

THE CUSTOMER pipeline



- EQUALIZED BILLING SIGN UP
- GRILL SALE MAY THRU JULY 4
- SAFE DIGGING CONTEST
- KEEP SERVICE ACTIVE
- CALL 811 BEFORE YOU DIG

BI-ANNUAL PUBLICATION FOR THE CUSTOMERS OF YORK COUNTY NATURAL GAS AUTHORITY

SPRING 2018

A Refreshing Update to an Iconic Logo

In March, the Authority unveiled a new and updated logo, refreshing the look but maintaining the identity of the gas company with the recognizable gas flame. The flame is the same, but has a new circular setting with a touch of green signifying the clean and efficient advantages of using natural gas energy.

The new logo now incorporates the organization's full name — York County Natural Gas **Authority**, and a secondary logo has been introduced utilizing the widely known acronym, **ycnga**.



After celebrating 60 years of service in 2017, it was time for a facelift. The Authority began serving the community in 1957 and has had the same identity since moving into the iconic blue building on West Main Street in 1986.

The new logo, rolled out in March, will replace the old logo on company vehicles, building signage, communications and marketing materials. Updates will take place throughout the remainder of the year.



Programmable Thermostats A Convenience that Saves Energy

Heating and cooling is the largest portion of your energy bill. If you want to cut costs and save energy, start there. For every degree you adjust the thermostat, you can save three to five percent on your utility bill. Keeping an empty house comfortable is impractical and expensive.

For maximum efficiency, a programmable thermostat automatically raises and lowers the temperature according to your settings when you are away. Always follow the manufacturer guidelines and remember, when the season changes, so should your thermostat settings.

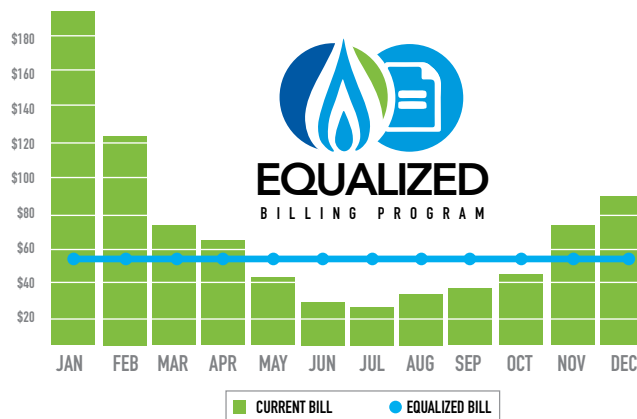


Budgets Love Equalized Billing

Straighten out your natural gas bills by enrolling in Equalized Billing and know what your bill will be each month

HOW IT WORKS

- We analyze your charges over the past 12 months.
- The amount is broken down into 11 equal payments beginning in June.
- In May, the difference in actual charges versus payments received is calculated.
- If your actual charges were **LESS** than your payments, a check will be mailed to you if the overpayment exceeded \$25. For overpayments of \$25 or less, the balance will remain on the account to be applied to your June payment.



HOW TO ENROLL

Call customer service at (803)323-5304, option 1 **AFTER** you receive your May bill. Enrollment closes June 4. 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 billing amount will be shown on your June statement.

CHANGES IN THE EQUALIZED BILLING PROGRAM (EBP) FOR 2019

For better efficiency and to reduce costs, the EBP program will be modified effective May of 2019. Any overpayments less than \$150.00 will remain on the account to be applied toward your EBP as it rolls over in June of 2019.

IT'S TIME TO... Get Grilling!

Ever run out of propane mid-grilling, or try to start a charcoal grill by squeezing out the last drop of lighter fluid? These problems can dampen the fire of any patio party. With a natural gas grill, you never have to worry about running out of fuel. Natural gas grills offer fast heating and the precision of natural gas cooking you enjoy indoors, with the smoky flavor only a grill can provide.

GRILL SALE - FIND YOUR FLAME

MAY 1 - JULY 3

BROILMASTER
PREMIUM GAS GRILLS

COOK ON "Q"
QX3 - The most versatile and durable cooker known to man!
Slow cook, steam, smoke or grill

SPECIAL PACKAGE PRICE: **\$999**

THE P3 PACKAGE

Broilmaster P3X features the legendary Bowtie Burner for exceptional heat distribution.
Includes stainless storage cart, drop down shelf and grill cover

SPECIAL PACKAGE PRICE: **\$1050**

NAPOLEON
STAINLESS GRILLS

STARTING AT: **\$1049**
with grill cover

Get a **FREE PRO Cutting Board/Bowl Set AND a 3-Piece Marinating Bowl Set** (valued at \$115) with purchase from 4/20 - 6/17, while they last.

BLAZE
GRILLS

The BEST 304 grade stainless steel grill, double-lined with optional stainless steel cart and side shelves. *Packages vary — call for pricing*

CONVERT TO NATURAL GAS & GET
\$100 OFF
INSTALLATION & PIPING

OR REPLACE YOUR CURRENT GRILL & HOOK UP FOR
ONLY \$100
REG. \$200

Get a **FREE Double Multi-Mitt and Bristle-Free Grill Brush** with purchase
(while supplies last)

Call Sales:
(803)323-5315

Shop Online:
www.ycnga.com



DID YOU KNOW?

We offer 0% interest to qualified homeowners!
CERTAIN RESTRICTIONS APPLY.

APRIL IS SAFE DIGGING MONTH



SPRING INTO SAFE DIGGING & WIN!

