

## Excess Flow Valves



Peoples provides and maintains safety measures that protect your home and neighborhoods from unexpected changes in natural gas flows. One of those measures is an Excess Flow Valve (EFV) installed on new and renewed gas lines that supply gas to homes and some businesses. The device is designed to automatically shut off the flow of gas to your home if the natural gas line is damaged or broken.

As we install new gas pipelines throughout the system as part of our pipeline improvement program, EFVs are installed on service lines that meet the operating conditions for an EFV. The Company must install an EFV at a mutually agreeable date if the customer is eligible for an EFV. Customers that may be eligible for EFV installation include those whose service lines:

- **Have a meter load that does not exceed 1,000 SCFH (standard cubic feet per hour: 1000 SCFH = 1 MCFH) as determined by the Company.**
- **Operate at a pressure of 10 PSIG (pounds per square inch) or greater throughout the year (a high pressure line may be indicated by additional devices (regulators) attached immediately adjacent to a customer's meter).**
- **Will not have experienced problems with water or other contaminants in the service line.**
- **Where installation of the EFV will not interfere with required operations or maintenance activities.**

If the Customer requests installation of the excess flow valve and the Company has not scheduled the location for a service line replacement or a new service line, or the Customer requests the installation prior to the Company's scheduled installation time, the Customer shall be responsible for the estimated cost of the materials and installation to be paid prior to installation. Customers that request to have an EFV installed will be responsible for the cost of installation with estimates beginning at \$2,100. If you would like to learn more or request information to determine if your service line is suitable for an EFV installation, please email us at [EFV@peoples-gas.com](mailto:EFV@peoples-gas.com). You can also call us at **1-866-358-1735**.



## EMERGENCY SERVICE 1-800-400-4271

Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

**Please use this number only in an emergency.**



## Ask to See ID

Remember to always ask to see ID when a Peoples service employee visits your home.

To give you peace of mind, Peoples requires all of its customer service employees to wear photo identification. If you don't see it when one of our employees comes to your home, ask for it. Our employees will gladly show you their photo ID.

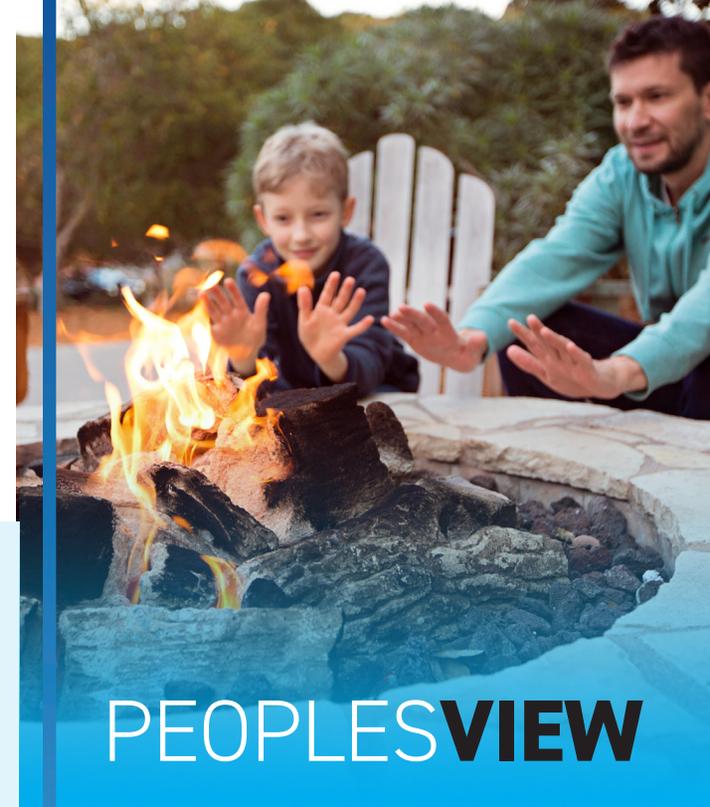
ALL Peoples employees carry an ID card with their name, photo and the Peoples logo. Also, look for a vehicle with the Peoples logo. Please contact customer service at **1-800-764-0111** with any questions or concerns.



