

# the customer pipeline

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



SPRING 2020

## Natural Gas

*versatile, efficient, and oh so reliable*

"When I was your age..." is the start of what is typically an embellished story about how tough times were in years past. You probably remember the old adage from your grandparents about walking to school uphill, both ways!

Many of us can remember a time in the not so distant past when natural gas was a scarce and costly commodity. Many people still believe that natural gas is an expensive form of energy, but today that's not the case. Innovative practices and enhancements in technology have unlocked vast reserves of domestic natural gas and oil that were previously inaccessible. With natural gas production at an all-time high, consumers benefit from lower and less volatile energy costs. Current rates for natural gas in York County are under \$1/therm and have varied by only pennies over the past several years. That means you can run your gas logs each evening for only about \$0.33 per hour.

Natural gas has also grown in importance as a fuel for generating electricity and supporting renewable energy. Known as a bridge fuel, natural gas is a reliable partner to the intermittent renewable sources of energy, such as solar and wind. As countries reduce

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their dependence on coal and oil by gaining access to natural gas supplies, the environment benefits from lower carbon emissions.

Natural gas is a versatile fuel used to heat homes, manufacture products and even power vehicles. Many of the products you use every day rely on natural gas. If it's a synthetic material like plastic or nylon, natural gas was an essential ingredient in the manufacturing process.

In October, United Parcel Service (UPS) announced a plan to purchase more than 6,000 natural gas-powered trucks between 2020 and 2022. Locally we fuel several fleets in York County including our newest Compressed Natural Gas (CNG) customer, MacLeod Construction, Inc.

Our nation and nations around the world are relying more and more on natural gas as an efficient and reliable source of energy. Our children will be able to look back years from now and say, "When I was your age the U.S. achieved energy independence, thanks in part to natural gas." And, American energy independence means a more secure nation, a more secure economy, and a more secure future.

### WHAT'S INSIDE

Budgets Love Levelized Billing.....	2
Building Renovations.....	2
What to Look For When Buying a Grill.....	3
Spring Cleaning for Your Gas Appliances .....	3
What's Ours & What's Yours (Gas Piping) .....	4
Safety & Safe Digging .....	4

### 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](mailto:customer.care@ycnga.com)

#### Appliance Sales

phone: 803-323-5315  
email: [sales.installation@ycnga.com](mailto: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](http://www.ycnga.com)

### HOLIDAY CLOSINGS

EASTER: FRIDAY, APRIL 10  
MEMORIAL DAY: MONDAY, MAY 25  
INDEPENDENCE DAY: FRIDAY, JULY 3  
LABOR DAY: MONDAY, SEPT 7





## Budgets Love Balance Enroll in Levelized Billing

**A**void the highs and lows of natural gas bills by enrolling in our Levelized Billing Program (LBP) during May. Since natural gas is typically used for heating, customers often see high bills in the winter and low bills in the summer. Level out your bill by paying the same amount each month.

### HOW TO ENROLL

Call Customer Service at (803) 323-5304 **AFTER** you receive your May bill. An account representative will analyze your usage over the past 12 months and calculate your projected costs over the next year, broken down into 11 equal payments. During the 12th month we reconcile the account and either bill the difference owed, or credit the amount to next year's plan. 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 monthly payment. If a balance is owed, you will receive a bill for that amount.

**PAY ONLINE OR ON MOBILE APP... FREE**

Get the *free*  
**YCNGA**  
mobile app

Fast, secure access  
to easily manage  
your account whether  
at home, work, or on  
the go.



## Stephenson Building Renovations

*O N G O I N G   T H R O U G H   2 0 2 0*

In the fall of 2019 the Authority began renovations on the Stephenson Administration Center located at the corner of Cherry Road and West Main Street. Those who've been in town for a while may recall the building originally housed the Pepsi-Cola Bottling Plant. York County Natural Gas Authority (YCNGA) purchased the building in 1985, painted it Williamsburg Blue, and moved its headquarters from Cherry Road in 1986. For years it served as the only location for YCNGA. Today, the Authority operates primarily out of the Customer Service Building that opened in 2011. But, as York County grows, so does the Authority. In the past several years our staff has expanded from just over 90 employees to 115, generating the need for more office space.

