

# THE CUSTOMER pipeline



- BLACKSBURG PROJECT
- MOBILE APP
- FALL SALE
- WIN DINNER OUT!
- CALL 811 BEFORE YOU DIG

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

FALL 2018

## Blacksburg Renewal Project Underway



Construction began in the Blacksburg area this summer to replace existing natural gas distribution mains and services with polyethylene plastic pipe and state of the art technology for pipeline maintenance. YCNGA has provided natural gas service to Blacksburg since 2009 and has upgraded several stations and other facilities in anticipation of this project. The multi-year renewal project to upgrade the distribution system will enhance the safety, reliability and integrity of the natural gas pipelines in Blacksburg. Phase 1 of the project, scheduled to be completed this fall, includes primarily N. Rutherford Street and S. Shelby Street with several crossing streets. In 2019 and subsequent years, construction will begin in late spring and run through early fall. Property owners affected by construction activities will be personally notified by mail and/or by door hangers with information regarding specific dates work will take place in their area.

For more information go to: [www.ycnga.com/blacksburg-renewal-project/](http://www.ycnga.com/blacksburg-renewal-project/)

NATURAL GAS HELPS US

*Live Better*

Natural gas is essential to preserving and improving our quality of life on a daily basis. It heats our homes and our water, generates much of the nation's electricity and is used in the manufacturing of products we use every day. From stable, affordable energy prices to increased tax revenue and job creation, we all benefit from having access to natural gas.

### DID YOU KNOW?

York County Natural Gas Authority was formed as a not-for-profit, political subdivision of the State in 1954, and accepted deposits for service in 1957. As a PUBLIC utility the Authority is locally governed by a 10-member citizen's board allowing for more competitive costs, better customer service and increased local revenues for the community.

As we celebrate Public Natural Gas Week in October, stop by and pick up a free 2019 calendar with monthly reminders about the natural gas products you can use in your home to *Live Better*. Look for social media posts highlighting customers who *Live Better* by choosing natural gas appliances for their home. Or, post a picture of how natural gas helps you to #LiveBetter, and be sure to tag York County Natural Gas Authority in your post!



#LiveBetter



WATCH OUT FOR FALLING PRICES... on logs, fireplaces and inserts with a FREE remote

**Save even more on clearance and closeouts**  
(WHILE THEY LAST)

Savings are heating up during the Fall Fire Sale. Nothing beats the comfort and convenience of gas logs with remote options and thermostat controls, especially when the remote is included – **FREE!** Visit the showroom for traditional or contemporary styles to complement any home, or browse online at: [ycnga.com/shop-appliances](http://ycnga.com/shop-appliances). Shop early to have your logs installed before the holidays, and be sure to ask about interest-free financing on your monthly gas bill. Sale ends Saturday, November 3...

**SPECIAL SHOWROOM HOURS**  
SATURDAY, NOV. 3 • 9AM-2PM



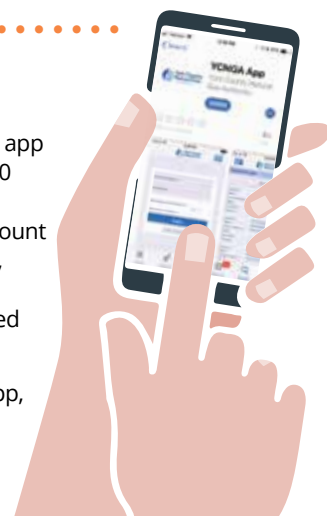
Stop by for a fireside chat at the Empire Trailer.

## Get the YCNGA Mobile App

Managing your account on the go just got easier. The YCNGA mobile app was introduced this summer and has been downloaded by over 2,000 customers using Android and Apple devices. The app – YCNGA – is designed to provide fast, secure account access to easily manage account details. View your bill and account balance, make payments by credit, debit or e-check, schedule alerts, reminders, and more. Nearly everything you can do from our online Customer Portal can now be handled instantly, whether you're at home, at work or on the go.



Best of all, payments made through the mobile app, as well as our online portal, are always fee free. Go to the app store for your device and look for the YCNGA App.



# WHAT DO YOU KNOW?

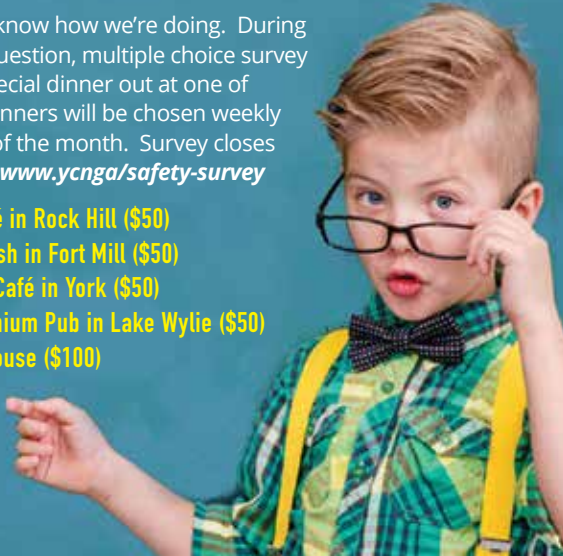
TAKE OUR SURVEY & WIN DINNER OUT!

