



# CUSTOMER SERVICE

**GOAL:** Provide a premier customer experience.

**redesigned**

Customer Bill



**increased**

Mobile App Use



**Analytics:**

Website Stats 2018-19

**15,690**

Average visits per month

**TOP 5 LANDING PAGES**

1. residential
2. contact us
3. start-stop-change service
4. residential/current customer
5. shop appliances

**created**

Customer Service Surveys



**improved**

Workflows Between Depts.



**redesigned**

Customer Pipeline Newsletter



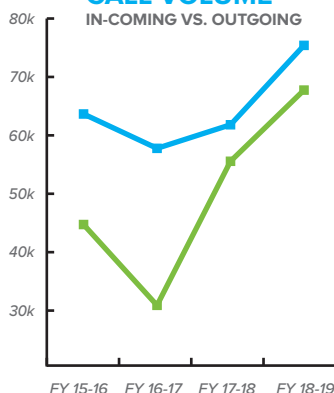
**updated**

Customer Service Forms



## CALL VOLUME

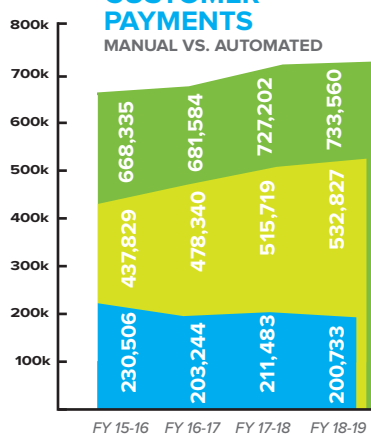
IN-COMING VS. OUTGOING



■ incoming ■ outgoing

## CUSTOMER PAYMENTS

MANUAL VS. AUTOMATED



■ MANUAL: agents, direct, mail  
 ■ AUTOMATED: IVR, draft, online, mobile  
 ■ COMBINED TOTAL

## Appliance Sales & Service

### Staff Expansion

- Hired second install crew
- Separated appliance service from Meters & Regulations (M&R)
- Hired installation coordinator

### Marketing Campaigns

- Tankless Sale - sold 117 Rinnai tankless water heaters
- Grill Sale - sold 53 grills
- Fall Fire Sale - sold 138 hearth products

### Business Development

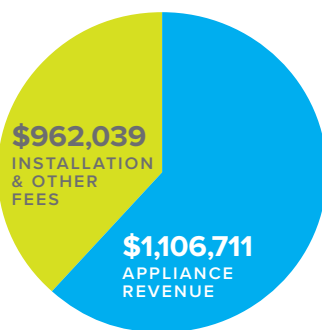
- Main extension into University Center
- Captain Steve's Family Seafood



Captain Steve's Installation of three Rinnai Demand-Duo Water Heaters

**TOP 5 CUSTOMERS Based on Unit Sales**

1. New-Indy Catawba
2. Fomas
3. Solvay
4. Nation Ford Chemical
5. Winthrop University



TOTAL REVENUE

**\$2,068,750**



## Plotting Our Progress

FISCAL 2019

## 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.



# STAKEHOLDERS

**GOAL:** Create, empower and equip all stakeholders to be champions for YCNGA.



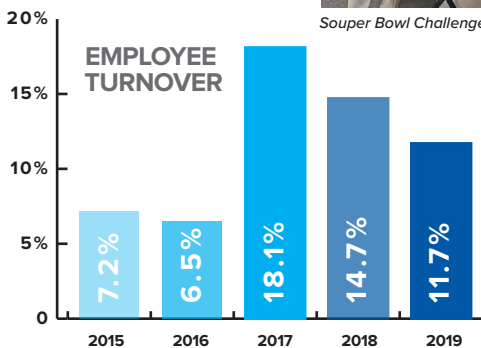
Christmas Party



Souper Bowl Challenge



Employee Picnic



Hallo-Team



Introduced **Employee Database & News for the Authority (EDNA)** intranet site to increase communication within the organization and establish a database for benefits, forms, links, and more.



## Community Relations



Strawberry Festival



Football Jamboree



Back-2-School Block Party



CAREER CONNECTIONS PROGRAM

# SAFETY

**GOAL:** Strive to be an industry leader in safety.



Both operations and office staff were challenged with training including emergency response, crane & rigging training, personal protective equipment, active shooter & security awareness and emergency action plan training to name a few.

