

the customer pipeline

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

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FALL 2019

Building Renovations to Begin this Fall

In 1986, York County Natural Gas Authority (YCNGA) renovated and moved into the former Pepsi-Cola bottling plant on West Main Street. The plant was originally constructed in 1942 in an area that was annexed into the city limits for utility service and economic reasons. At the time, the corner of McConnellsville Road (now Cherry Road) and West Main Street was the entryway to Rock Hill. Since then, the area has expanded dramatically, as has the county at large.

When the building was renovated and painted its well-known Williamsburg Blue, the Authority had 40 employees with plenty of room to grow. In 2011, the Customer Service Center at 965 West Main Street was built next door to the Administration Building to house the growing staff. Today the Authority serves over 68,000 customers and employs 112 workers.

Later this year renovations will begin on the historic building at the corner of West Main Street and Cherry Road. Trees have overtaken the building and bushes have matured to the point that root systems and water are damaging the structure. Unfortunately many of the trees and bushes will need to be removed. Exciting plans are in place to create a new, state-of-the-art showroom featuring natural gas appliance experiences. From the panoramic fireplace display to the corner kitchen, laundry room, grilling center and outdoor living area, customers will be able to experience and visualize natural gas appliances in a home setting.

Rest assured that plans are in place to reconstruct the park-like setting the Authority is known for.

Fun Fact - In 1988, the Authority received the first monthly award given for beautification in York County by the Rock Hill Beautification Committee.

Renovations will begin later this year and are expected to be completed by the end of 2020.



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
mobile: 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

Thanksgiving: Thurs-Fri, Nov 28-29

Christmas: Wed-Thur, Dec 25-26

New Year's Day: Wed, Jan 1

MLK Jr. Day: Monday, Jan 21

BLACKSBURG CORNER

Blacksburg Billing & Due Dates are Changing

Due to the growth throughout YCNGA's service territory, meter reading routes have changed and Blacksburg residents will now be receiving natural gas bills earlier in the month. Starting in September, bills will arrive shortly after processing on September 17. The bill due date will change to the beginning of the month after the bill is received. Customers will still have approximately 20 days from receipt of the bill to make payment without incurring late fees.

Those who use bill pay or draft are reminded to change the payment dates with their bank or call customer service at (803) 323-5304 to change draft preferences.

York County Natural Gas AUTHORITY
 PO Box 11007
 905 W Main Street
 Rock Hill, SC 29731
 www.ycnga.com

customer service:
 automated 24-hour bill pay:
 after hours email:
 (803) 323-5304
 (803) 323-5304
 (864) 261-1001
 customer.care@ycnga.com

account number: 89 CYCLE BILL
 customer name:
 service address:
 location number:
 billing date:
 billing period:
 DUE DATE: 09/01/2017

☐ AUTO PAY ☐ AUTO DRAFT ☐ AUTO STOP

account summary
 last bill amount:
 payment: thank you: 00000000
 adjustment/credits/fees:
 balance forward:

current charges
 base charge:
 preferred residential:
 business meter:
 gas-related charges:
 current budget charges:
 other charges:
 feet this year:

consumption information
 meter number:
 current read:
 previous read:

usage CCF x BTU factor = consumption therms

Blacksburg Renewal - Phase II

Construction in Blacksburg has continued this summer to replace existing distribution mains and services with polyethylene plastic pipe, new meters for customers, and state of the art technology for pipeline maintenance. In Phase II of the project, natural gas mains have been replaced along N. Shelby from Carolina St. to Williams St. Construction will continue in the fall along Williams St. and Weathers St. Those customers affected by construction activities will be personally notified by mail or in person with information regarding specific dates work will take place in their area.



September 28
Main Street &
Fountain Park
10am-4pm

A showcase of fun and stimulating STEAM (science, technology, engineering, arts and mathematics) activities for preK-12.

Join us for a hands-on demonstration on how natural gas is formed, and more!

How We Read Your Meter... then & now

When Harold Copeland started with the gas company in 1966, his co-worker Carroll Kelly would drop him off at one end of the street and pick him up several blocks away. Copeland would take readings and enter them into a meter book which was turned in to the company's accounting department for billing. The job came with a few challenges and hazards. There were fences that had to be hopped — some with barbed wire, and many meter books had dog teeth marks in them.



Today, meters are read through a radio-based Automated Meter Reading (AMR) system. The AMR system uses a small transmitter to read natural gas meters from a vehicle. As the specially equipped vehicle drives by, it receives a signal from the AMR device on the home's gas meter, which in turn transmits the data to a computer in the vehicle. Once the data is collected, it is then supplied to our billing system where it is matched to the customer's account number via a unique transmitter ID. This technology allows for more accurate readings at a much quicker pace.

In 1966 Mr. Copeland could walk and read around 250 meters a day. Today we can read the whole town of York or Clover in one day. But, technology comes with a few drawbacks. Harold recalls fondly the many friends he made on his walks through the neighborhoods. He treasures those relationships as he does the memories of his 49 years at YCNGA.

Feel the Heat Fund

HELPS HOMETOWN NEIGHBORS

Neighbors helping neighbors, that's what it's all about! The **Feel the Heat Fund** was created to enable customers who are financially able to assist others in our community who are in need. Over the past year, the Fund provided over 125 senior citizens and those on disability with assistance on their natural gas bills. Thank you to our employees and customers who donated over \$31,000 to keep the heat on.

SHARE THE WARMTH...

