

the customer pipeline

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

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SPRING 2019

The Cost of Delivering Natural Gas

There is a great deal of behind-the-scenes activity that goes into delivering clean and convenient natural gas to your home. Over the past decade, natural gas production has risen faster than the capacity to transport the gas throughout the United States.

The U.S. natural gas pipeline network is a highly integrated system that moves natural gas throughout the continental United States. This network consists of approximately 3 million miles of transportation and distribution pipelines that link natural gas production areas and storage facilities with consumers. The natural gas supply has steadily increased in recent years to meet the growing demand for natural gas, especially for power generation.

While the cost of the natural gas commodity continues to be relatively flat, the cost to transport natural gas from the producer to you is increasing. In fact, for the first time at York County Natural Gas Authority (YCNGA), the cost to deliver natural gas is higher than the product itself.

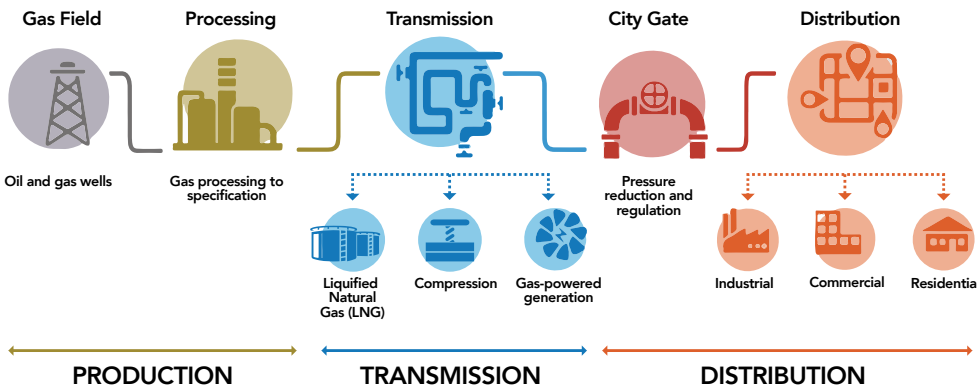
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In fact, for the first time at YCNGA, the cost to deliver natural gas is higher than the product itself.”

Transporting the gas and arranging for services to ensure that gas will be delivered to you on the coldest day (peaking services) will continue to increase as demand for natural gas increases.

As more demand is placed on the gas delivery system, the issue of space available on our pipeline network to transport the product becomes apparent. In 2011, Patriots Energy Group (PEG), a Joint Action Agency consisting of York, Chester and Lancaster County Natural Gas Authorities, constructed its own pipeline to provide additional supply to the three counties and avoid the increased cost of capacity from other providers.

Currently, PEG is taking a proactive stance and working on an engineering study to define its future infrastructure needs as demand in the three counties continues to grow at a record pace. As a public natural gas utility, YCNGA's focus is providing reliable, safe and affordable service to our community.

NATURAL GAS SUPPLY CHAIN



OUR MISSION

York County Natural Gas Authority provides safe, reliable and affordable energy solutions to York and portions of Cherokee Counties in accordance with our enabling legislation through continuous investment in infrastructure, employees and the community for the benefit of our customers.

IMPORTANT NUMBERS

Customer Service

phone: 803-323-5304
toll-free: 866-578-4427
email: customer.care@ycnga.com

Appliance Sales

phone: 803-323-5315
email: sales.installation@ycnga.com

SC811:

landline: dial 8-1-1
cell: 888-721-7877

Smell Gas? Act Fast!

Emergency 866-201-1001

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

HOLIDAY CLOSINGS

- Good Friday: Friday, April 19
- Memorial Day: Monday, May 27
- Independence Day: Thursday, July 4
- Labor Day: Monday, Sept 2

DO YOU USE AUTO-PAY?

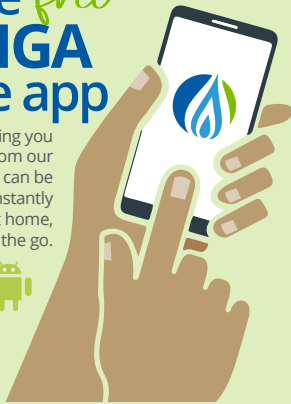


HERE ARE SOME TIPS & REMINDERS...

