

Customer's Right to Request an Excess Flow Valve

An excess flow valve (EFV) is a safety device that can be installed on a natural gas service and is designed to stop gas flow if the service line prior to the meter is severed. EFVs are not designed to shut off the flow of natural gas for low volume leaks or faulty appliances.

Excess flow valves can be installed on a gas service that is operating at 10 psig or greater with a total service load of 1,000 standard cubic feet per hour (scfh) or less. The device should not be installed on a service where the installation may interfere with the proper operation of customer equipment that may require periodic high volume flows.

Excess flow valves are installed on new and replaced services meeting the above criteria. To find out if you have an excess flow valve currently installed on your gas service or to request that one be installed, contact Corning Natural Gas Corporation at 607-936-3755, extension 249. If your service does not currently have an EFV and it is determined that one can be installed, we will schedule the work. There may be a cost to the customer associated with the installation of this EFV. You will be provided an estimated cost prior to the commencement of installation.