Join us in helping ease the burden by donating to the **Feel the Heat Fund**. Enroll in our \$1 month club online and have an extra dollar added to your gas bill each month, or call customer service at (803) 323-5304, option 1. 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



Cozy up to the comfort and convenience of natural gas logs. New vent-free logs are super-efficient and a great source of supplemental heat for only pennies per hour. Natural gas burns more cleanly than wood with no ash build-up, sparks or flying embers. Since outside venting is not required there are many installation options to complement your interior or exterior design. Choose from traditional, contemporary, linear or outdoor sets.

TAKE \$100 OFF	ALL LOGS & FIREPLACES*
TAKE \$150 OFF	PURCHASES OVER \$1,000
TAKE \$200 OFF	PURCHASES OVER \$2,000

If you don't currently have a hearth, create your own with a freestanding fireplace. Add a remote for convenience. Shop early to have your logs installed before the holidays, and be sure to ask about interest-free financing on your monthly gas bill.

(*) certain guidelines apply.



EXTENDED HOURS:

- OCT 7-10
MON-THURS
OPEN UNTIL 6:00PM
Public Natural Gas Week

OPEN SATURDAY:

- NOV 16 | 9:00am - 2:00pm

SPECIAL SHOWROOM HOURS



PUBLIC NATURAL GAS WEEK

during the sale!
FIRESIDE CHAT
Empire Fire Trailer

Tuesday, Oct 8
5:00-7:00pm

Cookies & Hot Chocolate

Tankless Offers Commercial Solutions

Tankless water heaters offer hot water solutions for homeowners and businesses alike. Offering an efficient and reliable source of endless hot water, tankless can help commercial entities save thousands in operational and life cycle costs.



Captain Steve's Family Seafood

Captain Steve's Family Seafood Restaurant in Fort Mill replaced its existing tank water heaters with three Rinnai Demand Duo Hybrid Systems in the spring of 2019. The Duo combines the on-demand, continuous supply of tankless with a 119-gallon tank, condensing technology producing consistent water temperatures for smooth business operations.



Winthrop University Lee Wicker Dorm

In 2018, Winthrop University replaced the boiler units in Lee Wicker Dorm with two 6-unit tankless water heater rack systems. The new water heaters provide endless hot water to over 200 dorm rooms and are remotely connected to Winthrop's maintenance department for monitoring.

CONTACT INFO:

For more information on commercial applications, call (803) 323-5315

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.

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.

  #LiveBetter


- Free 2020 Calendars (while they last)
- ARC Blood Drive: Wed, Oct 9 | 11:00am – 3:30pm
- Special Showroom Hours: Open until 6:00pm Mon, Oct 7 – Thurs, Oct 10
- Fireside Chat: Tues, Oct 8 | 5:00pm – 7:00pm
Hot chocolate, cookies and extended hours

KNOW THE 3 R'S OF GAS SAFETY

Leaks on pipelines are rare, but can occur. Know how to identify & report a suspected gas leak.



SIGNS OF A NATURAL GAS LEAK:

- A distinctive odor similar to rotten eggs
- Pilot flame burning abnormally high
- Unusual noises coming from appliance(s)
- A cloud/mist, bubbles in standing water, blowing debris or dead/dying vegetation
- Dirt or debris blowing into the air
- A roaring, hissing or whistling sound



IF YOU SUSPECT A NATURAL GAS LEAK:

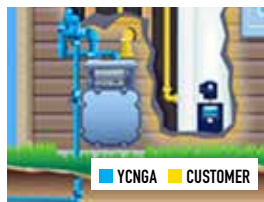
- Leave your home **IMMEDIATELY**
- Warn others to stay away
- From a safe location, away from the suspected leak, call 911, then call YCNGA



IF YOU SUSPECT A NATURAL GAS LEAK:

24 HR EMERGENCY: (866) 201-1001

When you smell gas or suspect a gas leak, leave your home IMMEDIATELY and warn others to stay away. Call 9-1-1 and our dedicated emergency line from a cell phone or a neighbor's phone. We respond to suspected gas leaks at no charge.



Good maintenance and proper use of your gas appliances is essential to prevent exposure to carbon monoxide and fire hazards. YCNGA owns and maintains all piping from the distribution line (located along the street or utility right-of-way) to the meter at your location. Any piping from the meter to your appliances is customer-owned piping and must be maintained by you. For your safety, have your gas appliances inspected annually by a licensed heating or plumbing contractor.

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!**



**Know what's below.
Call before you dig.**



tell us... **WHAT**
YOU KNOW



DURING OCTOBER
take our survey to
WIN PRIZES

Safety is **pawsitively** a priority at YCNGA and each year we routinely survey the community to be sure we're doing our job sharing the safety message.

This year, instead of a phone survey, take a quick 12-question online survey. Each week we'll give away a gift certificate to a fido-friendly restaurant. One entry per person guarantees entry for the weekly prize plus a chance to win the **\$100 Grand Prize** at the end of the month.

Go to www.ycnga/pngw2019-survey

OCT 7 - Charanda's (\$50)

OCT 14 - Michaels RH Grille (\$50)

OCT 21 - Legal Remedy (\$50)

OCT 28 - Hobo's (\$50)

Grand Prize - \$100 VISA Gift Card



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. Survey ends October 31, 2019.



This summer, YCNGA was recognized by SC811 as a Preferred Partner. This quarterly honor is given to members for going above and beyond to promote and adhere to safe digging practices. Pictured above (center) is Tim Stegall, Director of Operations for YCNGA.