- When setting up Auto-Pay, don't enter a maximum amount to pay — if the bill is higher than that amount, the payment will not go through.
- Payment due dates are never set for holidays or weekends, so your due date may change each month, within a day or two. When setting up Auto-Pay select the option (checkbox) to have your payment made on the due date to avoid late fees.
- Be sure to update credit/debit cards that may have expired, or when switching checking accounts or e-check drafts.
- **Best Bet** – Set up alerts on your account that will notify you each month when your payment has been processed. Otherwise, you may not receive notice that a payment has not gone through until a disconnect notice is mailed out.

Get the *free* YCNGA mobile app

Nearly everything you can do from our Customer Portal can be handled instantly whether you're at home, at work or on the go.



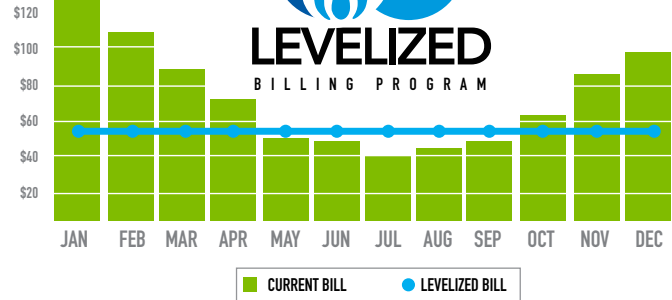
Get fast, secure account access with the **YCNGA APP** available for your Apple and Android devices. View your bill and account balance, make payments by credit, debit or e-check, schedule alerts and reminders, and opt-in to push notifications for outages or bill reminders. Find the **YCNGA APP** in your device's app store.

Budgets Love Levelized Billing

enroll in May!



LEVELIZED
BILLING PROGRAM



Natural gas bills are often higher in the winter since natural gas is typically used for heating. Enroll in our Levelized Billing Program (LBP) and know what to expect each month when your bill arrives.

We analyze your charges over the past 12 months to project the cost for the next 12 months, then divide your predicted usage into 11 equal payments. On the 12th month we reconcile the account and either bill the difference owed, or credit the amount to next year's plan.

HOW TO ENROLL

Call Customer Service at 803-323-5304 **AFTER** you receive your May bill. Enrollment closes June 7. You must have 12 months of billing history to be eligible for the program.

ALREADY ENROLLED

We will analyze your LBP 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. Any credit on your account will be applied to next year's calculation, reducing the amount of your levelized monthly payment. If a balance is owed, you will receive a bill for that amount.



Keep Your Service Active Over the Summer

Customers who disconnect and later reconnect at the same service location are charged a service fee of \$125. Stay connected for a minimum of \$10 per month and avoid the extra charges. With year-round service you may qualify for a lower rate and participate in our Levelized Billing Program (LBP).

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

Payment Assistance - Feel the Heat

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

We recognize that high winter bills can create a hardship for elderly or disabled customers on a fixed income. For those who meet certain income guidelines, help is available through our Feel the Heat Fund. The program, which is funded by caring employees and customers offers heating assistance through area partner agencies. If you need assistance with your natural gas bill contact one of the partner agencies in your area.



Cooking with natural gas is the #1 choice for professional chefs

Just as most professional chefs insist on cooking with natural gas, everyday cooks recognize that natural gas offers even heat, excellent temperature control and instant on/off settings for cooking and baking.

We've partnered with Ferguson Showrooms to offer a wide selection of premium gas ranges and cooktops.

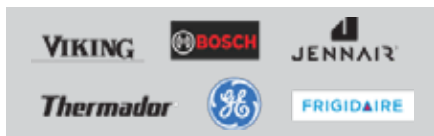
We'll have it delivered right to your doorstep and installed by the gas experts. Here's the **BONUS - put it on your gas bill, interest-free up to 18 months.** Downpayment is required. Certain restrictions and qualifications apply. Talk to a sales representative for more information, or go online to ycnga.com.



Featuring Frigidaire Gas Ranges & Cooktops

as low as \$60/month after downpayment
Price based on Frigidaire FFGF3054TS or FFGC3026S, standard installation and basic York County permit. Permit costs vary by location. Installation cost may vary.

Many makes and models to choose from



and more!

GRILL sale
FIND YOUR FLAME starts May 1

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. Never worry about running out of fuel with a natural gas grill.

Create an outdoor kitchen with a drop-in grill, or choose a cart model with a multitude of features including side burners, warming racks and rotisseries.