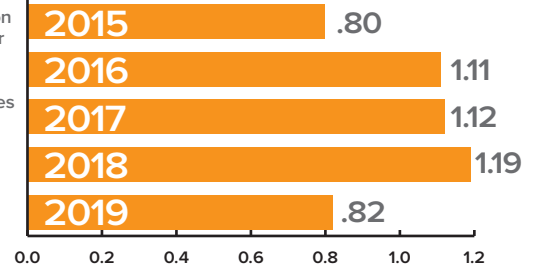


## 4 REGULATORY INSPECTIONS

- 1 Eden Terrace Propane Air Plant Annual Inspection – SC ORS (11/28/18)
- 2 Hydrostatic Test Water Discharge Permit Compliance – SCDHEC (1/15/19)
- 3 Transmission Integrity Management Program (TIMP) – SC ORS (2/25-26/19)
- 4 Distribution Comprehensive Inspection - SC ORS (8/26-28/19)

## EXPERIENCE MODIFIER BY YEAR

Experience Modification Rate (EMR) is a number used by insurance companies to gauge both past cost of injuries and future chances of risk. EMRs commonly range between .75 and 1.25 based on a business' claims history.



## EMERGENCY MANAGEMENT/RESPONSE

Pipeline Emergency Response Training Seminars for public sector responders held in Rock Hill, Fort Mill, Lancaster, Chester and Blacksburg



## March Safety Month SAFETY SURVIVOR CHALLENGE



## STAKEHOLDER SURVEYS

- October Online Safety .....3,409 responses
- 811 Day Online ..... 326 responses
- April Safe Digging Month Quiz.....1,753 responses

# GROWTH

**GOAL:** Meet the demands of our growing area and customers' needs while maximizing partnerships and opportunities.

## UNITED STATES PUBLIC GAS SYSTEMS

	CUSTOMERS
1. Philadelphia Gas Works, PA	503,607
3. Memphis Light, Gas & Water	313,750
7. Long Beach Gas & Oil, CA	148,082
10. City Utilities of Springfield, MO	83,586
<b>11. York County Natural Gas Authority, SC</b>	<b>68,242</b>
12. City of Mesa, AZ	62,025

## AVERAGE CUSTOMERS BILLED & YEARLY GROWTH

August 2019	68,242	3.2% increase
August 2018	66,114	2.4% increase
August 2017	64,558	3.4% increase

## ANNUAL GAS SALES BY CUSTOMER CLASS (DTH)

185,961  
FIRM INDUSTRIAL

3,155,550  
INTERRUPTIBLE

3,306,093  
RESIDENTIAL

1,245,776  
COMMERCIAL

## EXCAVATION DAMAGES ON YCNGA MAINS & SERVICES

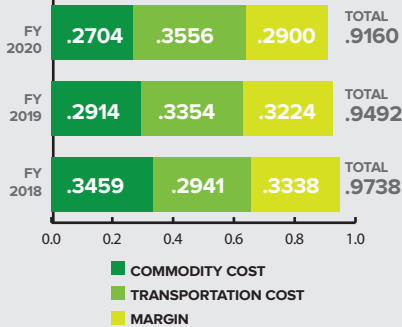
YEAR	MAIN	SERVICE	TOTAL	TICKETS	DAMAGES PER 1K TICKETS
2019*	35161	196	36,148	5.42	5.42
2018	43263	306	51,506	5.94	5.94
2017	44265	309	49,942	6.19	6.19
2016	50298	348	47,044	7.40	7.40
2015	42196	238	38,316	6.21	6.21

(\*) AS OF SEPTEMBER 1, 2019

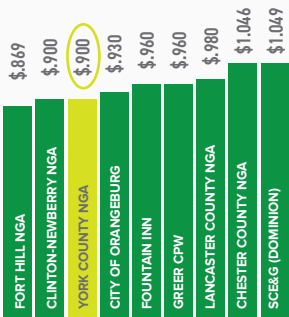
# FINANCIAL

**GOAL:** Achieve financial results to fully fund operation and maintenance expenses, renewal and expansion expenses, and maintain sufficient cash reserves while providing reasonable rates for customers.

