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Customer Information Booklet



965 W. Main Street
PO Box 11907
Rock Hill, SC 29730
M-F 8:30am-5:00pm

Billing Inquiries: 803-323-5304
Toll-Free: 866-578-4427
Sales & Installation: 803-323-5315
Emergency Line: 866-201-1001

MISSION STATEMENT:
Our mission is to provide for the safe and reliable distribution of natural gas throughout our service territory in accordance with our enabling legislation, while striving for excellence in customer, community and employee relationships.

CONTACT US

Thank you for choosing York County Natural Gas Authority (YCNGA) as your energy provider.

We pride ourselves in delivering the best energy value and providing you with outstanding service.



Our Customer Service Department is available to assist you during normal business hours:

M-F: 8:30am-5:00pm

phone: 803-323-5304

toll free: 866-578-4427

email: customer.care@ycnga.com

ycnga.com

Becoming a Customer

Apply for Service

To obtain natural gas service, simply apply for service using our **Online Application** — or visit our office at 965 W. Main Street, Rock Hill. If you live in Blacksburg or Clover, you may visit one of our **Payment Centers** to initiate service.

Deposits

For **Residential Service**, we may require a deposit based on a delinquency risk score provided by a credit reporting agency.

Deposits are automatically refunded after eighteen months of good credit history and will be credited to your account.

Upon termination of service, any deposit will be applied against outstanding charges and the remainder will be refunded to you.



For **Commercial Service**, a deposit based on connected gas load is required. If the customer has account history with YCNGA, the existing account history will also be considered in determining the deposit amount. Upon termination of service, any deposit will be applied against outstanding charges and the remainder will be refunded to you.

SERVICE ORIENTATION FEE

For all Residential and Commercial customer classes, a non-refundable service origination fee is applicable. The fee helps to cover the cost of account setup and initiation.

PIPELINE RESPONSIBILITY



RESPONSIBILITY
■ YCNGA ■ CUSTOMER

YCNGA owns and maintains all piping from the distribution line to the meter at your location. Any piping that runs from the meter to the appliances in your home is called house-piping and is the responsibility of the homeowner.

For your safety, we recommend having your gas house-piping inspected periodically for leaks or signs of corrosion. If an unsafe condition is discovered, have repairs made by a qualified and licensed heating or plumbing contractor.

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The Installation of Natural Gas

YCNGA will extend a natural gas service line from the gas main to the customer's home or building. Fees associated with the installation are based on the types of appliances being installed.

All service line fees will need to be paid before the service line will be run. Please see the **current fee schedule** for fee amounts.

The service line and metering equipment remain under the ownership and control of YCNGA. Ordinarily, the meter will be located on the side of the house, away from the driveway. However, YCNGA reserves the right to determine the specific location of the service line and metering equipment. Coordinating the service line location prior to installing the house-piping may save you money.

Scheduling Installation of Service

Normally we can install the gas service line within three to four weeks of the date we receive the application and fees. Orders are worked in the sequence received so please plan accordingly. Scheduling and installation of your service line is determined by our workload. Please plan to request your service before you need it to be assured of timely installation.

Facility Inspections

The installation of your house-piping is subject to inspection and approval by an authorized representative of the municipal or county regulatory agency having jurisdiction. YCNGA is prohibited from installing a meter without evidence that the installation has been tested, inspected and approved in accordance with the appropriate building codes.

Property Access

Employees of YCNGA may not enter your home or any structures on your property without your consent. For your protection, every employee carries an official identification card showing his or her name and photograph. If you have any doubt about anyone who says they are from YCNGA, please ask to see their ID card.

Employees of YCNGA, and its agents, reserve the right to enter your yard or grounds to make installations, inspections or repairs, take readings, or for other necessary purposes regarding YCNGA-owned facilities. Any service installation up to and including the meter is subject to removal or change only by an authorized representative of YCNGA.



Commercial Service Lines
For commercial service lines, a charge per foot is applicable. Please contact us for an estimated charge
803-323-5304

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YCNGA is licensed to install piping to any appliance that we sell. Please contact our Sales & Installation Department at **803-323-5315** for additional questions regarding piping.

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Billing Procedures

YCNGA makes every effort to insure that bills for gas consumption, service work and appliance sales are issued on a regular monthly basis.



All bills will be mailed to the billing address of record as supplied by the customer.

YCNGA cannot assume responsibility for non-delivery once the bill has been delivered to the US Postal Service.



