

How to Create an Online Account

29 CYCLE BILL

York County Natural Gas AUTHORITY

PO Box 11907
965 W Main Street
Rock Hill, SC 29731
www.ycnga.com

customer service: (803) 323-5304
automated 24-hour bill pay: (803) 323-5306
after hours: (866) 201-1001
email: customer.care@ycnga.com

consumption information

meter number	current read	previous read
15593029	8138	8116

account number **3456-002**
customer name JOHN DOE
service address 300 GREEN DR
location number 21493
billing date 07/10/19 draft date 07/29/19
billing period 06/10/19 - 07/09/19

Auto Pay ☒ Levelized Bill ☒ E-Bill Only ☐

account summary

last bill amount	111.00
payment - thank you 06/12/19	-70.83
adjustments/late charges	0.00
balance forward	0.00

1 Find your account number on your most recent bill.

When entering your account number into the ycnga online portal, remove the dash.

EX: 3456-002 would be entered as 3456002

2 Go to www.ycnga.com

Select **LOGIN** button in the **Manage My Account** box found in the top sliding image, or click on the **Bill Pay** link

York County Natural Gas AUTHORITY

[Bill Pay](#) | [Apply for Service](#) | [Contact Us](#) | [EMERGENCY](#)

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Our lobby is open by appointment. Call 803-323-5304 to schedule. For more information on our COVID-19 operations click [HERE](#)

NATURAL GAS GENIUS.

Endless Hot Water
It's a Great Time to Go Tan-less

Manage My Account
Log-in for quick, easy access to your account 24-hours / day.
[Log In](#)

[NEWS & INFO](#) | [DETECTING A LEAK](#) | [GET REBATES](#) | [START / STOP / CHANGE](#)

3 Select one of the **NEW USER** links

MY PAYMENTS | **MY ACCOUNT** | **MY USAGE** | **MY ALERTS**

Tuesday, August 4, 2020

You are here: Customer Login

*Account Number or User ID:
*Password:
[Login](#) | [Clear](#)
[New User](#) | [Forgot Password?](#) | [Help](#) | [Back](#)

new user SIGN UP HERE

Easy online access to:

- view your account
- pay your bill
- set up text alerts
- enroll in auto-pay

NOTES & NEWS

Need to TRANSFER OR STOP your service? [click HERE](#)

In the case of a gas emergency, call 1-866-201-1001

COVID19 - SERVICE & OPERATIONS INFO
[Learn More>](#)

- Lobby is **OPEN by appointment**. Call 803-323-5304 to schedule.
- Drive-Thru is OPEN from 8:30am - 5:00pm.
- Customer Service is available by phone 8:00am - 5:00pm
- To reach Customer Service call (803) 323-5304
- To reach Sales directly call (803) 323-5315

4 Continue to the Create **NEW USER** screen

- Scroll down to the **Required Fields** section and enter your account number (remove dash) and other required information.

- Create a **User ID** of your choice, but it **must be ALL CAPS**
- Create a **password** between 1 and 10 characters long.
- Click on **Submit** to create your New User ID

***Required Fields.**

EXAMPLE ONLY

*Account Number: 9999001 (digits only)	*First Name: Name
*Telephone Number: 1234 (last 4 digits only)	Middle Name:
*User ID: YOU CHOOSE (ALL CAPS)	*Last Name: Name
*E-Mail 1: your email address	*Password: you choose
*Confirm E-Mail 1:	*Confirm Password:
E-Mail 2: alternate email address	Password Hint: Add a hint!
Confirm E-Mail 2:	
*Social Security Number: (last 4 digits only)	
Submit Reset	

CONTACT US IF YOU NEED ASSISTANCE | (803) 323-5304

Customer Service
(803)323-5304 Option 1
customer.care@ycnga.com
toll free: 1-866-578-4427 Option 1

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Rock Hill, SC 29730
M-F, 8:30am-5:00pm
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REMINDER

Be sure to keep your online account up to date with current mailing address, email address, phone numbers, bank account information, credit card changes, expiration dates, etc.