



OPERATING AND MAINTENANCE MANUAL



Customer Notification Pipeline Safety Regulations 192.381 & 192.383

The Federal Department of Transportation is now enforcing a new safety regulation pertaining to "Excess Flow Valves" This new regulation requires us to notify customers that need a new or replaced service line of the availability of an excess flow valve that meets performance requirements in pipeline safety regulation # 192.381. Should the customer desire installation of this device, the customer must agree to pay all associated costs including materials and labor. Currently, the average customer cost associated with the intral installation of an excess flow valve is \$250 00 in addition to the normal service lie charges.

What Is an Excess Flow Valve? An excess flow valve 1s a device designed to restrict gas flow in a customer's natural gas service line by automatically closing if a service line 1s broken, completely cut, or otherwise separated A natural gas service line is the puping form the gas main line to the customer's meter setup Restricting gas flow after a gas service lne is damaged may decrease the potential for property damage and/or injury.

Customer Responsibilities. If a customer request installation of an excess flow valve, and agrees to pay the full cost in advance, the Utility Department will perform the installation The service line will not be installed until the full payment for the excess flow valve is received.

The **customer must** agree to **pay** any and **all future maintenance costs** associated with an excess flow valve including.

- Excavation costs for re-opening valve, valve removal and/or replacement
- Payment and/or landscaping replacement associated with any necessary excavation
- All associated material, equipment, and labor cost

Additional Information:

1. **Installation of an excess flow valve is not mandatory.**
2. An excess flow valve will not protect against the following events
 - Customer appliance gas leaks
 - Small gas service line punctures
 - Leaks on or near the meter setup
3. The City of Carencro makes no express warranty for continued proper excess flow valve operation under normal use conditions and/or false valve closure under any gas system operating conditions.
4. Additional information may be obtained by calling

YES - I DESIRE AN EXCESS FLOW VALVE INSTALLATION ON MY NATURAL GAS SERVICE LINE FOR A COST OF \$250 00 IN ADDITION TO THE NORMAL SERVICE LINE CHARGES.

NO - I DECLINE THE OFFER TO INSTALL AN EXCESS FLOW VALVE ON MY NATURAL GAS SERVICE LINE

Customer Responsibilities. If a customer request installation of an excess flow valve, and agrees to pay the full cost in advance, the Utility Department will perform the installation The service line will not be installed until the full payment for the excess flow valve is received.

NAME _____ DATE _____

ADDRESS _____



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CITY OF CARENCRO NATURAL GAS CUSTOMERS

Customer Notification

The City of Carencro DOES NOT maintain any buried gas piping between the gas meter and the building or structure being served, and therefore, the customer is solely responsible for the maintenance of that buried gas piping. In addition, the City of Carencro does not maintain any gas piping inside any structure or building being served.

You are also advised that:

Un-maintained buried gas piping may be subject to the potential hazards of corrosion and leakage. Customers buried gas piping should therefore be periodically inspected for leaks and inspected for corrosion if the piping is metallic and repaired if any unsafe conditions are found.

Additionally, when excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. Call Louisiana One-Call at 1-800-272-3020 to locate your customer-owned buried gas piping and other buried utility facilities in the vicinity of your excavation. You are also advised that qualified plumbers and heating contractors can assist in locating, inspecting, and repairing customer buried gas piping.

If we can answer any questions regarding this notice, please call 337-896-8481.

Sincerely,

Charlotte Clavier
Mayor



CITY OF
CARENCRO