****

**NATURAL ENERGY UTILITY CORPORATION**

**2560 HOODS CREEK PIKE**

**ASHLAND KY 41102**

**606-324-3920**

**CUSTOMER’S RIGHT TO REQUEST AN EXCESS FLOW VALVE (EFV)**

As a customer of Natural Energy Utility Corporation, I understand I have the right to request an excess flow valve (EFV) be installed on my service line. The purpose of an EFV is to shut off gas flow if the service line is ruptured thereby reducing the risk of fire damage and injury. For maximum benefit, EFV’s will be installed as close to the main as possible. There are costs associated with maintaining and replacing an EFV that may be the responsibility of the customer. You will be notified before installation if you will incur an additional charge and what the cost will be. An EFV will be installed at a mutually agreeable date as long as the following conditions do not exist:

1. The load does not exceed 1,000 SCFH,

2. The service line does not operate at a pressure of 10 PSIG or greater throughout the year,

3. The operator has prior experience with contaminants in the gas stream that could interfere with the EFV’s operation or cause loss of service to a customer.