



Dear Valued Customer,

Due to a recent regulation requirement from the U.S. Department of Transportation, all natural gas distributors, such as Glenwood Energy, must notify their customers on the availability of excess flow valves (EFV) and their right to request them. An EFV is a connection to the customer's service line that is designed to automatically restrict the flow of gas to his/her home in the event of a major gas leak or break in the service.

The EFV will remain open during normal operation and allow a continual flow of gas. However, if the service line is damaged due to some type of excavation, the EFV will automatically restrict the flow of gas, reducing the probability of property damage or injury. Please be aware that an EFV will only restrict the flow of gas when a major leak occurs outside of the home. The valve will not prevent leaks that occur inside the home or small leaks that occur on the outside service line.

The U.S. Department of Transportation requires the installation of an EFV on new or replaced service lines. The installation of an EFV on an existing service is not mandatory. However, Glenwood Energy's customers have the right to request the installation of an EFV on his/her existing service line, but will be installed at the customer's expense.

The installation of an EFV on an existing service will be \$1,200. If, by chance, the EFV would need repaired or replaced any time after the installation, Glenwood Energy will repair or replace the valve with no expense to the customer.

There are certain conditions that an EFV cannot be installed. For example, if the customer load size is greater than 1,000 cubic feet per hour or if the EFV will interfere with necessary operation. Please contact Glenwood Energy at (513) 523-2555 if you would like to have your service evaluated for an EFV installation.