



spring 2017

# THE customer pipeline

YCNGA.com

Website under construction  
Unveiling our new site later this spring

**Grill SALE Starts April 3**

Save \$100 off all grills.... and enter to win a new gas grill in our "Ugly Grill Friend" Facebook Contest!

PUBLISHED BI-ANNUALLY FOR YORK COUNTY NATURAL GAS AUTHORITY CUSTOMERS

## Celebrating 60 Years

In 1957, York County Natural Gas Authority accepted its first deposits for gas service and since that time has grown from a struggling public utility serving primarily industrial customers, to a thriving source of reliable energy for over 63,000 customers. From digging service lines with picks and shovels to trenching with joystick type controllers, technology and growth in York County and northern Cherokee County continues to boost the Authority's mission.

### SOME HIGHLIGHTS FROM OUR HISTORY:

- YCNGA is a PUBLIC gas utility – formed as a political subdivision of the State, governed and regulated by a 10-member citizen's board.
- From a building on Hampton St with 19 construction and service workers, the Authority now houses 90 employees at a campus on West Main Street that includes an administrative building, an operations center for construction, engineering and gas control, an appliance showroom, a LEED certified customer service center and Compressed Natural Gas (CNG) fast-fill fueling station.
- Initially supplied by the SC Pipeline Corporation, the Authority in partnership with Lancaster and Chester County Natural Gas Authorities formed the Patriots Energy Group (PEG) in 2001 and constructed a transmission pipeline to meet our customers and service area's continuous gas capacity needs while saving millions of dollars in reduced delivery charges.



**York County  
Natural Gas**  
AUTHORITY  
60TH ANNIVERSARY

Look for special giveaways this year in our showroom and at area festivals, and plan to join us in October as we celebrate Public Natural Gas Week with a 60th Anniversary Customer Appreciation luncheon.

- In 2010 the Authority purchased the Town of Blacksburg's natural gas system strengthening and expanding gas service across county lines and gaining direct access to the Transcontinental (TRANSCO) pipeline.
- YCNGA is recognized as a leader in safety earning the Silver SOAR (System Operational Achievement Recognition) award from the American Public Gas Association (APGA) for excellence in system integrity, improvement, safety and workforce development.
- YCNGA is also recognized as a leader in the natural gas industry earning the APGA Public Gas System Achievement Award for its contributions to the community and willingness to exchange ideas and technology with others in the gas industry.

## Spring Events Around Town

Stop in at area festivals or come by The Showroom and register to win a 60th Anniversary prize pack including a portable Napoleon grill and Coleman steel cooler.

APRIL 28

**Come-See-Me  
BBQ Cook-Off**

Winthrop Lake, Rock Hill

APRIL 29

**Come-See-Me  
Everything Trucks**

First Baptist Church, Rock Hill

MAY 6

**SC Strawberry Festival**  
Walter Elisha Park, Fort Mill



## Who's Got the UGLIEST Grill Friend?

PICTURE YOURSELF with your ugly grill

**Win a Hot New Grill Friend!**

Enter our Facebook photo contest by simply snapping a photo of yourself with your ugly grill. Post it to the contest, share it and have your friends vote! See details and rules on our Facebook page.

CONTEST STARTS:

**April 24th and runs through May 24th**



York County Natural Gas Authority



**Win this New Swiss Grill!**

IT'S TIME FOR A...

## Find a New Flame!

If the flame for grilling has gone out, now's the time to find a new premium model at our annual Grill Sale. Skip the big box stores and come to YCNGA to ignite a long-lasting relationship.

Find **Broilmaster Grills** that offer red hot temps and a warranty to match its durable design.

For those with a fondness for stainless steel, check out the **Napoleon** package grill with side burner, ice-bucket and i-Glow controls.

## GRILL SALE

**Take \$100 OFF All Grills plus... other Special Offers**

### Discounts on Installation and Delivery:



**Convert to Natural Gas**

Get **\$100 off** installation & piping



**Replace a Grill** (where piping is present)

Get our special package price that includes assembly, delivery and a connect for **only \$100** (regularly \$200)



### SPECIAL OFFER

Purchase a Napoleon grill between April 18 and June 16 and receive a **free** PRO Cutting Board/Bowl Set and an Executive Chef's Knife.



Browse Online:  
[www.ycnga.com](http://www.ycnga.com)



Call Sales:  
**(803)323-5315**

*Sale ends 6/16/2017*



### SPECIAL OFFER

Purchase a Broilmaster grill between April 3 and June 16 and receive a **free** cutting board and apron.



SIGN UP IN MAY!



