Excess Flow Valve Notification

A new federal regulation concerning natural gas pipeline safety requires Northeast Ohio Natural Gas to notify its customers of *their right to request the installation of an Excess Flow Valve (EFV) on their existing natural gas service line.* An EFV is a mechanical safety device installed in a natural gas service line between the natural gas main and the natural gas meter. EFVs minimize or stop the flow of natural gas in the event of a service line break. EFVs will not work properly on all natural gas services; therefore, not all customers qualify for an EFV depending on the customer's natural gas volume requirements and the pressure of natural gas system.

Potential Benefits of an EFV

EFVs minimize or stop the flow of natural gas in the event of a service line break. A potential safety benefit is if an excavator accidentally digs up the natural gas service line and severs the line, the EFV will automatically minimize or stop the flow of natural gas reducing the risk of fire, explosion, injury and/or property damage.

Initial Installation Cost

Many customers already have an EFV installed on their existing natural gas service line. The average cost to install an EFV on an existing natural gas service will be $500.00. The actual cost of the installation of an EFV will be the responsibility of the customer requesting the EFV.

Maintenance of the EFV

Industry experience is that EFV's rarely malfunction. If it becomes necessary to replace the EFV on your natural gas service line, due to a malfunction, Northeast Ohio Natural Gas will replace the EFV at no cost to the customer. If the customer changes their natural gas volume requirements and a different EFV is required, the customer is responsible for the cost.

Requesting an EFV

If you are interested in an EFV or are wondering if you currently have an EFV on your natural gas service line please contact Northeast Ohio Natural Gas:

- Call 440-205-4600 or 1-800-832-6164

If you determine you want an EFV, we will work with you to setup a mutually agreeable installation date.