Metering

Your natural gas service is a metered service. Each month the meter is read to determine the consumption that will be billed. If there is a question about the consumption of gas, YCNGA will investigate to determine if a problem exists and make every effort to satisfy your concerns. You may request that the meter be tested. YCNGA reserves the right to charge for the customer-requested meter tests if the meter is found to be accurate. There is no charge for a customer-requested test if the meter is found to be defective. If a meter fails to register properly, bills may be estimated based on previous usage.

Billing Cycles

Because all customer meters cannot be read or billed at the same time, YCNGA's total service area is subdivided into several smaller areas for billing purposes. A separate billing "cycle" has been established for each of these areas. Therefore, customers may not select a specific billing date. However, bills are rendered each month at approximately the same time for each area.

Meters are normally read 1 to 3 days prior to billing, with each bill covering a period of approximately one month. An exception may occur for the customer's first bill. That bill may only include the gas consumed between the time service began and the next regularly scheduled reading date. Similarly, a customer's last bill will include the gas consumed between the last regular reading date and the termination of service date.



What is a Base Charge?

The Base Charge partially offsets the cost of delivering gas to your home and includes the costs of providing services such as metering, billing and account maintenance.



Final Bills

If natural gas service is terminated because the customer requested it or for cause (see Termination of Service), a meter reading is taken at the time the meter is turned off and a final bill is rendered. The final bill will consist of any unpaid balance plus the cost of any gas consumed since the prior bill was rendered, less the customer deposit (if one exists for the account). If a credit balance remains after the deposit is applied, a check will be issued to the customer for the balance; otherwise, the customer will be billed for the difference on the final bill.

FEEL THE HEAT



Monies collected for the Feel the Heat Fund assist elderly and/or disabled customers with natural gas bills. You can donate to this energy assistance program with a one-time gift, or you can join our \$1/Month Club and have \$1 added to your bill each month. 100% of funds donated go to those in need of assistance.





NEED ASSISTANCE?


Applicants should contact a United Way partner agency to apply for funds. See our website for a list of participating agencies.

ycnga.com

Payment Options

Bill Payment Options

-  **24-Hour Online Access:** ycnga.com
-  **Automated Telephone Access:**
 - 24-Hour 803-323-5306
 - Toll-Free 866-578-4427
-  **In Person:**
 - **Rock Hill:** YCNGA Main Office, 965 West Main Street
 - **Clover:** Clover Auto Parts, 301 S. Main Street
 - **Blacksburg:** Town of Blacksburg, 105 S. Shelby Street
-  **By Mail:**

Return envelope included with your bill — or mail to:
YCNGA, PO Box 11907, Rock Hill, SC 29731
-  **After Hours:**

Night deposit box at YCNGA, 965 W. Main Street, Rock Hill

Note: If someone other than the account holder will be paying bills, requesting information or making changes, that individual should be added to the account.

Payment Terms

All charges are due and payable upon receipt. If the account remains unpaid as of the due date shown on the bill statement, the account is considered past due and late charges are added.

If the charges are still unpaid at the time of the next bill generation, a service termination notice will appear on the top of the bill. If the past due amount is not paid, termination of service may occur on or after the date shown on the Termination Notice.



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You can pay your bill any time, 24 hours a day with our automated telephone access
803-323-5306
or online:
ycnga.com

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Returned Checks

When a check is returned by a bank because of insufficient funds, a closed account, no account, or for any other reason, a returned check fee may be added. YCNGA has the option of refusing to accept a check tendered as payment on a customer account.

CUSTOMER SERVICE



Manage your natural gas account with these customer-friendly services.

If you need assistance, please call Customer Service at **803-323-5304** any time during regular business hours
M-F 8:30am-5:00pm
— or email:
customer.care@ycnga.com

ycnga.com

Account Management

Online Bill Pay

Manage your account through the online portal. To get started go to **ycnga.com**. First time users must establish an online account by setting up a user ID and password. Services include: account history, auto pay set-up, credit/debit and e-check, electronic bill notification, paperless billing and alerts. There are NO FEES associated with these services.

Auto Pay Service

Your monthly gas bill can be paid automatically each month from a credit card or bank account. Eligibility for this service is based upon credit history. YCNGA reserves the right to discontinue service with the second notification of insufficient funds by the customer's bank. To stop or change your auto pay service, log in to the online portal at **ycnga.com**.

