

the customer pipeline

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

WHAT'S INSIDE

Building Renovations	2
Switch to e-Bill to Win.....	2
Natural Gas is Hot Stuff	3
Create a Resort-Like Space	3
Live Better with Natural Gas	4
Know How to Detect a Leak.....	4

FALL 2020

Countering the Challenges of Covid-19

WITH COURAGE, COMMITMENT & DEDICATION

During these extraordinary times our home has become our sanctuary. Not only is it our living space, but now in COVID-19 times it has become our office, classroom, virtual meeting space, workout facility and more.

In addition to providing comfort for your home natural gas is an energy source for industrial and manufacturing customers, as well as hospitals, nursing homes and schools.

The energy sector provides essential services that are vital to the community's health, safety and security.

Like other businesses across our state we've had to shift and modify our operations during this time to maintain the safety of our customers and employees. Our employees have continued to do an outstanding job providing new service lines, installing natural gas appliances, and responding



to service requests. Our crews work hard throughout the year to keep natural gas flowing while maintaining safety standards and following CDC guidelines, all in an effort to maintain our commitment and dedication to those we serve.

While the infrastructure itself is not threatened, COVID-19 does threaten the expertise required to reliably operate many of these systems. Our

workers are operating on the front lines and are often required to enter homes and businesses that could expose workers to the virus. To lessen exposure and operate safely, technicians work in small groups or individually, while our customer service teams transition between home and work. The health of our workforce is critical to ensure the continuity of service for all of our customers.

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Safety is our priority and our focus remains on delivering a safe and reliable source of energy. In the event of a natural gas emergency, don't hesitate to call us at 866-201-1001, and/or call 911.



Currently our customer service lobby remains closed to walk-in visitors, but appointments may be made with our sales team to view products in our appliance showroom. Account management is available over the phone and online at ycnga.com where customers can apply for service, manage payments, update or change information, and view bills. For personal service, customers may use the drive-thru from 8:30am-5:00pm or call (803) 323-5304 between 8:00am-5:00pm.



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.

CURRENT OPERATING HOURS

Lobby Open by Appointment

Mon-Fri 9:00am-4:00pm

To schedule an appointment, call

Sales: 803-323-5315

Customer Service: 803-323-5304

Drive-Thru Hours

Mon-Fri 8:30am-5:00pm

Customer Service

hours: Mon-Fri | 8:00am-5:00pm

phone: 803-323-5304

toll-free: 866-578-4427

email: customer.care@ycnga.com

Sales & Installation

hours: Mon-Fri | 8:00am-5:00pm

call: 803-323-5315

email: sales.installation@ycnga.com

Smell Gas? Act Fast!

Emergency: 866-201-1001

Call Before You Dig (811)

phone: 8-1-1
mobile: 888-721-7877
online: www.sc811.com

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

HOLIDAY CLOSINGS

THANKSGIVING: THURS/FRI, NOV 26-27
CHRISTMAS: THURS/FRI, DEC 24-25
NEW YEAR'S DAY: FRIDAY, JAN 1
MLK, JR DAY: MONDAY, JAN 18



Switch to e-Bill for a Win-Win \$100

ENROLL BEFORE DECEMBER 31

Simplify and cut the clutter when you go paperless with YCNGA e-Bill. Switch now through **December 31, 2020** and you'll be automatically entered into a monthly drawing for **\$100 CREDIT** on your gas bill. That's four (4) winners overall – one each month!

WHY SWITCH?

- **CONVENIENCE** – view/pay all in one place
- **SECURE PERSONAL INFORMATION** – avoid shredding docs
- **E-MAIL NOTIFICATION** – to let you know when your bill is ready
- **TEXT ALERTS** – set reminders and never miss a payment
- **VIEW BILLS ANY TIME** – safely and securely
- **24x7 ACCESS** – online or with the mobile app
- **FREE** – e-Bill and online payments



Download our free mobile app!

Building Renovations Continue

Progress continues on renovations of the Stephenson Administrative Center, located at the corner of Cherry Road and West Main Street. Originally built in the early 1940's as the Pepsi-Cola Bottling Company, YCNGA acquired the property in 1985, managing sales, service and operations from the location until building the Customer Service Center in 2011. Prior to the renovations, the property continued to house the administrative staff and warehouse operations.

