



NEW CUSTOMER INFORMATION

CUSTOMER NOTICE

Safety is the number one concern at PCUD, so we are sharing this information with you from the United States Department of Transportation (USDOT).

As a PCUD customer, it is your responsibility to maintain the safety of all underground natural gas pipe from your gas meter to your home or business and other locations such as pipe connecting to your natural gas equipment. In addition, your meter must be clear of debris and accessible to our employees at all times.

Periodically, you should have a professional inspect your buried pipe for potential hazards of corrosion or leaks. PCUD suggests calling a licensed plumber or heating contractor to perform this inspection and repair any unsafe conditions immediately. Although this notice is required, USDOT does not mean to alarm you. It's just a reminder that you should get underground pipe inspected periodically to maintain the safety of your home or business.

Please remember pipe should always be located in advance by calling 811. Excavating should be dug by hand when digging near a buried gas pipe.

As always, if you smell natural gas in or around your home or business, **DO NOT** use electrical switches, gas or electric appliances. Leave the area and call 911 or PCUD 24 hours a day, 7 day a week at (865) 426-2888 or (423) 562-2795.

ACKNOWLEDGMENT OF RESPONSIBILITY

If a customer of the Powell-Clinch Utility District ("PCUD") is disconnected for non-payment of the customer's gas bill, the customer will be required to pay all monies due (past and present) on the account and a reconnect fee, prior to restoration of service. If the account is delinquent and not brought current within 30 days, service is subject to termination. After termination, a customer may be required to reapply for service and must pay associated fees and an additional activation fee and/or deposit prior to restoration of service.

Restoration of service is usually scheduled no later than the next business day between the hours of 8:00 am and 3:00 pm. However, the customer has the option of paying an additional charge to restore service after 4:30 pm the same working day. An additional charge will also apply to services restored during holidays and weekends.

ACKNOWLEDGMENT OF RESPONSIBILITY (cont.)

PCUD reserves the right to transfer any and all outstanding account balances owed by one of its customers to any other accounts of that customer. PCUD also reserves the right to discontinue natural or propane gas service if a customer owes a delinquent merchandise balance. Such delinquent merchandise balance must be paid in full, including all reconnection fees, before service will be reconnected.

PCUD is not responsible for mail delivery. The customer's gas bill is due and payable every month. Any change of mailing address information is the customer's responsibility and must be reported to PCUD's office immediately. The amount due on a customer's account can be obtained by calling PCUD's office, during normal working hours, in the event a bill has not been received.

EXCESS FLOW VALVE

You may request that Powell Clinch Utility District (PCUD) install an excess flow valve (EFV) on the gas line to your property. EFVs are mechanical shut-off devices that can be installed in the gas pipe running to the gas meter at your property (the service line). An EFV is designed to shut off the flow of natural gas automatically if the service line breaks, for example, by excavation accident. Stopping the flow of gas from a broken service line significantly reduces the risk of natural gas fire, explosion, personal injury, and/or property damage.



If you notified us that you want an EFV we will contact you to set up a mutually agreeable date when we will install an EFV on your service line. You will be billed \$600 to cover the cost of installing the EFV.

EFVs are not designed to close if a leak occurs beyond the gas meter (on house piping or appliances). EFVs also may not close if the leak on the service line is small.

If you add additional gas appliances, for example, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close. If the additional gas load exceeds the capacity of the EFV, replacement may be necessary.

If it becomes necessary to maintain or replace the EFV on your service line we will maintain or replace the EFV at no charge to you.

EFVs cannot be installed on some service lines due to high gas flow, low pressure, or other factors. If you request an EFV we will inform you if your service line cannot accommodate an EFV.

For your safety always call 811 to have gas lines and other buried utilities marked before allowing anyone to dig in your yard.

CALL 811 BEFORE YOU DIG

What is 811? 811 is the phone number you call before digging to protect yourself and others from unintentionally hitting underground utility lines. There are millions of miles of buried utilities beneath the surface of the earth that are vital to everyday living like water, electricity and natural gas.

811 is the federally designated call before you dig number that helps homeowners and professionals avoid damaging these vital utilities. When you make the free call to 811 a few days before you dig, you'll help prevent unintended consequences such as injury to you or your family, damage to your property, utility service outages to the entire neighborhood and potential fines and repair costs.



Do I need to call 811? Yes! Any type of digging requires a call. Building a deck? Planting a tree? Installing a fence or mailbox? 811 is the number you should call before you begin any project.

Making the call. Call 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local one call center. Tell the operator where you're planning to dig. Your affected local utility companies will be notified about your intent to dig and will send locators to your dig site to mark the approximate location of buried lines with flags or paint.

Remember: Always call 811 before you start any digging project! You can help avoid injury, expense, embarrassment and a very inconvenient day without critical services like electricity, internet or phone.

WHEN CAN I BEGIN MY DIGGING PROJECT?

