

What is an EFV?

EFV stands for Excess Flow Valve.

What does an EFV do?

When installed on a natural gas service line (the underground line running that runs from the utility's system to the natural gas meter on your home), the EFV is designed to shut off the flow of natural gas automatically if the service line breaks, such as during digging, boring, or other activities. The EFV may help protect against an uncontrolled escape of natural gas, thereby lessening the possibility of a fire, injury, or property damage.

What does it NOT do?

An EFV does not protect against slow leaks, such as those caused by corrosion or loose fittings, nor does it protect against potential leaks in the piping inside your home. It also may not protect against damages caused by natural disasters.

Do I need an EFV?

Federal law has required the installation of EFVs on new and replacement service lines for single family residences since 2010. For customers with an existing service line installed before 2010, an EFV is not required for the normal, safe operation of your service line; it is considered an optional safety measure that could help to mitigate the consequences of a service line failure (i.e. break, rupture, etc.). Customers who want to find out if their home currently has an EFV may call **1-877-776-2427**.

What if I want an EFV on my service line?

Customers with an existing service line installed before 2010 who would like to request installation of an EFV as an additional safety measure may call **1-877-776-2427** to schedule an appointment. PSNC ENERGY must install an EFV at a mutually agreeable date if a service line customer requests installation of an EFV provided that the load does not exceed 1,000 standard cubic feet per hour (SCFH) and that (1) the service line operates at a pressure of 10 psig or greater throughout the year; (2) PSNC ENERGY does not have prior experience with contaminants in the gas stream that could interfere with the EFV's operation or cause loss of service to a customer; (3) an EFV will not interfere with necessary operation and maintenance activities, and (4) an EFV meeting the performance standards in 49 C.F.R. § 192.381 is commercially available.

Who pays for the installation of an EFV?

Because the EFV is an option, the cost of installation (labor and materials) on an existing service is the customer's responsibility, and will generally range from \$500 to \$2,500, depending on what the service line is made of (plastic vs steel), the excavation work required, permitting requirements, etc. For new services, the cost of an EFV is calculated into the overall price of the new service installation. Costs for maintaining and replacing an EFV may later be incurred.

What is involved in installing an EFV on an existing service?

An excavation will be required to uncover the service line and install the EFV. The EFV normally is installed very close to the utility's main gas line, typically near the road and/or property line. There may be instances where an EFV cannot be installed. Each situation will be evaluated upon request.

What else should I know?

- While EFVs may help limit the effect of damages to service lines from excavation, the best way to prevent such incidents is to **call 811** before doing or allowing any excavation work on your property.
- If for any reason you experience an unexpected loss of your natural gas service, call **1-877-776-2427** to report it.