

Excess Flow Valve Notification

Federal regulations at 49 C.F.R. §192.383(d) regarding gas pipeline safety requires Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities to notify customers of their right to request installation of an Excess Flow Valve (EFV) on their existing gas service line under certain circumstances. An EFV is a mechanical safety device installed inside a gas service line between the gas main in the street and the gas meter. The EFV is designed to minimize the flow of natural gas in the event of a service line break. A potential benefit is, in the event that an excavator accidentally digs up the gas service line, the valve would operate to minimize or shut off the flow of gas.

If the customer's service line operates at a pressure of less than 10 pounds per square inch gauge throughout the year, the customer's service line is exempt from EFV installation. Customers with loads of 1,000 standard cubic feet of gas per hour ("SCFH") or less are eligible for an EFV unless one or more of the following conditions exist: (1) the customer's service line operates at a pressure of less than 10 pounds per square inch gauge throughout the year, (2) the gas company has 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) there is potential for interference with necessary operation or maintenance activities, such as blowing liquids from the line; or (4) an EFV meeting the performance standards set forth in the federal regulations is not commercially available to the gas company.

EFV Conditions & Information

EFVs do not operate on all gas service lines and certain parameters may exist where installation of an EFV is not warranted. Many customers already have an EFV installed on their existing service line. If you would like to determine if you are eligible to have an EFV installed on your gas service line:

- Call Liberty Utilities at 1-800-544-4944; or
- Fill out the online request [here](#).

Installation requires Dig Safe notification and excavation where the existing gas service line connects to the gas distribution main. Gas service will be interrupted to the customer.

Customers may pay a basic installation charge of between \$2,500 and \$4,000. Additional costs may apply based on location-specific installation needs. The Massachusetts Department of Public Utilities ("MDPU") is currently reviewing a request by Liberty Utilities to allow the EFV to be installed without a direct charge to the customer. Customer requests for EFV installations will be scheduled to occur after the MDPU's final decision on payment responsibility, and will be charged in compliance with the MDPU's decision. In the future, additional costs may be incurred to maintain and/or replace the EFV and those costs may be charged to the customer.