Credit/Debit Cards and E-Checks

We accept all major credit cards and Visa debit cards. Electronic checks allow you to create a one-time ACH debit from your bank account without the use of a debit card.

Electronic Bill Notification

If we have your email address, we will send you a monthly email with billing summary information and a link to the online portal where you can view and pay your bill online.

Paperless Bills

Don't need that paper copy of your bill anymore? You can access and print the last 12 months of bills online. To set up e-bill, go to the online portal at **ycnga.com** and set your preference profile under my account/e-notifications.

Alerts & Reminders

Set up text message or email alerts to remind you when your bill is due, when account changes are made, or when payment is received.



Payment by Phone

Interactive Voice Reponse System

Obtain billing information, billing history or pay your bill with a credit/debit card using our interactive voice response system. To get started you will need your gas account number. Call **803-323-5306** and see how easy it is.

Equalized Billing Plan

In the spring of each year, residential and commercial customers with one year of continuous service are eligible to set up an equal payment arrangement. Certain credit criteria will apply. The equalized amount is based on your prior year's charges and will be billed for 11 months. On the 12th month, the difference between the actual gas charges and the actual payments received is calculated and a settle-up bill is rendered. Sign up in May.



Carbon monoxide (CO) is an odorless, colorless gas caused by the incomplete combustion of carbon fuels — including coal, wood, charcoal, oil, kerosene, propane and natural gas. Although accidental CO poisoning from natural gas appliances is rare, the existence of carbon monoxide in the home can be caused by faulty appliances, improper installation, poor maintenance, or other appliance misuse. Be aware of the dangers and signs of carbon monoxide.

HOW TO BE CO SAFE

- Service Appliances ◀
- Don't Block Ventilation ◀
- Install Audible Alarms ◀

Service Calls

Maintenance and Repair

YCNGA maintains a staff of service technicians who are trained to perform routine maintenance and repair work on certain natural gas equipment. There is a one-hour minimum labor charge for all service calls. Service calls that exceed one hour are charged at the current labor rate multiplied by the actual time spent on the call. The labor rate is based on actual labor cost at the time the service is rendered. During normal business hours, servicemen are radio-dispatched and will respond to your service call as soon as possible.

Emergency Service

YCNGA has personnel on call 24 hours a day, 7 days a week. After normal business hours, personnel are instructed to respond only to genuine emergencies such as gas leaks.

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**Smell Gas?
Act Fast!**
Get to a safe
location, away
from the suspected
leak and call 9-1-1
and our toll-free
emergency line day
or night:
866-201-1001
”

Suspected gas leaks should be reported — regardless of the time of day or night.

If repair of a leak is not feasible at that time, YCNGA reserves the right to terminate service at the meter until repairs can be made. There is no charge to the customer for reporting a gas leak.

After-hour requests to repair water heaters, stoves or similar equipment are NOT considered emergencies unless a safety hazard exists. Requests to repair space heating equipment after hours MAY be considered emergencies during extremely cold weather if no other heat source is available to the customer. Service calls made outside normal working hours are billed at an overtime rate with a one hour minimum labor charge per call. See current rates.



Service Calls:

During Business Hours	Weekdays 8am-5pm	\$ 75.00/hr
After Hours Service	Weekdays after 5pm	\$ 150.00/hr
After Hours Service	Weekends and Holidays	\$ 225.00/hr

We inspect reported gas leaks at **no charge**

INTERRUPTION OF SERVICE

YCNGA agrees to use reasonable diligence in providing regular and uninterrupted natural gas service. However, if service is interrupted because of circumstances beyond our control, YCNGA cannot be held liable for damage sustained by the customer. YCNGA reserves the right to temporarily interrupt service to make repairs or improvements to the system.

Termination of Service

Customer Requested Termination of Service

If you wish to discontinue natural gas service, please contact Customer Service at **803-323-5304**. Customer requested terminations are made during regular business hours. A 24-hour notice is required for termination of service for residential and commercial customers. There is no charge for this service.

Customers who use natural gas for heat-only may elect to turn off pilot lights themselves for the summer season, and re-light them in the fall. If YCNGA is requested to perform these services, there will be a service charge.