In addition to office space, the newly renovated building will feature a state-of-the-art appliance showroom featuring a semi-circular gas log display, modern linear fireplaces, tankless water heating wall, outdoor living area and more. From standard natural gas appliances to emerging technologies, the new showroom will be a center for sales and education.



*Renovations are expected to be completed in late 2020*



**DID YOU  
KNOW?**

All online bill payments made through YCNGA.com are **FREE**. Beware of other bill pay websites that charge fees for their services while payments are not made or credited to YCNGA for several days or even weeks. Your online account can be accessed 24/7 though [ycnga.com](http://ycnga.com), or on our mobile app — YCNGA — available in the app store for Apple and Android devices.



**AVOID RECONNECT FEES**

### Keep Service Active Over the Summer

Customers who disconnect and later reconnect at the same service location are charged a service fee of \$125. Avoid the fees and stay connected for a minimum of \$10 per month.



## Spring Cleaning FOR YOUR GAS APPLIANCES



Winter's on the way out and spring is here! Time to spiffy up your home and give your appliances a much needed refresh.

Cleaning buildup and debris from gas appliances will allow them to operate more efficiently and use less energy. While sprucing up the rest of your home remember these tips to keep your appliances in tip-top shape:

### GAS GRILL:

- Check the manufacturer's instructions for cleaning
- Scrub with a wire brush and soapy water
- Heat grill before cooking to burn off any remaining cleaning residue

### WATER HEATER:

- Set temperature to 120 degrees (anything above 120 is unsafe and a waste of energy)
- Have a licensed professional check for efficiency and buildup
- Flush the buildup from your tank or tankless to remove scaling

### FURNACE:

- Change filter monthly
- Hire a professional to inspect the unit

### DRYER:

- Clean lint filter after each load to prevent accumulation
- Don't overload, and only dry full loads
- Use moisture detection setting to prevent over-drying

### RANGE:

- Let it cool before cleaning
- Remove grease, dust & grime from cook surface
- Soak grates in warm, soapy water
- For tougher buildup use a soaking solution of one cup vinegar, to one-gallon water

### CO DETECTOR:

- Test unit
- Replace batteries if needed
- Replace unit if more than five years old

## Tankless Maintenance

Schedule a check-up and flush on your tankless water heater.

CALL AND SCHEDULE BY MAY 1

Spring Flush Special \$129

## Grill Master Investment Guide

When it's time to replace your grill, invest in an appliance that will withstand the elements and perform at a high level. Rule number one when purchasing a gas grill is, "You get what you pay for". Low-end grills use cheap materials and lasts only a season or two, while premium grills are made with high-quality materials and can last 20 years or longer. As a result, a disposable grill may end up costing you more in the long run.

### Other things to consider when buying a grill:

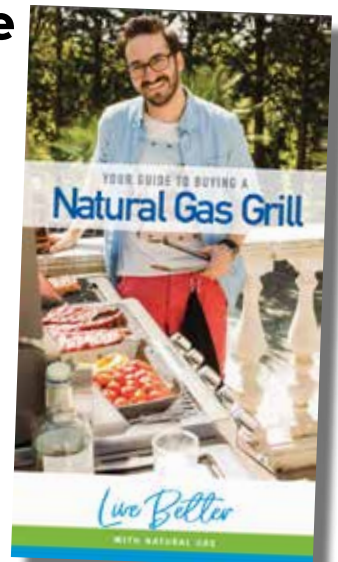
**SIZE:** How big is your deck/patio, how much are you cooking, for how many people?

**MATERIAL:** Look for durable cast-aluminum or stainless steel to withstand the elements.

**IGNITION:** Long-lasting igniters are those that rely on a spark.

**FEATURES:** So many to choose from... side burners, rotisserie, smoker box, lighted knobs, temp gauges & more.

Invest in a quality outdoor grill with an endless supply of fuel and put it on your gas bill, interest-free (for qualified homeowners – some restrictions apply).



Download our Grill Buying Guide:  
[ycnga.com/grills](http://ycnga.com/grills)

## Find Your Flame

Premium grills offer new features every season, from LED lighted panels to wireless speakers. Here are some of the more popular features found on one of our best selling Napoleon grills. Visit the Showroom and let one of our sales representatives help you find your perfect flame.