## PREFERRED RESIDENTIAL RATE 10- BUDGET



## SOUTH CAROLINA RATE COMPARISON



(\*) AS OF AUGUST 2019

AUTHORITY



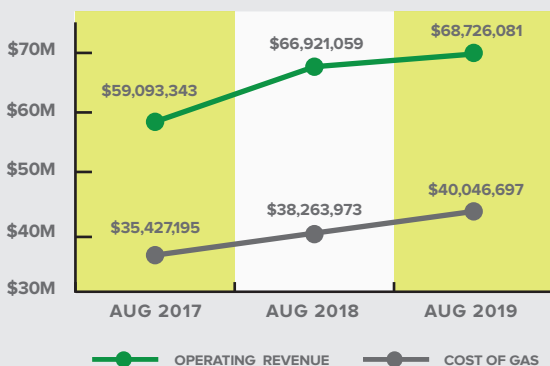
VS AUTHORITY

## Comparing Coordinates

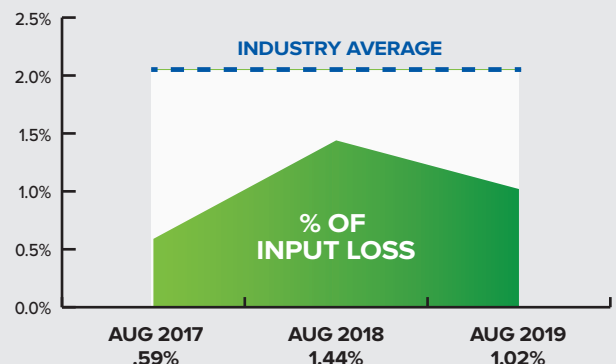
	York County Natural Gas Authority	FORT HILL NATURAL GAS AUTHORITY
Customers	66,114	42,732
Total Revenues (millions)	\$66.9	\$50.1
Sales (Bcf)	7.6	5.2
Expense/Employee (thousands)	\$120	\$171
Expense/Dth	\$1.54	\$2.87
Monthly Expense/Customer	\$14.53	\$29.06
Customers/Employee	688	491
Customers/Mile of Main	38	23
Total Assets/Customer	\$2,982	\$2,541

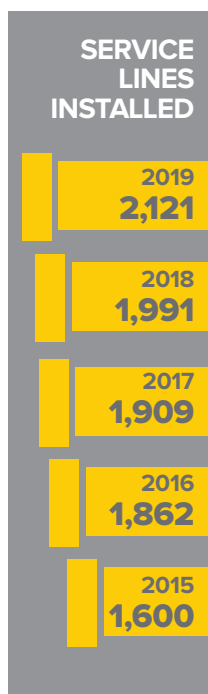
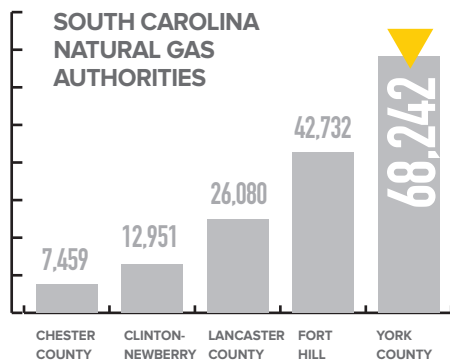
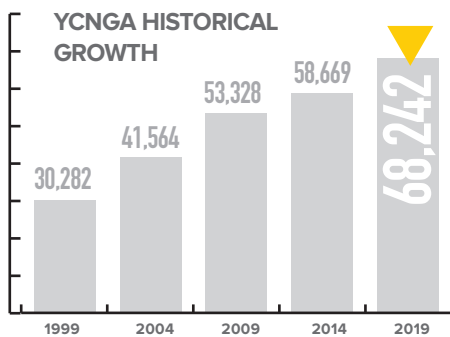
(\*) KHA Ratio Analysis 2018