Termination of Service for Cause

YCNGA shall have the right to terminate service for any of the following causes:

- **Non-payment of bills on or after the date printed on the Termination Notice**
All customers receiving notification of a past due bill are subject to termination of service for non-payment. The mailing of a past due notice is considered sufficient customer notification. No responsibility will be assumed by YCNGA after the notice has been delivered by YCNGA to the United States Postal Service. Once a service technician arrives on-site to terminate service, a trip fee is added to the account, regardless of any action taken.
- **Providing incorrect or misleading information to YCNGA for the purpose of obtaining utility service**
- **Tampering with the meter, pipes or other YCNGA property**
Meter tampering is a violation of SC Law 16-13-385 and violators may be prosecuted and assessed fees up to \$1,000.
- **Refusal to permit access to the customer's premises for any lawful purpose connected with the natural gas service**
- **Existence of unsafe or dangerous conditions of the customer's natural gas equipment or gas piping**



AVOID A RECONNECTION FEE



Keep gas active over the summer to avoid a \$125 reconnection fee! Monthly minimum only \$10/month.

Reconnection of Service

Reconnection After **Customer Requested Termination**

If you choose to have your gas service terminated, but later wish to resume service, you will need to reapply for service. For customers selling a home and for heat-only customers, it is much more cost effective to leave the service on than to pay the fees to re-establish service.

YCNGA requests a 24-hour advance notification for reconnection of service. Requests should be made during regular business hours. A reconnection fee will be charged if service is resumed at the same location. Please see the **current fee schedule** for the amount of the reconnection charge.



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For customers selling a home and for heat-only customers, it is much more cost effective to leave service on, than to pay for fees to re-establish service.

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Reconnection After **Termination For Cause**

Requests for the reconnection of service that has been terminated for cause are received during regular business hours. Service will not be reinstated until payment, or an arrangement for payment, has been made to satisfy all outstanding bills, service charges, penalties, damages, trip fees and any additional deposit, if necessary. No priority will be assigned to reconnections following termination for cause.

If it becomes necessary to apply a deposit against a past due bill, the opportunity to make the minimum deposit is forfeited and the maximum deposit may be required.

Requests for the reconnection of service that has been terminated due to unsafe or dangerous conditions will not be honored until those conditions are corrected.

SMELL GAS ACT FAST

We work hard to maintain a safe gas system. You can help by quickly reporting a suspected gas leak.



If you smell gas, act fast... get to a safe location, away from the suspected leak, and call 9-1-1 and the York County Natural Gas toll-free Emergency Line: **866-201-1001** 24-hours a day, 7 days a week.



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Natural Gas Safety

Natural gas has proven to be one of the safest of all energy sources for residential, commercial and industrial uses. Like all sources of energy, natural gas must be given proper respect, and proper safety precautions must be used in order for it to satisfactorily meet our needs. Natural gas is non-toxic and lighter than air so it vents easily to the atmosphere. Since natural gas is colorless and odorless, a distinct odor is added to allow early detection in case of leaks. York County Natural Gas Authority and our customers have built quite an impressive safety record, and you can help us continue this record by following reasonable safety precautions.

SC811: KNOW WHAT'S BELOW

It's the Law Call Before You Dig...

The leading cause of pipeline damage is external force that occurs during excavation activities. Most damage is preventable. Any digging project that requires a shovel, requires a call to SC811. Submitting a locate request to have underground utility lines marked is a free service to anyone doing large or small digging projects, and it's the law.



3 Ways to Make a Request



Go to **SC811.com**



Download the **SC811 mobile app**



Call toll-free: **888-721-7877**

In the Event of a Gas Leak Remember the 3 R's- Recognize, React & Report



RECOGNIZE

THE SIGNS OF A LEAK

- Rotten egg smell
- Blowing or hissing sound



REACT

LEAVE LOCATION IMMEDIATELY

- **DO NOT** use any switch or device that could create a spark and ignite the gas — including cell phones, telephones, light switches, garage door openers
- **DO NOT** use an open flame, matches or lighters
- **DO NOT** try to locate the source of the leak
- **DO NOT** try to shut off any natural gas valves or gas appliances — Leave that to the experts
- **DO NOT** start or move vehicles
- **DO NOT** re-enter a building or return to the area of the suspected leak until our employees have said it is safe



REPORT

FROM A SAFE LOCATION

Go to a safe location away from the suspected leak, then call to REPORT. Call **9-1-1** and York County Natural Gas toll-free at **866-201-1001**, 24 hours a day, seven days a week.

Also, call us if you see unusual activity near a natural gas pipeline or facility. We respond to reports at **no charge**.