

THE CUSTOMER PIPELINE

An Information Source for the Customers of York County Natural Gas Authority



FALL 2015

YCNGA Online Upgraded With More Options

In early August we upgraded our billing and work management software to operate more efficiently and streamline processes. The new system includes more online choices for customers and allows for improved communication in our field operations.

If you've not logged in before, now is a great time to create a new user profile and manage your account online. The YCNGA Online Portal enables you to review your consumption and billing history, set up alerts and choose from a variety of automated payment options with no associated fees. See below for more information about the York County Natural Gas Online Portal.

We know that change is never easy and want to say THANK YOU for your patience during this process. If you have any questions regarding our online services or your account, please contact Customer Service at (803) 323-5304, opt 1.



Accessing your account information is only a mouse click away ...

Using the Online Portal

Use your NEW account number to set up your USER ID. Once logged into the portal, customers have many options.

Payments Tab
Under this Tab you can make:
One Time Payments by Credit Card or E-Check
Set Up Automatic Payments by Credit Card or E-Check

My Account Tab
Set Up and Maintain your Account Profile
Track Deposits
Set up Bill Type - E-Bill Only, Paper Only or Both

My Usage Tab
View Account Ledger
View Billing History and Bills
View Payment History

My Alerts Tab
Set Up various Alerts including Due Date Reminders and Payment Confirmations

For assistance contact Customer Service at (803) 323-5304, and select **Option 1**, or go online to www.ycnga.com.



Get a Warm Fuzzy when you *Feel the Heat*

If you're not on levelized billing, then you know the ups and downs of your natural gas bill season to season. Winter is right around the corner and for many elderly or disabled customers winter heating bills present a hardship. Join us in helping ease the burden by donating to the **Feel The Heat Fund**. The fund was established to enable customers who are financially able and willing, to assist others in our community who are in need.

Enroll in our **\$1/month club** online and have an extra dollar added to your gas bill each month.



NEED ASSISTANCE?

Funding decisions are made through qualified United Way partner agencies. If you or someone you know may qualify for *Feel the Heat* resources, contact the local United Way partner agency in your area:

York County Salvation Army (803) 324-5141	Clover Clover Assistance Center (803) 222-4837	York P.A.T.H. (803) 684-3992
Rock Hill Pilgrim's Inn (803) 327-4227	Fort Mill Fort Mill Care Center (803) 547-7620	

Get **FIRED UP** with Fall Savings

The Showroom is **SMOKING** with big savings to help you stay warm this winter. Today's gas logs and fireplace inserts are engineered to provide fuel-efficient, fuss-free flames at the flick of a switch. Choose vent free log sets that are 99% fuel efficient and provide instant warmth. Nothing beats the convenience and comfort of natural gas and **now** is the best time to save even more on our already low prices. Interest-free financing available for qualified homeowners (with some restrictions). Our Fall Fire Sale is underway!

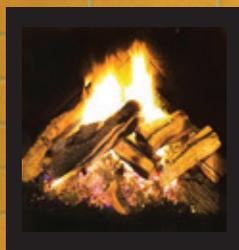
Fall Fire Sale & Clearance Blowout

Beat the rush and shop early to have your purchase installed before the holidays!

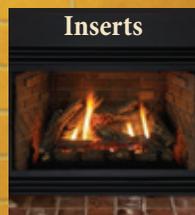
While they last!



Vent Free Logs



Vented Logs



Inserts



Logs



Grills

Visit The Showroom M-F 8:30am - 5:00pm
or online at www.ycnga.com

Best Deals of the Year on Gas Logs

Closeout Specials on Select Inserts, Grills & Log Sets

Make Your Emergency Plan Today!

The Federal Emergency Management Agency (FEMA) designated September as National Preparedness Month, and although September has passed, it's a great reminder to be prepared and ready to respond in the event of an emergency.



Check out FEMA's Are You Ready? Guide to Citizen Preparedness which offers a step-by-step approach to disaster preparedness. A natural disaster or extreme weather event could affect our area at any time. Be prepared and make a plan for your family and for your pets in the event of an emergency. The website www.ready.gov/september provides templates for family communication plans, which are the cornerstone for emergency preparedness.

Tankless Water Heating is HOT

Trends in water heating are changing. Earlier this year the Department of Energy amended the efficiency standards for water heaters to boost efficiency and decrease utility costs. To meet the new standards manufacturers have added insulation increasing the size of the tank and the cost. Lucky for tankless, no changes were necessary. Prominent among the selling points of tankless water heaters are the efficiency factors and the ability to produce an endless stream of hot water. Much of a tankless heater's efficiency stems from the fact that it has no standby loss - no pilot light and no stored water loss. Tankless heaters work great for most replacements, but are not suitable for every application. If you're thinking tankless, we'll come out to your home to evaluate the installation options and properly size the unit before giving you a final quote. Call us for an estimate or go online to www.ycnga.com and *Request a Quote*.

Be Aware and Be Ready to Respond

Should a disaster arise, ready yourself with knowledge on how to identify and respond to a natural gas leak. Teach your family how to recognize a gas leak and how to respond if a leak is detected. Practice a safety drill to get your family out of the house in a gas emergency.

Natural gas smells like **rotten eggs** and often makes a 'hissing' sound.

If a leak is detected, leave your home immediately. DO NOT operate a phone, light switch, doorbell or any device that could create a spark. Go to a neighbor's home before calling us at 866-201-1001, or call 911.



Stay Safe Around Natural Gas

Know what appliances in your house run on natural gas and be sure those appliances are regularly maintained. Protect your gas pipes. Don't store flammable materials near gas appliances. Have your heating equipment inspected regularly by a qualified service professional and be sure you have proper ventilation when using your gas fireplace. Install a CO alarm and never use your gas stove to heat your home.

2015 PNGW public natural gas week

October 4 – 10

As your hometown public gas supplier, York County Natural Gas Authority (YCNGA) is proud to be an integral part of our local community while providing clean and reliable energy to homes and businesses.

A PUBLIC utility offers many advantages for the community including local control, competitive costs and the ability to provide better customer service.

We thank you for supporting your public gas utility and look forward to continuing our mission of delivering safe, reliable, natural gas into your homes and businesses. We encourage you to visit our website at www.ycnga.com to learn more about the overall benefits and value of having a PUBLIC natural gas utility in the community.



YCNGA is proud to be one of only 9 natural gas providers across the country to earn the Silver SOAR Award for safety from the American Public Gas Association (APGA)

Fun Facts

A FUEL SECURE ENOUGH FOR FORT KNOX

Earlier this year, Fort Knox went off the grid - the electrical grid, that is.

After an ice storm damaged utility lines and left Fort Knox without power for an entire week, officials began exploring other options and discovered the key to reliable power rested just beneath the base - trillions of cubic feet of natural gas.

Today Fort Knox has six power generating sites that convert natural gas into electricity, helping to save the base roughly \$8 million in energy costs annually - funds the Army can now rededicate to better support our men and women in uniform.



Many NFL teams tackle cold weather by warming their fields using tubes heated with natural gas. This lets the turf grow in the winter.

Holiday Closings

Thanksgiving
November 26 & 27

New Years Day
January 1

Christmas
December 24 & 25

Martin Luther King, Jr. Day
January 18