**1-800-764-0111 • peoples-gas.com**

Individuals with Hearing Loss  
Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

 @PeoplesNatGas  @Peoples



# PEOPLESVIEW

## Make Your Backyard The Place To Be This Summer

MAY 2023



[www.peoples-gas.com](http://www.peoples-gas.com)



Call 811 Before You Dig. It's a Free Call to 811 and It's the Law!  
[www.call811.com](http://www.call811.com)



## MAKE YOUR BACKYARD THE PLACE TO BE THIS SUMMER

Natural gas appliances are an easy and creative way to enhance your backyard and make it the place to be this summer! Natural gas appliances can upgrade your outdoor experience by offering greater convenience while providing savings.

- **Natural gas grills, ranges, and pizza ovens create instant, evenly distributed heat. Plus, you never have to worry about running out of propane or the power going out.**
- **Natural gas fire pits, patio heaters, and natural gas lamps add ambiance and comfort to your outdoor living space.**
- **Just like water heaters, natural gas pool heaters help you save money! A high-efficiency gas pool heater can be up to 95% efficient and will heat the water quickly while maintaining the temperature regardless of the weather outside.**

You can customize your backyard patio or outdoor space to your taste. With such a variety of styles, sizes, and models, your outdoor living space can become your oasis.

If you're looking to build the ultimate backyard patio, natural gas appliances are the clear choice. You can create your signature style and save money. And best of all, you can kick back, relax, and enjoy *Summer*.

## Keep Meters Clear

Please remember that your natural gas meter must be accessible to read in case of emergency. Keep a three-foot clearance in front of your meter with grass and bushes trimmed back so the dials and safety valve are visible.

**You can keep yourself and our meter readers safe by following these simple guidelines:**

- **Keep bushes** and poisonous plants trimmed back so the dials are visible to read. If we can't get close enough to read the meter, we will estimate your bill.
- **Call 811** to have underground utilities marked before digging.
- **Do not drape** hoses on or tie pets to the meter.
- **Plant trees, shrubs and plants** far enough away for future growth to allow space for routine and/or emergency maintenance work, and to prevent roots from damaging your gas service line.
- **Do not obstruct the meter** or regulator (if applicable) with boxes, vehicles, a deck, or other equipment which would impact the ability to service the meter.
- **Be careful** when mowing or weed-whacking around the meter.
- **Do not attempt** to service or maintain a meter yourself.

## What's that Smell?

Although the natural gas delivery system is extremely safe, leaks do occur on occasion, but they usually can be detected:



### By Smell

Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

### By Sight

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

### By Sound

Natural gas leaks may make a hissing or high-pitch whistling noise.

**If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-400-4271.**



**DEFINED:** A cross bore is defined as the intersection of an existing underground utility or underground structure by a second utility installed using trenchless technology. This results in an intersection of the utilities, compromising the integrity of either or both utility or underground structure.



### Why Looking for Cross Bores is Important:

In rare cases, a gas pipeline could cross through a sewer pipe. If a plumber unknowingly strikes a gas line while cutting through a sewer blockage, natural gas could enter the sewer system. We want to prevent this from happening.



### Why Utility Lines Can Cross Through Sewer Lines:

When a new utility line (gas, electric, telephone, or cable television) needs to be installed in an urban area, it's very common for utility providers to dig horizontally underground (called directional boring). Since this installation method does not involve digging a trench, it avoids damage to sidewalks, patios, landscaping, and existing utility lines marked by 811 Call Before You Dig. However, the directional bore may unintentionally penetrate an existing sewer, drain or conduit.



### Cleaning Out Sewers Could Cause a Hazardous Situation:

This can happen when sewer laterals are cleaned using mechanical purging equipment (roter). This equipment has the ability to damage buried utilities. Collapsed sewer walls can also cause the roter equipment to be misdirected outside of the sewer, bringing the equipment dangerously close to other buried utilities. Be safe. If you have a sewer blockage, please ask your plumber to always assume that obstructions could involve a cross bore.

For more information or with any concerns, please contact Peoples at 866-863-6266, or e-mail us at [damageprevention@peoples-gas.com](mailto:damageprevention@peoples-gas.com). You can also visit [peoples-gas.com/crossbores](http://peoples-gas.com/crossbores) for more information on safety precautions.