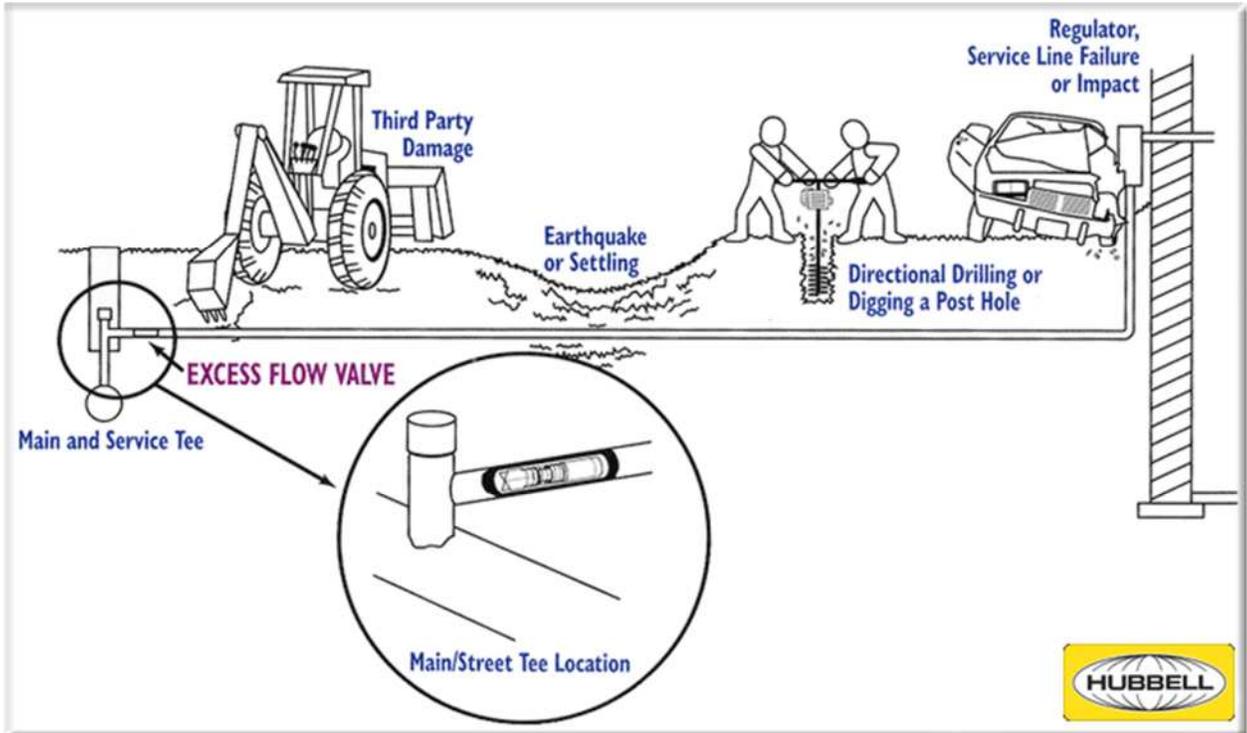


1. What is an excess flow valve?

An excess flow valve is a device that can be installed on your natural gas service line to restrict the flow of gas if damaged, which reduces the risk of property damage and/or injury.



2. Who will install the excess flow valve?

Sycamore Gas Company will install the excess flow valve.

3. Why do I have to pay for the excess flow valve?

Federal law requires installation on all new or replaced service lines; it does not require installation of excess flow valves on existing service lines.

4. Why do I have to pay for something that will make my gas service safer?

This is not mandatory, but you have the right to request and EFV. This protection device is in addition to the "CALL 811 Before You Dig" initiative. If you are ever digging or excavating you should always call 811 to avoid damaging your service line.

5. How long will I be without gas? Do I have to be home during the installation?

Installation will take roughly 4 hours, you do not have to be home during the installation, but after it is completed we will need someone available to provide access for we can relight your appliances. If you are not home, we will leave a notice on your door to contact us.

6. Where does the excess flow valve go?

The excess flow valve is installed on the service line (the underground line running from the street to the meter) as close as possible to the main natural gas line.

- 7. How do I know if an excess flow valve can be installed at my house or business?**
Sycamore Gas will evaluate your property upon request. There are some situations due to flow, operation, or location that an EFV cannot be installed.
- 8. Does the valve ever need replaced/repaired? Will I have to pay for that?**
The excess flow valve is designed to not need replaced/repaired. Instances where the valve does, Sycamore Gas will replace the valve at no additional cost to the customer.
- 9. Does my property already have an excess flow valve?**
Please contact Sycamore Gas to determine this answer.
- 10. Does an excess flow valve protect against all types of leaks?**
No. An EFV will only restrict the flow of gas when a major leak occurs outside of the home. The valve will not detect or prevent leaks that occur inside of the customer's home, or even small leaks on the outside service line.
- 11. If I move do I get to take the valve with me?**
No, the excess flow valve is incorporated into the natural gas distribution system and becomes property of Sycamore Gas upon installation.
- 12. Can you install the excess flow valve in my house?**
No, this excess flow is designed to protect your outside underground service line. Excess flow valves for appliances are available, contact a licensed plumber for information on these products.
- 13. If I have a pool heater/ generator, can I still request an excess flow valve?**
Pool heater and generators can require excessive load. Your property would need to be assessed to determine if the excess flow valve will operate properly.
- 14. Is there a deadline to request an EFV?**
No, you can request to have an EFV installed at anytime.
- 15. How long will it take to have my excess flow valve installed once my payment is received?**
Once Sycamore Gas has received the approval for the cost associated, we will schedule the work and inform you on the expected installation time. This can vary based on current work load.
- 16. How much will it cost me to have an excess flow valve installed at my home or business?**
The installation cost will vary, depending on the difficulty of installation; however, we anticipate the average cost to be \$2000.