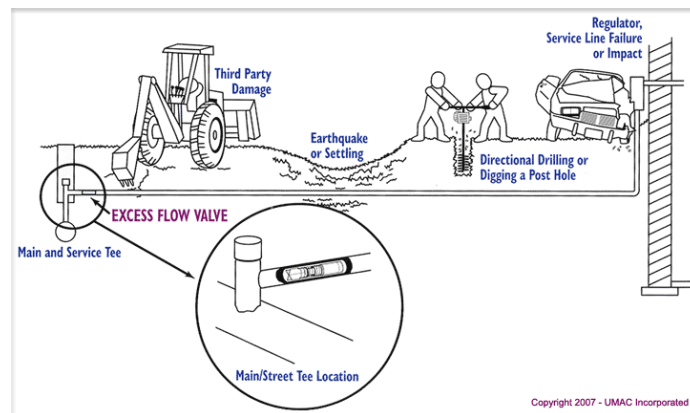




Dear Customer

The US Department of Transportation Pipeline and Hazardous Material Safety Administration has issued a new regulation that requires Carrollton Utilities to offer an Excess Flow Valve (EFV) to its customers. An EFV is an extra safety device that can be installed in a service line providing natural gas to the meter. The main purpose of an EFV is to reduce the risk of a release of natural gas caused by excavation damage to the service line between the point of connection to the main and the meter. An excess flow valve will not prevent or stop leaks that might occur downstream of the meter such as a leak on house piping or appliances. Not every service line can accommodate an EFV.



The installation of an EFV is not a requirement for existing natural gas service lines. However, at the request of a Carrollton Utilities customer one may be installed. The installation of an EFV would take one day and would require the excavation of the service line. If you would like an EFV installed in your service line, your cost is \$200. This includes all labor, equipment and materials but does not include restoration of grounds disturbed by excavation. If it becomes necessary to replace the EFV on your service line in the future, we will replace the EFV at no charge to you.

Sincerely

Carrollton Utilities