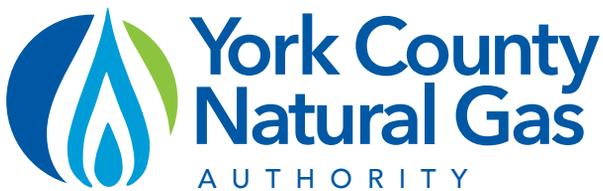




NEW CUSTOMER INFORMATION



965 W MAIN STREET | ROCK HILL, SC | 803-323-5304 | www.ycnga.com



WELCOME

Thank you for choosing York County Natural Gas Authority as your energy provider. We pride ourselves in delivering the best energy value with outstanding, reliable service. Natural gas is clean energy, and is the most efficient, affordable, energy source for space heating, water heating, clothes drying and cooking.

Please review this brochure and keep it in a safe location for quick reference. You'll find useful information about managing your account; programs and services we offer; options for natural gas appliances in your home – and most importantly natural gas safety.

While rare, natural gas leaks can occur from faulty appliances and/or venting. We recommend having your appliances inspected and serviced by only qualified, licensed heating or plumbing contractors. Good maintenance and proper use of your natural gas appliances are essential to prevent exposure to carbon monoxide and fire hazards.

We welcome the opportunity to serve you and invite you to become familiar with our website, ycnga.com, as it provides access to your account and a wealth of information on services, appliances and safety.

Our Customer Service Department is always available to assist you during normal business hours at **803-323-5304**, and in the event of an emergency you can reach us 24-hours a day at **866-201-1001**.

Sincerely,

Jimmy Sprouse

James T. (Jimmy) Sprouse, Jr
President & CEO

Your Account

ONLINE

ycnga.com

24-Hour Online Account Management (no fees)

- Enroll in **AUTO PAY** and set up automatic payments from your bank account or credit card
- Update or change contact information
- View billing history, usage and payment history
- Set up e-notifications and alerts

BILL PAYMENT OPTIONS



24-Hour Online Access: ycnga.com



Automated Phone Access:

24-Hour..... **803-323-5306**

Toll-Free **866-578-4427**

OPTION 1



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

*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.

SERVICES

Equalized Billing Plan (EBP)

Make equal payments throughout the year. The EBP is based on past billing history. Sign up in May.

Paperless Billing

Receive an email each month with your billing summary and a link to access your online account.

Online Bill Pay

Pay your bill online using e-check or credit card. You can log in and pay each month or set up Auto Pay to automatically draft your bank account or credit card. This is a free service.

Energy Assistance Program

Feel the Heat Fund assists the elderly or disabled with natural gas bills. If you're able to assist, you can donate \$1 or more to this fund each month. If you're in need of assistance, apply for funding through a United Way partner agency. More details at ycnga.com.

Newsletter

Receive the Customer Pipeline News in your bill twice a year and in your email each month with customer service alerts and tips, safety reminders, promotional or sale information, recipes and more.

SAFETY

We work hard to maintain a safe gas system. Natural gas leaks are uncommon, but can occur due to faulty appliances or venting. If not addressed quickly, natural gas leaks can become hazardous.

In the Event of a Gas Leak

REMEMBER THE 3 R'S - RECOGNIZE, REACT & REPORT



RECOGNIZE

THE SIGNS OF A GAS LEAK

- Rotten egg smell



- Blowing or hissing sound
- Dead or discolored vegetation in an otherwise green area
- Dirt or dust blowing from a hole in the ground
- Bubbling in wet or flooded areas
- Flames, if a leak has ignited



REACT

LEAVE THE 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 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 to do so



REPORT

FROM A SAFE LOCATION

Call **9-1-1** and York County Natural Gas toll-free at 866-201-1001, 24 hours/day, seven (7) 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**.



**SMELL GAS?
ACT FAST!**

866-201-1001
24 hours/day



REPORT SUSPICIOUS ACTIVITY

- Natural gas is **all natural... and inherently SAFE!** Composed primarily of methane gas, natural gas is lighter than air, burns cleanly — and if released, rises and dissipates safely into the atmosphere.
- **An odorant that smells like “rotten eggs”** is added to natural gas before delivery to your home so detected quickly, without special equipment.
- Natural gas **cannot burn by itself.** To burn, natural gas must be mixed with air and have access to an ignition source.
- Natural gas is naturally **odorless, tasteless, colorless and non-toxic.**
- Natural gas is not propane. Liquefied Petroleum Gas (LPG) is heavier than natural gas and collects in low places. **Natural gas is lighter than air and rises** to an unconfined level.
- If natural gas does ignite, do not attempt to put out the flame. **The only safe way to extinguish a natural gas fire is to eliminate the fuel source.**



STAY CO SAFE

Install a CO Monitor

Carbon monoxide (CO) is an odorless, colorless gas caused by the incomplete combustion of carbon fuels such as 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.



SERVICE
Check and service all appliances



ALARMS
Install CO monitors on every floor

SC811... KNOW WHAT'S BELOW

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



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**.

Member utilities only mark the lines they install and maintain, which does not include privately-owned lines. Private lines may include the following: water and sewer services that a plumber installed, electric line that connects to a detached garage/workshop, sprinkler systems, fencing, etc.