- WE ASSEMBLE
- WE DELIVER
- WE PUT IT ON YOUR GAS BILL INTEREST-FREE*
- WE INSTALL & CONNECT

GRILL SALE ENDS
— JULY 5 —



*for qualified homeowners, certain restrictions apply

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

TAKE UP TO...
\$150 OFF PREMIUM & PRO MODEL GRILLS

REPLACE YOUR CURRENT GRILL & HOOK UP FOR
ONLY \$100

Get a **FREE** Bristle-Free Grill Brush with purchase while supplies last



REG. \$200



INTRODUCING THE NEW

BROILMASTER STAINLESS GRILL

The sleek, contemporary design with a wider, deeper grill will maximize your cooking experience. The versatile Multi-Level Cooking, Retract-A-Rack, and timeless Bow Tie Burner live on in this new generation of stainless steel grills. With the ability to roast, sear, smoke, grill, or bake, and numerous features for convenience and versatility, the Broilmaster Stainless Grill is the only grill you'll ever need.

WHY BROILMASTER GRILLS ARE FAN FAVORITES

While other grill brands have come and gone – and many have gone overseas – Broilmaster soldiers on as one of the few grills still made in the USA, since 1966. Backed by a limited lifetime warranty on most critical components.



Put it on your gas bill interest-free for qualified homeowners
CERTAIN RESTRICTIONS APPLY

CALL (803)323-5315 FOR MORE INFO

sales: (803)323-5315
browse online: ycnga.com
0% financing available



965 W Main St
Rock Hill, SC
8:30AM-5:00PM

APRIL IS SAFE DIGGING MONTH



CONTEST ENDS
MAY 5TH

SPRING INTO SAFE DIGGING... *and win!*

Calling 8-1-1 before you dig is
PAWS-itively the right call to make

Are you a GOOD dog or a BAD dog when it comes to safe digging?

Take our fun online poll and register to win a
Doggone Good Gardening Giftpack
featuring a durable Sun Joe Utility Cart,
12-piece gardening tool set and a
\$100 gift card to Wilson's Nursery.



TO ENTER, GO TO:

ycnga.com/safety/811-call-before-you-dig/
or play on Facebook



Before Digging, who ya' gonna call? SC811

All digging jobs, no matter how small, require a call to locate underground utility lines. Whether planting a tree, or digging a mailbox post, every digging job that requires a shovel, requires a call to SC811. Make a request by phone, online or using the SC811 mobile app. It's a FREE service, and *it's the law!* From a cell phone in York County call 888-721-7877.



IF YOU SMELL GAS, ACT FAST!

Our Gas Smells BAD for a GOOD Reason

Natural gas leaks are rare, but can occur. To alert you to a leak, an odorant called Mercaptan is added to natural gas to give it that tell-tale rotten egg smell. If you suspect a leak, call us right away to inspect. Night or day, we'll inspect a suspected leak at no charge to you.

Signs of a natural gas pipeline leak:

- The smell of rotten eggs
- Dead or discolored vegetation
- A hissing or roaring sound
- Persistent bubbles in streams, ponds or wet areas
- Dirt or debris blowing into the air
- Flames (if a leak has ignited)

If you suspect a leak:

- Leave the area immediately and warn others to stay away
- Do not use a phone or device that could create a spark and ignite the gas
- Call 911 and 1-866-201-1001



Pipeline Safety Information

For information on transmission pipelines in your area visit www.npms.phmsa.dot.gov
For information on federal pipeline regulations visit www.phmsa.dot.gov/regulations
Additional natural gas safety information can be found on our website at www.ycnga.com/safety
For information about YCNGA's public awareness plan or activities email us at publicawareness@ycnga.com

Why You May See Us on Your Property



As part of our commitment to providing safe and reliable service, we conduct visual inspections, routine maintenance and leak surveys on our pipeline system, up to and including the meter located on your property. Our technicians wear uniforms, carry an ID badge and drive a vehicle clearly marked with the YCNGA logo. Our approved contractors wear utility inspector colors (yellow), carry an ID badge and drive vehicles with a YCNGA contractor magnet on the door. If you have questions regarding the identity of one of our workers, call us at (803) 323-5304.

Spring & Summer 2019

LEAK SURVEYS:
Tega Cay & Northern Fort Mill

METER INSPECTIONS:
Rock Hill area

THIS IS A REEL NO-NO!



The gas meter at your property is the entry point for natural gas into your home. Keep the area around your gas meter clear of any obstructions and never hang garden hoses or lean tools against your meter. These items may damage the connections resulting in a leak or improper reading of your gas meter.