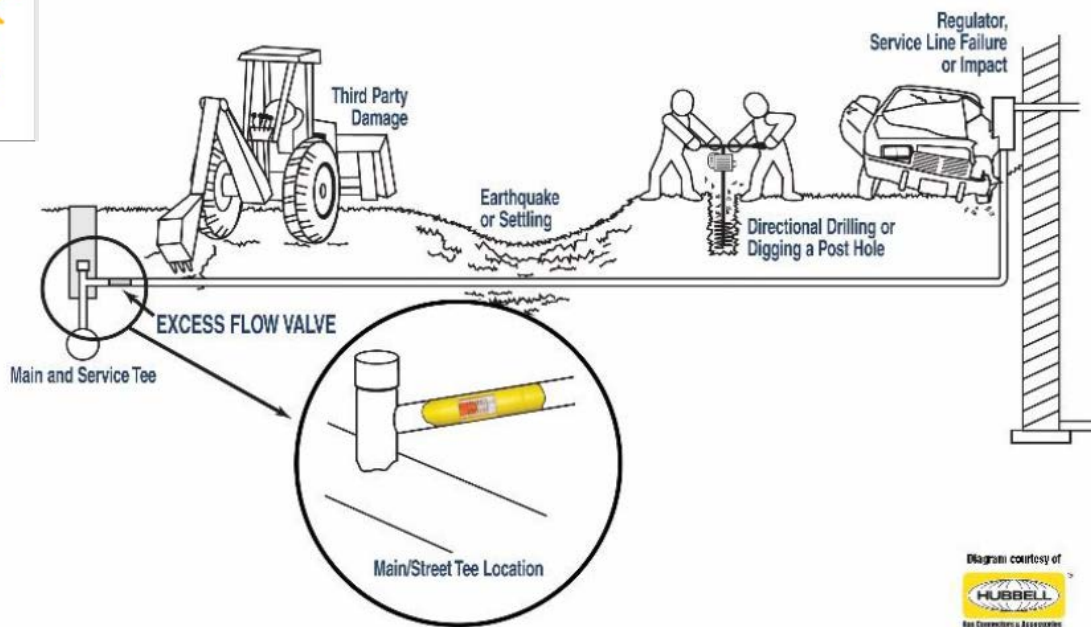




EXCESS FLOW VALVE CUSTOMER NOTIFICATION



A recent federal regulation concerning gas pipeline safety requires all natural gas utilities to notify its customers of their right to request installation of an Excess Flow Valve (EFV). You may request that the City of Boerne Gas Department install an EFV on the gas line to your property. EFVs are mechanical shut off devices that can be installed in the gas piping running to the gas meter at your property (the “service line”). An EFV is designed to restrict the flow of natural gas automatically if the service line breaks, for example, as the result of an excavation accident. Restricting the flow of gas from a broken service line significantly reduces the risk of a natural gas fire, explosion, personal injury and/or property damage.

Please note that EFV’s are not designed to close if a leak occurs beyond the gas meter (on piping or appliances inside your home). EFV’s also may not close if the leak on the service line is small. Also - If you add additional gas appliances like a pool heater or emergency generator (as examples), the additional gas flow may cause the EFV to close.

For more information or If you wish to notify us that you want an EFV installed, please contact City of Boerne Utility Customer Service at 830-249-9511. After you notify us, a City of Boerne representative will contact you to set up a meeting at the service location to review your individual installation to help you make a final decision.

You will be billed for the cost of installing the EFV: the average installation cost is typically \$500-\$1,000, but the actual installation cost will depend on the difficulty of installation. We will provide an estimate of the actual cost to enable you to make the final decision. After the final cost review if you wish to have the EFV installed, we will come to a mutually agreeable date when we will install an EFV on your service line and bill you upon completion. If, at a later date, becomes necessary to maintain or replace the EFV on your service line we will maintain or replace the EFV at no charge.

Please note that City of Boerne began installing an EFV with all new gas services constructed after September of 2008. So if the construction of your home began after that date, your gas service already has an EFV in place and you do not need to take any action as the result of this notice.

EFV’s will not be installed on your service line if:

- The service line does not operate at a pressure of 10 psig or greater throughout the year;
- The EFV could interfere with proper operation or cause loss of service;
- An EFV could interfere with necessary operation or maintenance activities; or
- The capacity of the meter on the service line exceeds 1,000* cubic feet per hour (cfh)

If you request an EFV we will inform you if your service line meets any of these conditions.

*Note: EFVs are available for higher flow rates. City of Boerne Gas Department must install EFV’s on request (after the customer makes the final determination after meeting with a City of Boerne Representative) if the meter capacity is 1,000 cfh or less and none of the other conditions above are present.

**Note: If you do not have City of Boerne Natural Gas service to your home or business at this address, please disregard this notice.