# Equalized

BILLING PROGRAM

PAY THE SAME AMOUNT EACH MONTH &  
AVOID THE HIGHS AND LOWS OF EACH SEASON  
ENROLL IN MAY - PROGRAM STARTS IN JUNE

## HOW IT WORKS:

- We analyze your charges over the past 12 months.
- An equal payment amount is calculated for the next 11 months beginning in June.
- In May, the difference in actual charges versus payments received is calculated.
- If your charges were more than your payments, you will be billed for the difference.
- If your actual charges were *LESS* than your payments, a check will be mailed to you.

## TO ENROLL:



Call customer service at **803-323-5304** **AFTER** you receive your May bill. Enrollment closes June 2. You must have 12 months of billing history to be eligible for the program.

## ALREADY ENROLLED:

We will analyze your EBP account after the May bill and make any necessary adjustments. There is no need to call – the new payment amount will be shown on your June billing statement.

## FIND IT ON YOUR BILL:

Base Charge	8.50
Preferred Residential	48.06
49,392 therms @ \$0.973100	
<b>Gas Related Charges</b>	<b>56.56</b>
<b>Current Budget Charges</b>	<b>60.00</b>
<b>Total Current Charges</b>	<b>60.00</b>
Balance Forward	0.00
<b>Total Due</b>	<b>60.00</b>

## Keep Service Active over the Summer

*It's cheaper to stay connected than to disconnect over the summer*

Customers who disconnect and later reconnect at the same service location are charged a fee of \$125, which covers the cost of two service calls. Stay connected and qualify for our Equalized Billing Program which levels your gas bill over 11 months to a uniform payment.

Call Customer Service if you have questions, or to be sure you're getting the best rate available for your usage.

**Customer Service: (803)323-5304**

## HOLIDAY CLOSINGS:

Good Friday: Friday, April 14  
Memorial Day: Monday, May 29  
Independence Day: Tuesday, July 4  
Labor Day: Monday, Sept. 4

Account access is available online 24 hours a day  
**www.ycnga.com**



When you logon to ycnga.com later this spring you'll notice a fresh, clean look. We're updating our site to make it easier to navigate and use on all your devices. The new ycnga.com will feature a responsive design with clear landing pages and a new e-commerce site where you can browse natural gas appliances sold in our appliance showroom. These upgrades will NOT affect your login or password for online account management, but you may need to update any links you have saved in your browser.

## OPTIONS FOR ONLINE MANAGEMENT

Whether a Millennial, X-Gen or Baby Boomer, more and more customers are discovering the advantages of handling business and bills online. Now's a great time to go online at ycnga.com to manage your account. Create a user ID and password using your account number and social security number, then enroll in Auto Pay using your credit card or banking information. Online access allows you to update your contact information, see your billing and payment history, and even set up text or email alerts. Grab a copy of your bill to get started. If you need assistance, call a customer service representative at **803-323-5304, opt 1**.

## April is National Safe Digging Month

3 WAYS TO CONTACT:

GO ONLINE  
sc811.com

DOWNLOAD  
mobile app

VIA MOBILE  
888 721-7877

As a homeowner you might think that calling 811 before you dig in your yard is unnecessary, but unless you have x-ray vision how do you KNOW what's lying just below the surface of your grass... or weeds?

### KEEP THIS RULE IN MIND

**If it requires a shovel,  
it requires a call!**

Every digging job requires a call to SC811, from large-scale projects to smaller do-it-yourself projects.

Here are the **top 5** reasons to call 811:

- 1 It's dangerous to dig without calling 811. You're putting your life in danger, and you're endangering everyone around you.
- 2 You could face big repair costs. Repairing damaged utility lines is very expensive.
- 3 It's the law. If you don't call, you could face thousands of dollars in fines and penalties.
- 4 You might knock out utility service to your neighborhood. Don't be that guy!
- 5 It's FREE and it's fast.

Simply call **811** from a landline or **888-721-7877** from a cell phone in York County, 3-business days before digging

## Why does Natural Gas Smell so Bad?

Actually, natural gas has no characteristic odor of its own – it's colorless and odorless as it comes from the ground. In 1937, after an explosion in New London, TX, legislation was adopted requiring all natural gas companies to use an additive in natural gas that would alert people to a leak. Natural gas now contains mercaptan, which give the odorless gas that 'natural gas smell.'

Many people associate the smell with sulphur, or rotten eggs. But like a fine wine, mercaptan can evoke different smells for different people. Whether it's a burnt match or cabbage smell, the odor should quickly alarm the senses.

The great advantage of using mercaptan as an additive in natural gas is that it can be detected by most people in extremely small quantities, less than one part per million. Tragedies like the New London School disaster of 1937 can easily be avoided today by properly maintaining and servicing gas appliances, and by calling in suspected gas leaks.



If you **SMELL GAS... ACT FAST!** Report a suspected leak:



**866-201-1001**