Safety is a priority of ours and we'd like to know how we're doing. During the month of October, take our quick 12-question, multiple choice survey and you could win a gift certificate for a special dinner out at one of our local restaurants across the county. Winners will be chosen weekly with a final grand prize winner at the end of the month. Survey closes on October 31st. To start the survey go to: [www.ycnga/safety-survey](http://www.ycnga/safety-survey)

**WIN PRIZES**

- October 8 — Flipside Café in Rock Hill (\$50)
- October 15 — The Local Dish in Fort Mill (\$50)
- October 22 — The Garden Café in York (\$50)
- October 29 — Copper Premium Pub in Lake Wylie (\$50)
- Grand Prize — The Pump House (\$100)

Survey may be taken only once by adults ages 18+. Participant must be a resident or own land in York or Cherokee County, but is not required to be a YCNGA customer. Employees and their immediate family are ineligible for prizes.



# KNOW THE 3 R'S OF GAS SAFETY:

RECOGNIZE, REACT, & REPORT



## RECOGNIZE

SIGNS OF A NATURAL GAS LEAK:

### INDOORS

- Smell:** A distinctive odor similar to rotten eggs
- See:** Pilot flame burning abnormally high
- Hear:** Unusual noises coming from appliance(s)

### OUTDOORS

- Smell:** A distinctive odor similar to rotten eggs
- See:** A cloud/mist, bubbles in standing water, blowing debris or dead/dying vegetation
- Hear:** A roaring, hissing or whistling sound



## REACT

IF YOU SUSPECT A NATURAL GAS LEAK:

- Leave your home **IMMEDIATELY**
- Warn others to stay away
- From a safe location, away from the suspected leak, call 911, then call YCNGA at (866) 201-1001



## REPORT

REPORT THE SUSPECTED LEAK

24-HOUR EMERGENCY LINE:  
**1 (866) 201-1001**

When you smell gas or suspect a gas leak, leave your home IMMEDIATELY and call our dedicated emergency line from a cell phone or a neighbor's phone. We respond to suspected gas leaks at no charge.



## QUICK FACTS

- Every digging job that requires a shovel, requires a call to SC811.
- Submitting a request to SC811 is FREE.
- Allow 3-full working days to have underground utilities marked before digging.
- Give a 2 ½ foot allowance on either side of the marked lines.
- Your request is good for 10 working days.
- Most importantly... **it's the law!**



**SC811.com**  
WEBSITE



**SC811**  
MOBILE APP



**888.721.7877**  
TOLL-FREE



# Energize *the* Eagles

It's time to **#EnergizeTheEagles!** The Winthrop Eagles will be back on the court in November ready to reclaim the #1 spot at the top of the Big South Conference. Season tickets are now on sale at the box office by calling (803) 323-2345 or online at [www.winthroeagles.com](http://www.winthroeagles.com). This year the team's social media sites will feature a segment called **#EnergizeTheEagles**, sponsored by YCNGA. The monthly video feature will highlight a student-athlete, coach or fan who helps to "Energize the Eagles". Look for the segment on the second Tuesday of each month on Winthrop Athletics Facebook, Twitter and Instagram pages. Show your Winthrop pride and join the chatter by posting updates, pictures or videos with the hashtag **#EnergizeTheEagles**.

## WINTER WEATHER OUTLOOK

While the Old Farmer's Almanac predicts a warmer winter for 2019, another prediction service, WeatherBELL, anticipates a major cold and stormy winter is in the cards. This past year we saw colder than average temperatures with several record breaking cold days. As with any heating source, colder temperatures cause higher usage and result in higher utility bills. We may not be able to predict the weather with complete accuracy, but we can plan ahead. Inevitably it will be cold, so to reduce those utility bills, now is the best time to begin preparing:

- Weatherstrip drafty doors and windows
- Check for proper insulation in your attic and/or walls
- Schedule a check-up for your HVAC system
- Change your air filters regularly

If replacing your HVAC system, remember you may qualify for a **\$400 rebate** if you switch to natural gas from another energy source. Good news! Natural gas rates are low and are expected to remain steady over the course of the winter.

## Feel *the* Heat FUND

Share the warmth by providing financial assistance for natural gas bills to the elderly and disabled of York County. Enroll in the Feel the Heat Fund by adding as little as \$1/month to your gas bill. Help ease the burden of high winter bills. Call customer service or enroll online. Funding decisions are made through qualified United Way partner agencies in the York County area.

### NEED ASSISTANCE?

If you or someone you know qualifies for funds, contact your local United Way partner agency:

York County	Salvation Army	(803) 324-5141
Rock Hill	Pilgrim's 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

### HOLIDAY

Thanksgiving: November 22-23  
Christmas: December 24-25



### CLOSINGS

New Years Day: January 1  
MLK Day: January 21

Account your account 24/7 at: [ycnga.com](http://ycnga.com) — and the YCNGA mobile app