The Authority is excited to restore the historic building which will house an expanded natural gas appliance showroom featuring fireplace and log displays, state of the art technologies, and the current trends in outdoor living. Structural supports and roof replacement are nearing completion, which will allow contractors to focus on the design of the interior.

We look forward to opening our doors and sharing the natural gas technologies that provide comfort and convenience to our customers. We invite you to [Live Better](#) with natural gas, and hope to welcome you back in April of 2021.



Photo courtesy of the Watson family



The Stephenson Administrative Center during renovation



Interior construction - September 2020



Mark your calendars for our Grand Opening - Spring 2021

Help Keep the Heat On

GAS UTILITY ASSISTANCE PROGRAM



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 almost 100 senior citizens and those on disability with assistance on their natural gas bills. Thank you to our employees and customers who donated over **\$19,500** 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. Funding decisions are made through qualified partner agencies in the York County area.

NEED ASSISTANCE?

If you or someone you know qualifies for funds, contact your local partner agency:

York County	Salvation Army	(803) 324-5141
Rock Hill	Pilgrims' Inn	(803) 327-4227
Clover	Clover Assistance Ctr	(803) 222-4837
Fort Mill	Fort Mill Care Center	(803) 547-7620
York	P.A.T.H.	(803) 684-3992

Natural Gas is HOT Stuff

Most people see a noticeable increase in their natural gas bills during the winter since natural gas is typically used for heating. Space heating is the #1 use of natural gas in homes. Your energy usage is an important factor in determining the amount of your monthly energy bill. Only a few days of extremely cold temperatures can cause your bill to be higher because your heating system runs more frequently and for longer periods of time.



Follow these tips to help conserve energy throughout the winter months and reduce your bill:

- Install a **PROGRAMMABLE THERMOSTAT** and set it properly
- **CLOSE VENTS** and doors to unused areas
- **DRESS IN LAYERS**
- **CHECK WINDOWS AND DOORS** use towels or blankets to block gaps
- **KEEP BLANKETS HANDY**
- **OPEN CURTAINS** to rooms facing the sun, but **CLOSE THEM** when the sun goes down
- **FIND AND STOP DRAFTS** from coming through doors and windows
- **ADD INSULATION** to your existing home
- Check your **HVAC FILTERS REGULARLY** and change them as needed.
- **CHECK YOUR DUCT WORK** for leaks or tears, and repair fallen or crushed ducts
- Find more tips from energy.gov



Know what's below.
Call before you dig.

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.

www.sc811.com

OUTDOOR PRODUCTS

Create a Resort-Like Space

Transform your outdoor living room into your own personal paradise



Home is a safe and relaxing place to shelter with family and friends, but the best room in the house isn't in the house at all. While vacations have turned into staycations, consumers are using their savings for home and patio upgrades. These staycation renovations are turning backyards into outdoor living rooms with modern, contemporary designs found in linear firepits, zero clearance fireplaces and accessories like firebowls and tiki torches.



We offer a wide range of outdoor products, many of which can be customized for both residential and commercial needs. View ideas online at ycnga.com/shop-appliances/ or call our sales team for more information.

LINEAR FIREPLACES & FIRE PITS - Crafted with a mix of textures and high-quality materials, modern linear or circular options provide bold views and offer seating options paired with the warmth and appeal of an outdoor fire. Customize with accessories including liners, decorative glass or rocks and logs.



FIRE FEATURES - New innovations sparking a trend in outdoor living provide style and outdoor elegance. Fire Bowls can stand alone, or combine water creating a stunning landscape or centerpiece.



Contemporary design trends are leaning toward more linear, zero clearance and clean-face fireplaces like this linear fire pit at the new **Legal Remedy Cantina** in Rock Hill.



BROWSE ONLINE:
ycnga.com



EMAIL US:
sales-installation@ycnga.com



CALL SALES:
(803)323-5315

BLACKSBURG CORNER

Blacksburg Renewal

Gas pipelines continue to be replaced in the Town of Blacksburg. This fall the installation of a steel gas main will take place in the areas of W. Ramseur, N. Shelby, E. Pine and E. Lime Streets. Residents may also see activity in other parts of town as additional distribution main lines are replaced. The Authority has completed over 20% of the renewal project which will improve the integrity of the distribution system allowing for growth, safety and reliability.



