How do you plan to notify customers of their right to request an EFV?

Other Responses Include:

- New Customer Brochures / Safety Information Packages
- Social Media
- Targeted mailings to customers without EFVs

- Website Postings: 92.1%
- Emails: 2.6%
- Ebills: 36.8%
- Bill Inserts: 73.7%
- Other: 23.7%
If a customer requests an EFV, but it is not feasible due to one of the exemptions listed in 192.383(c), do you plan to offer (and install) a service line shut-off valve?

- No, 84.2%
- Yes, 15.8%

Does your company plan to install service line shut-off valves when an EFV is not installed on a new or replaced service line due to one of the exemptions listed in 192.383(c)?

- No, 57.9%
- Yes, 42.1%

1 Response = Only on installations of 1,000 scfh or greater.
Does your company consider service line shut-off valves (i.e. curb valves) emergency valves?

- Yes, 10.5%
- No, 89.5%
Does your company currently inspect service line shut-off valves (i.e. curb valves)?

No, 71.1%

Yes, 28.9%

If, “Yes” at what frequency?

• Annually
• Annually, if...
  • Inside Meter + Shut-off Not Accessible
  • Meets high risk criteria
  • Below grade valves on service lines to public buildings where there is not an accessible above grade valve
• With leak survey
• Per state regulatory requirements
On which service line shut-off valves does your company intend to perform the accessibility & maintenance requirements in 192.385(c):

- **All Existing & Future**: 13%
- **Only those installed after the Effective Date**: 16%
- **Only those installed after the Effective Date, on services w/o an EFV**: 53%
- **Other**: 18%

**Other Includes:**
- Installed after the Effective Date on HP services without an EFV & meter capacity greater than 1,000 scfh
- Installed after the Effective Date and meet certain risk criteria
- Only customers that meet high risk criteria (hospitals, churches, etc.)
What type of maintenance does your company intend to perform as "regular scheduled maintenance" per 192.385(c)?

- Other, 21.1%
- Operating (Cylcing / Turning) the Valve, 28.9%
- Valve Key Accessibility, 73.7%
- Locate, 68.4%

Other Includes:
- Awaiting PHMSA guidance
- Valve box leak survey
- TBD
Does your company intend to perform "regular scheduled maintenance" on valves considered to be "maintenance free" by the manufacturer?

Yes 47.4%

No 52.6%

If yes, at what frequency do you plan to perform the maintenance?

- Annually 26.3%
- Every 3 Years 21.1%
- Every 5 Years 47.4%
- Greater than 5 Years 5.3%
Does your company intend to perform "regular scheduled maintenance" on valves where the manufacturer does not specify "regular scheduled maintenance requirements"?

- Yes: 50.0%
- No: 50.0%

If yes, at what frequency do you plan to perform the maintenance?

- Annually: 21.1%
- Every 3 Years: 31.6%
- Every 5 Years: 47.4%
If the manufacturer does not specify a frequency for "regular scheduled maintenance", at what frequency does your company plan to perform the maintenance?

- Annually: 10.5%
- Every 3 Years: 26.3%
- Every 5 Years: 31.6%
- Greater than 5 Years: 31.6%
If the valve manufacturer references 192.747 in their maintenance requirements, does your company plan to treat that service line shut-off valve as an emergency valve and perform "regular scheduled maintenance" annually, not to exceed 15 months?

- Yes: 21.1%
- No: 78.9%
Has your state provided any implementation guidance or compliance expectations for 192.385?

- Yes: 2 Companies
- No: 17 Companies