Wait for the marks! Utilities will mark their buried lines on your dig site. Most locate crews will arrive to mark your dig site with paint or flags within a few days and will make sure you know where to avoid digging so you don't hit buried utilities. Remember the depths of utility lines may vary and there may be multiple utility lines in the same area. Be sure to check your state laws for specific information.

WHAT'S NEXT?

Digging Safely

You called before digging, waited for your lines to be marked, and now it's time to roll up your sleeves and get to work! Make sure to always dig carefully around the marks, not on them. Some utility lines may be buried at a shallow depth, and an unintended shovel thrust can bring you right back to square one – facing potentially dangerous and/or costly consequences. Don't forget that erosion or root structure growth may shift the locations of your utility lines, so remember to **call again** each time you are planning a digging job. Safe digging is no accident!

For more information visit: <http://call811.com>

CARBON MONOXIDE

Nothing is more important to PCUD than the safety of our customers and the communities we serve. Because natural gas is odorless, an odor that smells like rotten eggs is added to help detect even the smallest leaks should they ever occur.

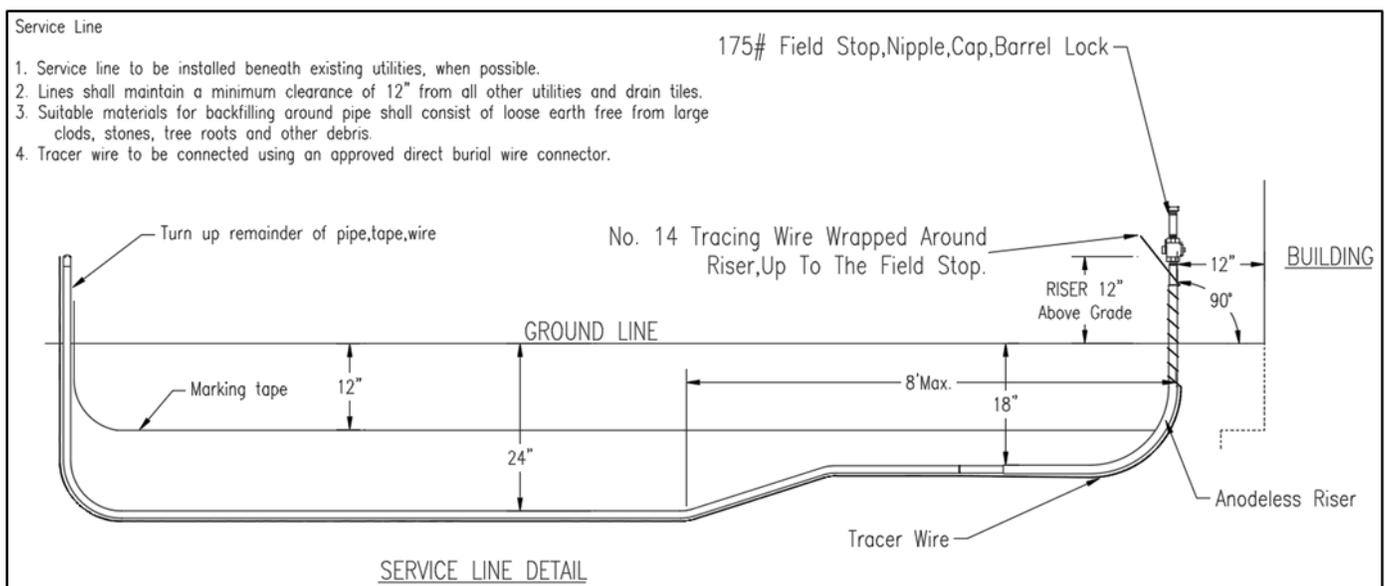


Know the symptoms of CO poisoning. At moderate levels, you or your family can get severe **headaches**, become **dizzy**, mentally **confused**, **nauseated**, or **faint**. Low levels can cause **shortness of breath**, mild nausea, and mild headaches, and may have long-term effects on your health. These symptoms are similar to those of the flu, food poisoning, or other illnesses; you should seek medical attention if these types of symptoms persist.

If you smell the odor of natural gas, (rotten eggs) check to see if any appliances have been left on accidentally or if a pilot light has been extinguished. If the odor continues inside your home, or outside, leave the area immediately then use a neighbor's house to call us.

**In an emergency, you can call PCUD 24 hours a day, 7 days a week:
(865) 426-2822 or (423) 562-2795**

SERVICE LINE DIAGRAM



METER LOCATION DIAGRAM

02/25/2020 Cust_01_02-2020.dwg 1=40

Drawn By: JSM
 Checked By: SCH
 Scale: None
 Date: February 2020
 Approved:
 Residential/Small Commercial Meter Set
 Minimum Setbacks
 POWELL-CLINCH UTILITY DISTRICT
 ROOMY TOP, TN, 37789
 (423)426-2822/(423)562-2795
 Dwg. No. CUST_01_02-2020