Stand Up... for Reliable, Affordable Energy

Natural gas is essential to preserving and improving our quality of life on a daily basis. It heats our home 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.



In certain sections of the country there is a movement to limit the use of natural gas in commercial and residential buildings, or outright ban natural gas in new construction. This 'electrification' movement has gained ground citing environmental concerns regarding carbon emissions and a move towards renewable energy sources.

BUT, DID YOU KNOW... Since the discovery of natural gas resources in domestic shale rock, natural gas has helped the U.S reduce energy-related carbon emissions by 14% (since 2005). The Energy Information Administration (EIA) attributes these reductions to the increased use of natural gas for electricity generation.

Natural gas is also a reliable partner for renewable energy sources; providing critical support for wind, solar and hydroelectricity by helping to match supply and demand while lowering greenhouse gas emissions and improving air quality. Together, they will help deliver clean, secure and low-cost energy to power America.

As a natural gas customer you know the comfort, convenience and cost savings that natural gas energy provides. The direct use of natural gas for heating, water heating, cooking and clothes drying is more efficient, has lower emissions and is the desired choice of consumers. Become a Natural Gas CHAMPION and be an advocate for the benefits of clean, reliable and efficient natural gas.



Lightning Sparks a Quick Response

Gas pipelines are underground and rarely affected by severe weather, but earlier this summer a lightning strike travelled down tree roots making contact with a buried pipe. The damage created by the lightning allowed gas to seep up through the ground creating bubbles in standing water. Residents in the area spotted the bubbles along with the tell-tale rotten egg odor and quickly called in the suspected leak.

Natural gas leaks on pipelines are rare, but can occur. Thanks to the quick actions of the residents in this Fort Mill neighborhood, our technicians responded and repaired the damage without incident.



Pipe damaged by lightning strike

Know How to Detect a Leak

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

RECOGNIZE

1



If you're near a natural gas pipeline and 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 called **mercaptan** is used to give natural gas its distinctive rotten-egg odor. This pungent smell is a warning sign of a possible leak.

REACT

2



If you suspect a natural gas leak, **leave the area immediately** and warn others to stay away. Do not call from the area of the suspected leak or do any action that could create a spark.

REPORT

3



Once you are a safe distance away call **9-1-1** and YCNGA at **866-201-1001**, 24-hours/day. **WAIT** until a YCNGA representative has said it is safe to return.

**SMELL GAS?
ACT FAST!
866-201-1001**

**YCNGA
EMERGENCY LINE
24 hours/day
7 days a week**

NOVEMBER IS CO Awareness Month

Carbon monoxide (CO) is an odorless, colorless gas produced by the incomplete burning of carbon fuels, including coal, wood, charcoal, oil, kerosene, propane, and natural gas.

Deaths and illnesses from CO poisoning are rare and completely preventable with the installation of a CO Detector.

Install a CO detector on every level of your house, near the bedroom(s). Test often. Replace batteries twice a year (or as needed) and replace them according to manufacturer's directions.



Have your gas appliances inspected regularly and be sure all appliances are properly vented and free of obstructions. For side wall vented appliances such as direct vent furnaces, fireplaces and water heaters, do not allow the outside vent terminal to be blocked or obstructed by vegetation, ice, snow or any other materials. Blocked vents can cause carbon monoxide to back-up into a building.

carbon monoxide (CO) poisoning



TUNE UP FOR SAFETY & EFFICIENCY



Cool evenings and frosty mornings signal the end of fall. Before the chill of winter hits, have your furnace inspected by a qualified heating & air technician. A qualified technician can check your heating system for hidden cracks in the heat exchanger, inadequate air flow, and blocked vents.

When you fire up the furnace for the first time, you may smell dust that has accumulated on the heat exchanger while not in use. This burning smell should dissipate shortly after start-up. A burning smell is different from the smell of a natural gas leak which emits a strong, rotten egg odor. If a smell persists turn the unit off and contact an HVAC specialist to determine and repair the problem.