

IAMU Procedure M-6: Customer Owned Piping Notification

NOTE: For the additional information and specific requirements of a customer owned piping notification, see O&M Requirements & Recommendations Division 2.7.

- 1) If the operator does NOT maintain customer owned piping (piping downstream of the meter set), the operator must notify each customer, in writing, of their responsibility to maintain their own piping. This notice must be distributed to the customer within 90 days of when the customer first receives service.
- 2) See example below of Customer Owned Piping Notification which can be downloaded at www.iamu.org and modified for your own use.

Customer Owned Piping Notification

As your natural gas distributor, Sioux Center Municipal Utilities, in accordance with federal regulations, wishes to make you aware of certain safety recommendations regarding your underground natural gas piping.

Sioux Center Municipal Utilities operates our gas system with an emphasis on safety. We are required to design, operate and maintain our underground natural gas pipeline in accordance with prescribed federal safety standards. The gas system does not maintain the gas piping that is customer owned. Customer owned piping is any piping that is located after the utility owned gas meter. These lines feeding a structure or a gas burning appliance are the responsibility of the customer who owns that piping. If the buried pipe is not properly maintained, it may be subject to corrosion (if the piping is metallic) and/or leakage. To ensure the continued safe and reliable operation of these lines, the buried piping should be periodically inspected for corrosion and checked for leaks. If any unsafe condition is discovered at any time, repairs should be made as soon as possible.

Before any excavation, One-Call must be notified and all utilities marked. When excavating within 18 inches of a buried gas line, excavation should be done by hand, being careful not to damage the buried pipe. You (or the building owner) are advised to contract a licensed plumber or heating contractor or possibly the gas operator to assist you in locating, inspecting and repairing your buried gas piping.

If we can answer any questions regarding this notice, please give us a call at 712-722-0761.

Sincerely: Matt Dykstra

Title: Gas Department Supervisor

Record Requirements:

- 1) A record must be kept of those customers who received the notice over the previous 3 years. The Customer Owned Piping & EFV Notification Record or other company approved document may be used as a record retention document.
- 2) The most current copy of the notice must be available for Federal or State inspections.

IAMU Procedure M-7: Excess Flow Valve (EFV) – Right to Request

NOTE: This does NOT apply to systems that operate below 10 psi throughout the year and the request must come from a customer with an existing service line that does not already contain an excess flow valve. See Division 9.23 of O&M Requirements and Recommendations for specific details.

- 1) Existing service line customers who desire an EFV on service lines not exceeded 1,000 SCFH and who do not qualify for one of the exceptions listed in Division 9.22 of O&M Requirements & Recommendations, may request an EFV be installed on their service line. If an eligible service line customer requests an EFV installation, an operator must install the EFV at a mutually agreeable date. The operator's rate-setter determines how and to whom the costs of the EFV installation are distributed.
- 2) A Customer Notification of Excess Flow Valve Installation may be found in Division 9.23 of O&M Requirements and Recommendations and may be modified for use with the operators' system.
 - a) This notice must be made available to all new customers who sign up for service at a location where the existing service line does not contain an EFV.
 - b) A copy of the current notice in use must be made available for inspection.
 - c) It is also recommended that documentation be kept of those individuals who received the notification. Documentation may be kept on the Customer Owned Piping & EFV Notification Record or other company approved document.