Napoleon LEX 485

**\$899 closeout special**  
msrp \$1249

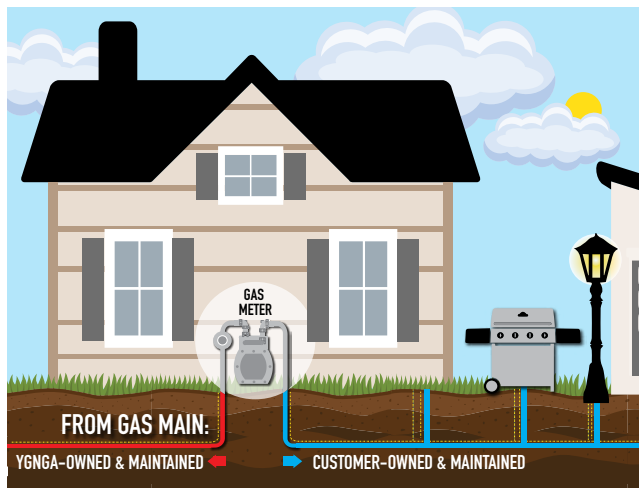
LIMITED QUANTITY AVAILABLE



Buy a grill and put it on your bill, interest-free up to 18 months. A down payment is required and homeowners must qualify. Talk to a sales representative for more information, or go online to [ycnga.com](http://ycnga.com)

## MAINTAINING YOUR HOUSE-PIPING What's **OURS** & What's **YOURS**

YCNGA owns and maintains all piping from the distribution line (gas main), located along the street or utility right-of-way, to the meter at your location. Any piping that runs from the meter to your appliances is customer-owned piping and must be maintained by you. This piping is part of the building or property, much like your plumbing or electrical wiring, and as such requires periodic maintenance.



### WHAT YOU NEED TO KNOW ABOUT CUSTOMER-OWNED PIPING

- The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances.
- Buried gas piping which is not maintained may be subject to the potential hazards of corrosion and leakage.
- If an unsafe condition is found, the gas piping will need to be promptly repaired by a licensed heating or plumbing contractor.
- For your safety, all buried piping should be periodically inspected for leaks. If the buried piping is metallic, it should also be periodically inspected for corrosion.
- When digging near buried gas piping, the piping should be located in advance (call SC811) and digging done by hand.

## ENTER TO WIN!

### Safe Digging MYTHBUSTERS Challenge

April is Safe Digging Month — Call SC811 Before You Dig!



There's no mystery behind safe digging, but we've stumbled on several myths that need examining. It's a simple case of mistaken identity. Put on your best sleuthhound cap and go online to [ycnga.com](http://ycnga.com) for a case study in safe digging myths. If you're a bloodhound with good instincts you could **WIN this 2020 Doggone Good Gardening Giftpack!**

**It's Elementary, my Dear Watson! PAWS... and Call SC811 Before You Dig!**

Take the Mythbuster Challenge and register to win a Gardening Gift Pack.



Know what's below.  
Call before you dig.



SC811.com  
WEBSITE



888.721.7877  
TOLL-FREE

CONTEST ENDS MAY 3

## Suspect a Gas Leak? Use Your SENSES

We regularly inspect, monitor and maintain our pipelines to deliver safe, reliable and clean natural gas to your home or business. 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 you 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 odorant is used to give natural gas its distinctive rotten-egg odor. This pungent smell is a warning sign of a possible leak.



If you suspect a natural gas leak, leave the area immediately and avoid anything that could create a spark. Warn others to stay away and then immediately call 911 and YCNGA.

If you suspect a gas leak, report it right away.

Call 1-866-201-1001, 24-hours a day

### SC811 PREFERRED PARTNER

## YCNGA Overall MOST IMPROVED!

As a pipeline operator we work hard educating customers about the hazards of unsafe digging. This past year we were recognized twice by SC811 as a Preferred Partner, most recently as the Most Improved Partner for 2019.



Tim Stegall, Director of Operations for YCNGA receives the 2019 Preferred Partner Most Improved Award.

In the summer of 2018, we identified a need to improve timeliness and accuracy with our locating efforts. In January of 2019, we terminated our agreement with our locating contractor and increased staff to handle the job. Currently our seven dedicated employees work thousands of tickets a year as

assigned to us through the South Carolina 811 system. The results catapulted our response time and have helped decrease excavation damages. Even while York County has grown, the number of pipeline damages has decreased.

