

# **FEDERAL REGULATION**

## **Excess Flow Valves**

### **About Excess Flow Valves (EFVs)**

Natural gas is a safe and reliable fuel. Nevertheless, outside forces such as weather, natural disasters and third-party excavation damage can cause a break in a natural gas service line, which is the underground line that runs from Piedmont Natural Gas' main pipelines to the meter on your premises. An EFV is a mechanical safety device that may be installed on a natural gas service line. It is designed to automatically shut off the flow of natural gas in the service line in the event of a significant break, puncture or severance in the line.

An EFV is considered an optional, additional safety measure that may help mitigate the consequences of a service line break. While EFVs may help limit the effect of damages to service lines from excavation, the best way to prevent such incidents is to always call 811 before performing or allowing any type of excavation work on your property.

Based on federal regulation effective April 2017, customers have the option to request the installation of an EFV at their expense. EFVs cannot be installed on all natural gas service lines as operating characteristics and other limitations may prevent the installation of the device in some circumstances.

### **EFV Installation**

Upon customer request, Piedmont will send a representative to the customer's property to confirm that an EFV can be installed and to prepare a cost estimate. Upon acceptance of the cost estimate and prior to installation, customers will be required to enter into an agreement with Piedmont. The agreement will contain the terms and conditions of installation, including the customer's obligation to pay for all of the

actual EFV installation costs. Piedmont may require a deposit in the full amount of the cost estimate prior to the start of EFV installation work.

Installation work will be scheduled at a mutually agreeable date, subject to approval from permitting authorities, payment arrangements, work crew scheduling and weather conditions.

The EFV installation to be performed by Piedmont requires Call Before You Dig Notification (811), utility marking and soil excavation on or near the property where the existing natural gas service line connects to the natural gas main. Natural gas service to the customer's home or business will be interrupted for a period of time, and the customer must be present for natural gas service to be restored upon completion of EFV installation.

The cost of installing an EFV on an existing natural gas service line will be the sole responsibility of the customer requesting the installation. The cost to install an EFV varies depending on the location and difficulty of the installation; however, on average, the cost to install an EFV on an eligible service line is estimated to be in excess of \$1,000.

## **Contact Us**

To learn more about the option of having an EFV installed on the natural gas service line on your premises, please call 800.752.7504.

*Visite [piedmontng.com](http://piedmontng.com) para ver la versión completa en español.*