## OPERATING REVENUE VS. COST OF GAS



## UNACCOUNTED GAS





## RECORD-BREAKING YEAR

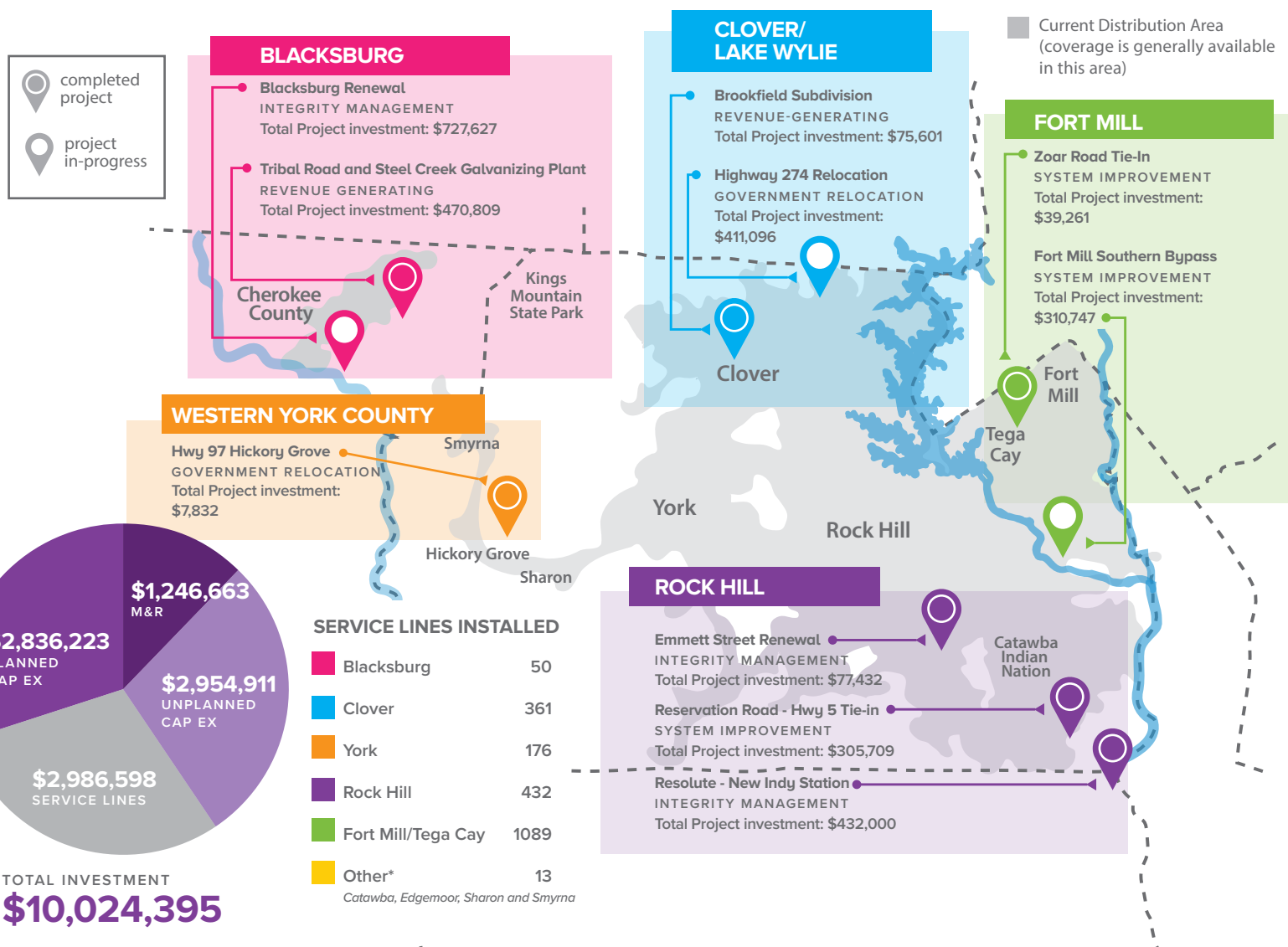
### 2 OF THE TOP 10 RECORD MONTHLY THROUGHPUT (DTH)

January 2018	1,494,141
January 2014	1,362,548
January 2016	1,348,412
<b>January 2019</b>	<b>1,303,746</b>
January 2015	1,285,982
December 2010	1,280,002
January 2010	1,263,620
<b>December 2018</b>	<b>1,205,520</b>
February 2015	1,187,162
January 2008	1,119,299

### RECORD ANNUAL THROUGHPUT (DTH) COMPARED TO HEAT DEGREE DAYS (HDD)

YEAR	DTH	HDD
<b>2019</b>	<b>7,974,460</b>	<b>2,822</b>
2014	7,789,635	3,138
2018	7,716,898	3,093
2015	7,672,665	3,132
2016	7,340,179	2,281

## CAPITAL EXPENDITURES BY REGION







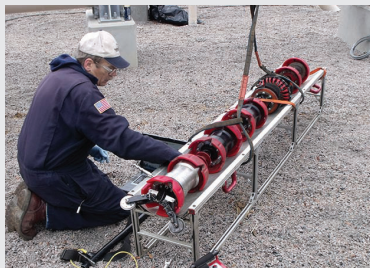
## Mike Enoch Named the First Executive Director of Patriots Energy Group

June 2019

## Smart PIG Project

December 2018

- Inspected (39.4 miles) the 12" PEG mainline
- Identified several anomalies to check
- 12 repairs made using Clockspring Method



