



# AGA Webinar: PHMSA's EFV Final Rule

*EFV Customer Notification & Cost Recovery*

February 13, 2017



# EFV Rule Implementation Vectren

2/13/17



Safety Is...

## Current State

- Vectren began installing EFVs on new multi-family and small commercial services in 2014

## Future State (effective date of rule)

### Notification

- Primary notification via Vectren.com
- Additional messaging to be developed and targeted to eligible customers
  - Outbound call
  - Email
  - Social Media

### Request Process

- EFV requests will route to Vectren Call Center
- FAQ scripts being developed for reps
- Warm transfer to New Business Center

## Planning and Installation

- New Business Center will process EFV request similar to other service requests (new, relocation, etc.)
  - Obtain customer information
  - Confirm eligibility
  - Follow up call to confirm EFV request
  - Forward request to Construction
- Field Operations will plan, schedule, and complete EFV installation using new service work processes and resources
- Work volume in New Business Center and Field Operations will be closely monitored and adjusted as needed

## Costs

- No customer charge
- Vectren is evaluating accelerated cost recovery with existing rate methods



**SOUTHWEST GAS CORPORATION**

**EFV Rule Implementation**



# **SOUTHWEST GAS CORPORATION**

## **Existing Company Policy Highlights:**

- All new or fully replaced services
  - Single/branch residential, and multifamily services up to 5,500 CFH
  - Small commercial no greater than 1,000 CFH
- Install an EFV on single and multifamily anytime the main-to-service connection is affected
  - Upsize service as needed to accommodate a properly-sized EFV
- EFV customer notification
  - Installation of an EFV may be requested at any time
  - Applicant/customer bears the full cost of installation



# SOUTHWEST GAS CORPORATION

## Southwest's New Policy:

- All new and fully replaced services or in situations where the service-to-main connection is affected
  - Install EFV - up to 5,500 CFH capacity
  - Increases our safety profile while minimizing the installation of Service Line Shutoff Valve (SLSV)
- SLSV Installation and maintenance
  - Based on use of EFVs up to 5,500 CFH, installation is typically on 2" and larger service lines
  - Inspection/ maintenance requirement of "once every three calendar years" for SLSVs installed on or after April 14, 2017
- Customer notification and "rate setter" considerations
  - *Co-pay option in Nevada, status quo in Arizona & California*

# CenterPoint Energy

## Excess Flow Valve Language



# Excess Flow Valve communication on internet site



## Excess Flow Valves

An optional device for most CenterPoint Energy customers

CenterPoint Energy can install excess flow valves on your natural gas service line (the underground line that runs from the main line to the meter).

- Excess flow valves significantly reduce or completely shut off the flow of natural gas if a natural gas service line becomes damaged. However, they do not protect against leaks beyond the meter assembly (house piping).
- When activated, an excess flow valve may prevent the buildup of natural gas and lessen the possibility of a natural gas fire, explosion, personal injury and/or property damage.
- The average cost to CenterPoint Energy customers requesting the excess flow valve installation is expected to be \$800, but the actual installation cost varies depending on the difficulty of the installation.
- Due to operating characteristics and limitations, in some instances, excess flow valves cannot be installed. Each situation will be evaluated upon request.



Learn more about installing excess flow valves through our [frequently asked questions](#) section.

- Sent annually to customers
- Being reviewed based on proposed rule
- Began in 2010

## **CENTERPOINT ENERGY provides information on excess flow valves**

An excess flow valve is a device that can be installed by CenterPoint Energy on your home's natural gas service line (the underground line that runs from the main line to the meter). Excess flow valves are designed to permit normal operation of a service line, but automatically shut off or significantly restrict natural gas flow when the flow exceeds prescribed limits, such as when a service line is damaged due to excavation or other similar activity. When activated, an excess flow valve may prevent the buildup of natural gas in the service line and lessen the possibility of a natural gas fire, explosion, personal injury and/or property damage. However, they do not protect against leaks beyond the meter assembly (house piping).

Federal law requires the installation of an excess flow valve on a newly constructed natural gas service line. Where excess flow valves are not required by law, it is the customer's option to install the device at his or her expense.

The cost to install an excess flow valve varies depending upon the difficulty of installation. Due to operating characteristics and limitations, in some instances, excess flow valves cannot be installed on existing service lines. Each situation will be evaluated upon request. To find out if your home currently has an excess flow valve installed or to learn more about having an excess flow valve installed at your expense, please contact CenterPoint Energy.

Learn more about installing excess flow valves through our frequently asked questions section by visiting **[CenterPointEnergy.com](http://CenterPointEnergy.com)**.

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AGA's EFV Webinar –  
Customer Notification of  
Right to Request an EFV

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February, 13<sup>th</sup> 2017

# Customer Notification Methods

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- Initial Notification:
  - Notification will be posted on the company website by April 14<sup>th</sup>.
- Ongoing Notification:
  - Safety Message referencing the notification will be issued by mid-2017.
    - Once a year, the Monthly Safety Message will remind customers to view the notification on the company website;
    - Online Billing – The link to the Safety Message on the E-billing will lead to the notification.
    - Paper Billing – A hard copy of the notification will be included with the paper bill.
  - New customers sign-on safety package will include the notification by mid 2017.

# Notification Outline

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- What an EFV can do:
  - ...automatically restrict the flow of natural gas when (1) a service line is severed by contractor or home owner and (2) the service line is severed to a point where the flow of gas exceeds the rated flow of the device.
- What an EFV cannot do:
  - ... activate when there is an earthquake. An EFV is different from an earthquake valve.
  - ... protect against leaks on the service line or gas meter, such as those caused by corrosion, loose fittings, etc.
  - ... protect against leaks beyond the gas meter (e.g. leakage on gas fuel piping in the house and appliances, etc).

# Notification Outline (continue...)

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- **Eligibility:**
  - With few exceptions, most residential and small commercial customers are eligible, subject to review for system and EFV constraints.
- **Potential Safety Benefits:**
  - Avoid blowing gas from a severed service line when a service line is inadvertently dug into by a home owner or a contractor.
- **Additional Message:**
  - Call 811 for locate, when excavating.
  - Call if upgrading or adding gas equipment that may significantly increase your gas usage, to avoid device false tripping.
- **Payment:**
  - Final decision of payment responsibility has not been made.
  - For now, customers will be responsible for the installation cost per the company tariff.