**Call Before You Dig...
It's PAWS-itively the right call to make**

Are you a Good Dog or Bad Dog when it comes to digging? Take our online poll and register to win a **Doggone Good Gardening Giftpack** featuring: a durable Dump Cart Wheel Barrow, 12-piece gardening tool set and a \$100 gift card to Wilson's Nursery. Register online: ycnga.com/safety/811-call-before-you-dig/



CONTEST ENDS APRIL 30

SUSPECT A LEAK? USE YOUR SENSES!

We regularly inspect, monitor and maintain our pipelines so that we can continue to deliver safe, reliable and clean natural gas to your home or business. But you also have an important role to play in keeping our community safe and secure — know the signs of a gas leak. If you suspect a gas leak, report it right away.



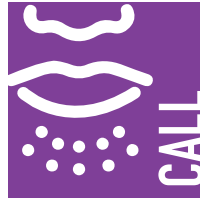
If you're near a natural gas pipeline and see unexplained dry or dead patches of vegetation, dirt or water blowing in the air or continuous bubbling in standing water — this could be a sign of a natural gas leak.



Do you hear a hissing or roaring sound near a pipeline? It could be an indication of a leak.

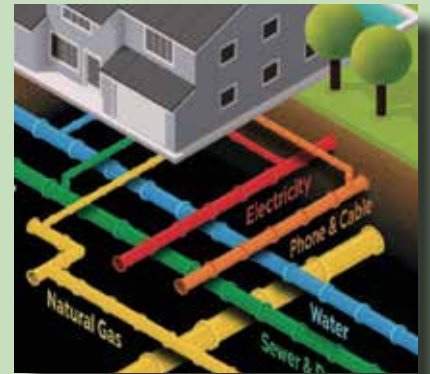


An additive called mercaptan is used to give natural gas its distinct sulfur — or rotten-egg-like odor. This pungent smell is a warning sign of a possible leak.



Call if you suspect a natural gas leak, leave the area immediately and avoid doing anything that could create a spark. Warn others to stay away and then immediately call 9-1-1 and YCNGA at (866) 201-1001.

What You Can't See CAN Hurt You



Utility lines can run in the front yard, backyard, along the side of the house, in the street and in open fields. If you hire a contractor that will be digging and you don't see flags or markings in the project area, ask your contractor to call 811. Help prevent injuries or outages in your neighborhood — it's a **FREE service, and it's the law.**

3 WAYS TO CONTACT 811:



SC811.com website



SC811 mobile app



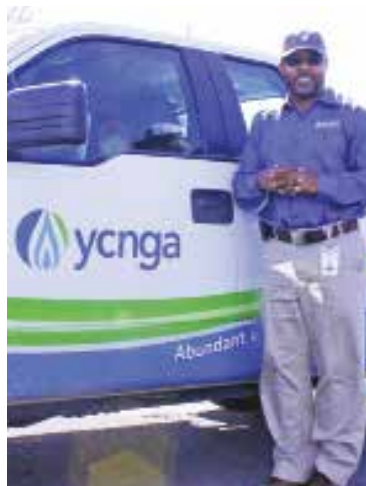
toll-free: 888-721-7877

Feel the Heat Assists Elderly & Disabled

Residential customers who meet certain income guidelines may qualify for assistance with natural gas bills through our **Feel the Heat Program**. The program is funded by customers and employees, but decisions for assistance are made through area partner agencies. For more information visit our website, or call one of these partner agencies.

- YORK COUNTY - SALVATION ARMY (803) 324-5141
- ROCK HILL - PILGRIMS' INN (803) 327-4227
- CLOVER - CLOVER ASSISTANCE CENTER (803) 222-4837
- FORT MILL - FORT MILL CARE CENTER (803) 547-7620
- YORK - P.A.T.H. (803) 684-3992

Leak Survey & Meter Inspections Occur Year-Round



We carefully maintain a network of pipelines that deliver natural gas to the areas we serve. As part of our commitment to providing safe and reliable service, we conduct visual inspections, routine maintenance and leak surveys to our pipeline system, up to and including the meter located on your property.

As our partner in safety, we ask if you see someone on your property surveying or working with your meter you ask for identification. All gas employees and contractors will be happy to show you their ID.

HOW TO IDENTIFY OUR EMPLOYEES AND CONTRACTORS

York County Natural Gas Authority (YCNGA) technicians and approved contractors are constantly working in the areas we serve. Whether they're performing routine maintenance, completing a service call or surveying for leaks, everyone's safety is at the forefront of all we do.

EASY WAYS TO IDENTIFY YCNGA EMPLOYEES & CONTRACTORS:

- **Ask for an identification badge.** All employees and most contractors have either the YCNGA logo or the YCNGA Contractor logo on their badge.
- **Observe their uniform.** All employees and most contractors wear a company uniform, hat and/or safety vest with the YCNGA logo.
- **Note their vehicle.** All company and contractor vehicles should have YCNGA logo decals or magnets corresponding to the logo on their ID.
- **Inquire about their visit.** All employees and contractors will identify themselves and the purpose of their visit.



As always, if you're unsure whether an individual is associated with YCNGA, contact us at (803) 323-5304 or (866) 578-4427 to verify their identity.

Keep Service Active Over the Summer

IT'S CHEAPER TO STAY CONNECTED THAN TO DISCONNECT OVER THE SUMMER

Customers who disconnect and later reconnect are charged a fee of \$125 which covers the cost of two service calls (to disconnect a customer and to re-connect them at the meter). Stay connected and qualify for our Equalized Billing Program which levels your gas bill over 11 months to a uniform payment (see front of this newsletter for more info). In addition, customers who have year round use may be eligible for our Preferred Rate. 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, OPT. 1



Memorial Day: Monday, May 28
Independence Day: Wednesday, July 4
Labor Day: Monday, Sept 3

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