## AECOM's Engineering Study

Completed March 2019 - Shows need for:

- Elimination of the Van Wyck 6" bottleneck
- Compression, as Transco volumes increase

## PRESENTATIONS

to suppliers regarding PEG's growth and requirements

- March - BP, Direct Energy and Shell
- April - Municipal Gas Authority of Georgia
- May - UGI Energy Services and Texican
- July - SCANA Energy Marketing

## ACQUISITION

- 11,400 dekatherms of Dominion Energy Carolina Gas Transmission capacity, postponing compressor station until November 2025

## PEG Tabletop Mock Emergency Drill

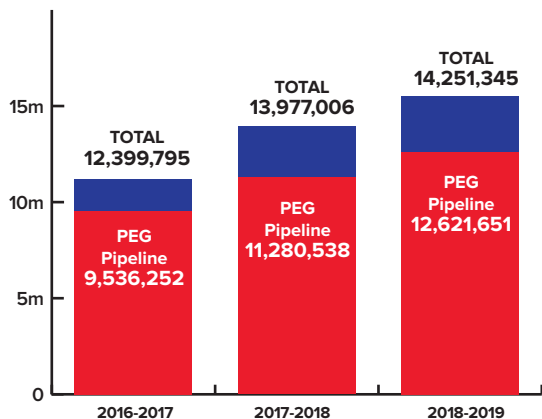
August 2019



## 5 Record-Breaking Months (DTH) FY 2018-19

October	925,647
November	1,630,040

March	1,611,828
July	712,984
August	701,877



Total PEG Throughput (DTH)

## What is PEGFA?

Patriots Energy Group Financing Agency (PEGFA) was created in July 2018 as a joint agency for the purpose of enabling the Members to undertake the acquisition of long term natural gas supplies in order to achieve lower costs of natural gas in the competitive natural gas market.



MEMBERS INCLUDE – York County Natural Gas Authority, Chester County Natural Gas Authority, Lancaster County Natural Gas Authority

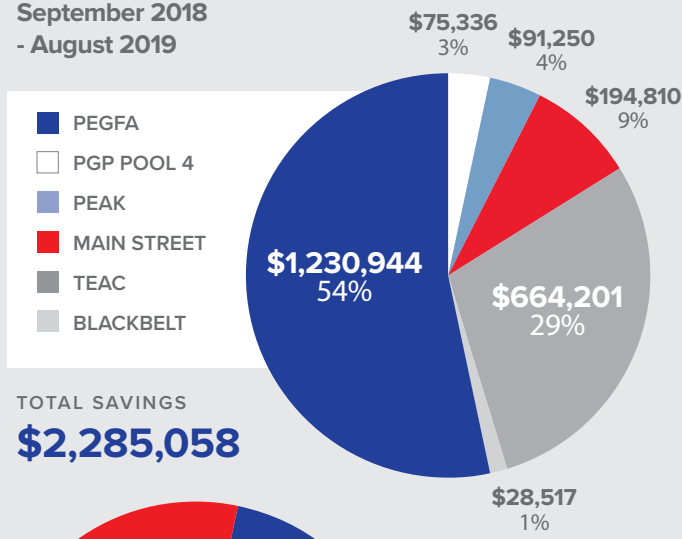
## Patriots Energy Group Financing Agency

In September of 2018, PEGFA entered into a prepay gas arrangement to supply natural gas at a discounted price.

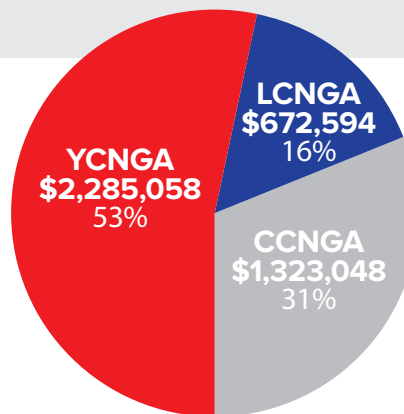
- \$1,230,944 = First Year Savings to YCNGA
- \$2,285,058 = Total Prepay Gas Savings to YCNGA

## YCNGA PREPAY GAS SAVINGS

September 2018 - August 2019



TOTAL SAVINGS  
**\$2,285,058**



TOTAL PREPAY GAS SAVINGS TO PEG MEMBERS

September 2018 - August 2019

TOTAL SAVINGS  
**\$4,280,699**

PEG/YCNGA New Station Identification System