SC811.com website



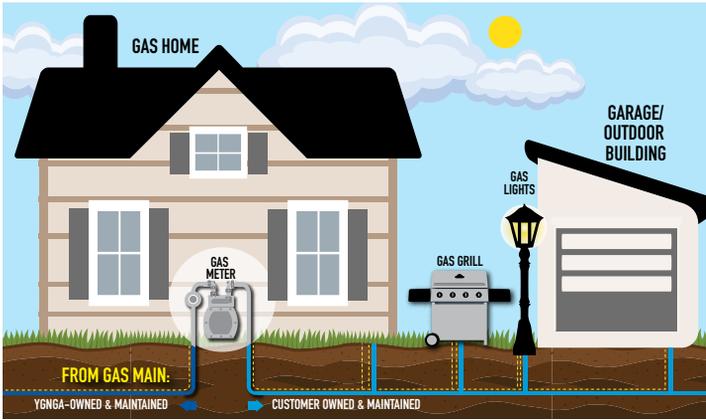
SC811 mobile app



toll-free: 888-721-7877

3 WAYS TO MAKE A **FREE** REQUEST

Pipeline Responsibilities



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 inside your home or office 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 licensed heating or plumbing contractor **ONLY**.

YCNGA owns and maintains the service line and meter on your property. Both should be accessible to YCNGA personnel at all times.

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. Please do not block your meter with fencing, plants, lawn decorations or other equipment which prevent access by our technicians. Blocked meters pose a risk to customers and technicians. If maintenance is performed on your meter that interrupts your service, you will be notified. **Please be aware that any attempt to move, tamper with or otherwise alter a gas meter carries a fine of \$1,000.** Please contact us if you have any questions regarding your service line or meter.



VENTILATION
Never block ventilation of appliances



EFFECTS
Know the signs of CO poisoning

SIGNS OF CO POISONING



HEADACHE



NAUSEA



DIZZINESS



BREATHLESSNESS



COLLAPSE



LOSS OF CONSCIOUSNESS

Your Service

SERVICE FEES & RATES

Rates for Residential Customers:

- **General Residential Rate:** Available to all residential customers within the Authority's service area.

Base Charge: \$10.00/month

Energy Charge: \$1.0226*

- **Preferred Residential Rate:** Available to residential customers who use natural gas year-round with a minimum consumption of nine (9) therms per month. A year-round appliance typically includes a water heater, clothes dryer, cooktop, range or oven.

Base Charge: \$8.50/month

Energy Charge: \$0.9738*

Contact Customer Service **803-323-5304** for information on rates for Public Buildings, Commercial and Industrial.

() Energy charge/rates as of 4/1/2018. Rates are subject to change. For current rates go to: ycnga.com/business/rates-fees.*

Service Calls:

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

We inspect reported gas leaks at no cost



Incentives & Rebates

Residential customers who convert appliances from another energy source to natural gas are eligible for the following rebates:

APPLIANCE	REBATE
Water Heater	\$400
Central Heating System*	\$400
Range	\$50
Clothes Dryer	\$75

** Hybrid systems and logs do not qualify. Certain restrictions may apply. Rebate program is subject to change or cancellation without notice.*

Residential Rebate Request

Online Form:

ycnga.com/residential/rebates/

Submit this form, along with a copy of your purchase receipt within 30 days of conversion.

Advantages of Using Natural Gas

- **Natural gas is affordable.** Households that use natural gas for heating, cooking and clothes drying save an average of \$874 per year compared to homes using electricity for the same applications.
- **Natural gas is an abundant and domestic source** of energy. In fact the United States is now the number one producer of natural gas in the world.
- **You can feel the heat.** Gas furnaces deliver heat up to 25° warmer than an electric heat pump.
- **Professional chefs prefer gas ranges** for their versatility, precise control and ease of use.
- **Gas dryers dry items faster**, reducing static and wrinkles while using less energy.
- **Gas water heaters** heat water nearly twice as fast as electric, at 30% less cost.
- **Natural gas burns cleaner and more efficiently than other fossil fuels** producing far less harmful emissions.

REPORT SUSPICIOUS ACTIVITY



You are encouraged to take an active role in keeping our facilities and our community safe. Since you live and/or work near our transmission and distribution pipelines, be observant and report suspicious activities to pipeline operators and law enforcement. Our employees and contractors carry photo identification and will gladly show it upon request.

For more information contact us at 803-323-5304

the SHOWROOM

YORK COUNTY NATURAL GAS



FIREPLACES/INSERTS



LOGS



GRILLS



TANK WATER HEATERS



TANKLESS WATER HEATERS



SPACE HEATERS

Shop Gas Appliances

Choose natural gas appliances for efficiency, reliability, convenience and comfort. **The Showroom at YCNGA** is your **Hometown Hearth & Patio Store** with a wide selection of gas logs, fireplaces, inserts, space heaters, water heaters and premium grills.

You can visit **The Showroom** Monday - Friday from 8:30am-5:00pm, or browse online before you buy at www.ycnga.com.

Ask us about **Interest-Free Financing** on your monthly gas bill *for qualified homeowners, certain restrictions apply.*

FOR MORE INFORMATION



Sales & Installation

sales: 803-323-5315

email: sales.installation@ycnga.com

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

web: ycnga.com



Download the Residential Customer Information Booklet from our website ycnga.com