



Natural Gas Customer Notice

The Clarksville Gas Department is required by CFR 192.16 to advise our customers of certain safety recommendations regarding customer-owned underground natural gas piping.

The Clarksville Gas Department operates our gas system with an emphasis on safety. We are required to design, operate, and maintain our underground natural gas pipeline system in accordance with prescribed federal safety standards. We do not own or maintain any gas piping downstream (customer side) of the meter. Gas piping beyond the meter is the property and responsibility of the customer or building owner. If underground (metallic) gas piping is not properly maintained, it may be subject to corrosion and/or leakage.

Buried gas piping should be periodically inspected for leaks and corrosion (if metallic) and repaired if any unsafe condition is discovered. If excavation is necessary, the piping should be located in advance and any excavation (digging) near the piping performed by hand.

To ensure the continued safe and reliable operation of these lines, the customer (or building owner) is advised to contact a licensed gas plumber or heating contractor to assist in locating, inspecting, and repairing the customer-owned buried gas piping. The Yellow Pages are an excellent source of listings of licensed gas plumbers and heating contractors.

If we can answer any questions regarding this notice, please give us a call at **(931) 645-7400**.

In addition, if you are planning any type of excavation, please call **811** or **1-800-351-1111** at least 3 days prior to the start of your work so that underground utilities can be located.



Revised: March 2017

ADDITIONAL INFORMATION ON REVERSE SIDE



2215 Madison Street
Clarksville, TN 37043

Ph: 931.645.7400
www.clarkvillegw.com

Pipeline and Hazardous Materials Safety Administration (PHMSA) NOTICE

Excess Flow Valve (EFV) in Gas Distribution Systems 49 CFR 192.383(a)

Effective April 14, 2017 Federal natural gas safety regulations require the installation of an Excess Flow Valve (EFV) on all new or replaced natural gas service lines to residential and small commercial customers whose total appliance load is no greater than 1,000 cubic feet per hour. The regulations also allow certain existing residential and small commercial customers to request the installation of an EFV on their natural gas service lines.

An EFV is a safety device designed to significantly reduce the flow of natural gas in a service line that has been broken between the gas main and gas meter. The decreased flow of natural gas reduces the risk of personal injury and property damage that could occur if the escaping gas ignites. However, an EFV is not designed to protect against minor gas leaks on the service line or gas meter, or any leak on customer piping inside a home or business.

The illustration shows some typical causes of broken service lines, including excavation damage. Remember – the best prevention against damaging your service line is to have all below ground utility lines marked before digging. This free service is available by calling **Tennessee811 at 1-800-351-1111 or 811.**

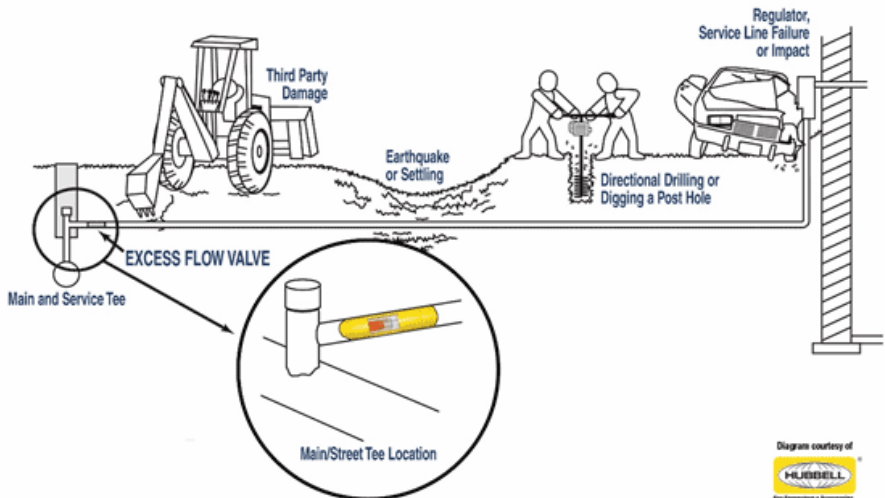


Diagram courtesy of
HUBBELL
Smart Technology & Solutions

Current residential and small commercial customers, whose total appliance load is no greater than 1,000 cubic feet per hour (approximately 1,000,000 BTU per hour), may request CGW to install an EFV in their service line if one does not already exist. Per city code, customers requesting the installation of an excess flow valve will be responsible for the payment of the actual cost associated with the installation of the excess flow valve and cost associated with the maintenance, if any, of the excess flow valve. The estimated minimum cost for installation of an EFV in an existing service line is \$700.00, but the actual cost may be substantially greater depending on the site circumstances or conditions.

If you are interested in having an EFV installed in the service to your home or business or would like more information, please contact a CGW representative at 931-645-7400 or email GasandWater@cityofclarksville.com. A CGW representative will research the technical requirements of the EFV for your service line, answer any questions you may have regarding EFVs, and can work with you to establish an estimated time for installation.

ADDITIONAL INFORMATION ON REVERSE SIDE