you want an EFV, we will contact you to set up a mutually agreeable date when we will install an EFV on your service line. HUB customers must supply BTU load information on each gas appliance for us to properly size the device.

**Maintenance of EFV Installation:**

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 also be necessary if the EFV malfunctions (sticks open or closed). Industry experience is that EFV's rarely malfunction. If it becomes necessary to replace the EFV on your service line, HUB will replace the EFV at no cost to you unless the malfunction is a direct result of damage that occurs due to negligence of the customer (such as excavation damage caused by the customer's failure to call TN811 prior to digging).

**Special Conditions:**

EFV's cannot be installed on some service lines due to high gas flow, low pressure, or other factors. If you request an EFV, but your service line cannot accommodate an EFV, we will let you know.

If you would like to have an EFV installed or have any questions, please call our main office at (865) 882-3242.

Sincerely,

**Candace D. Vannasdale, P.E.**  
Manager of GWS Administration & Engineering