

the customer pipeline

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

Preplanning Helps Control Cost

TAKE COMFORT IN THE EFFICIENCY OF NATURAL GAS

Life takes energy and natural gas is the energy choice for over 70,000 homes and businesses in York and Cherokee counties providing comfort, convenience and reliability. Natural gas appliances offer homeowners significant cost savings compared to other sources of energy. Piped directly from the source to your home, it's an efficient and affordable choice.

COST

The cost of natural gas fluctuated greatly this winter as extreme cold affected much of the U.S. causing unprecedented demand and historic increases in the daily price of natural gas. For several days, natural gas, which was selling for around \$3 per MMBtu* skyrocketed to over \$300 per MMBtu, and in at least one case, over \$1,000 per MMBtu. Although the Authority experienced some supply disruptions during this period, preplanning helped meet the need without increased costs.

“
Rates, which were lowered in the fall did not vary, even through a winter that was almost 25% colder than the year before.
”

Many customers saw higher gas bills this winter, due largely in part to increased usage. Consistent cold temperatures and wet weather, along with the pandemic, forced many people to stay home during the day for work or school creating an increased use of natural gas. Rates, which were lowered in the fall did not vary, even though the months of December, January and February were almost 25% colder than the year before.

The Authorities in York, Chester and Lancaster, through a partnership in Patriots Energy Group (PEG), provide many gas cost protections to help mitigate supply or price disruptions during the winter. These include hedging of gas cost, storage of natural gas, peaking services and prepay transactions, which will save ratepayers approximately \$4.82 million dollars this year. These tools allow us to budget and set rates for each of our customer rate classes and maintain those rates, which are some of the lowest in the state.

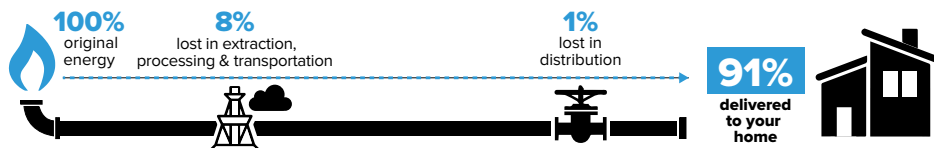
COMFORT & CONVENIENCE

Natural gas appliances offer endless hot water, cooking precision, warmth and style, with proven reliability and safety. It is the most efficient energy source for all heat-producing energy applications. Piped directly from the source to your home, very little energy is lost in delivery. In addition, homes with natural gas sell for 6% more on average than those using only electric energy. That's because more than 70% of homebuyers choose a home fueled by natural gas.

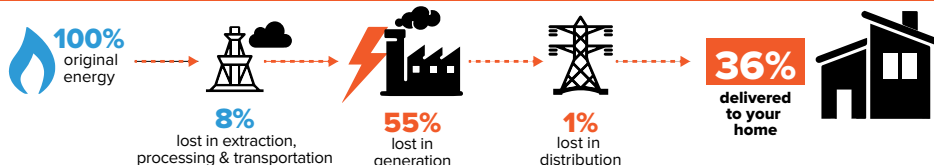
*Mmbtu = Metric Million British Thermal Unit. 1 MMBtu is equal to 1 million BTU

With a hefty domestic supply and reliable delivery system, the direct use of natural gas is an important part of our country's energy future, and a pathway to addressing climate change.

DIRECT USE OF NATURAL GAS



CONVERTING NATURAL GAS TO ELECTRICITY



SPRING 2021

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

DRIVE-THRU HOURS

mon-fri 8:30am-5:00pm

LOBBY OPEN BY APPOINTMENT

mon-fri 9:00am-4:00pm

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

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

HOLIDAY CLOSINGS

EASTER: FRIDAY, APRIL 2
MEMORIAL DAY: MONDAY, MAY 31
INDEPENDENCE DAY: MONDAY, JULY 5
LABOR DAY: MONDAY, SEPT 6



Budgets Love Levelized Billing

Natural gas bills are typically HIGH in the winter, and LOW in the summer since natural gas is normally used for heating. Enroll in our Levelized Billing Program (LBP) and know what to expect each month when your bill arrives.

HOW IT WORKS:

We analyze your yearly charges to project the cost for the next 12 months, then divide your predicted usage into 11 equal payments. On the 12th month we reconcile the account and either bill the difference owed, or credit the amount to next year's plan.

TO ENROLL:

Call Customer Service at **803-323-5304** after you receive your May bill. You must have 12 months of billing history to be eligible for the program.



(803) 323-5304

ALREADY ENROLLED?

We 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 on your June billing statement. If you owe a balance, you will be billed for the difference. If you have a credit, it will be applied to your account.



Fast, secure access to easily manage your account whether at home, work, or on the go without any extra fees!

The best energy efficient upgrades for your home

If you have a family with an active lifestyle and already have natural gas available in your home, consider gas instead of electricity the next time you're in the market for a new appliance.

A gas water heater produces over twice as much hot water per dollar as an electric water heater and heats twice as fast. That means significant savings for the average family because water heating is the second largest home energy use. While hot water from natural gas washes clothes more efficiently, today's natural gas clothes dryers operate at less than one-third the cost of electric dryers. Gas dryers can dry three loads of laundry compared to the cost of one load in an electric dryer. That's easier on your clothes and your wallet.



did you know?

Households that use natural gas for heating, cooking and clothes drying, **save an average of \$879 per year** compared to homes using electricity for those applications.



Switch&\$ave

Get **REBATES*** when you **SWITCH** from another energy source to efficient & reliable **NATURAL GAS**

RECEIVE... \$400 on a furnace

RECEIVE... \$400 on a water heater

RECEIVE... \$75 on a dryer

RECEIVE... \$50 on a range

ycnga.com/rebates

FIND REBATES

Gas appliances may cost more initially, but lower utility bills, cleaner energy use, and reduced maintenance costs over the life of those appliances, will more than make up that difference. *With gas, you never stop saving!*

To help offset the higher costs of natural gas appliances we offer energy efficient rebates, up to \$925, when you convert to natural gas from another energy source. Learn more at ycnga.com/rebates.

**certain guidelines and restrictions apply*



Cut the clutter and secure your personal information by going paperless. Get quick and convenient access to your bill online, anytime. Set text/email alerts and reminders so you never miss a payment.

Sign up using **MY ACCOUNT**, or call customer service to switch.



KEEP SERVICE ACTIVE OVER THE SUMMER

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



After breaking ground in the fall of 2019, construction of the Stephenson Administration Center is set to be completed this summer

INVESTING IN THE COMMUNITY

As a public utility the Authority takes great pride in the communities we serve. Through incentives for economic development, advertising sponsorships for local organizations, and volunteering, our industry strengthens job opportunities and growth that improves the quality of life for all citizens.

We're excited to share a small role in the development of Miracle Park where people of all ages and abilities can play and work.



Phase 1 of the park will include a "Miracle" baseball field, sensory area, playground, bathrooms and concession building opening later this summer.

did you know?

At a time when so many are struggling, **today's gas bill is less than it was 15 years ago** due to the abundance and efficiency of natural gas. Natural gas is the least-expensive heating or energy fuel on the market today.

The newly refurbished building will provide much needed office space for staff and feature a spacious 5,300 square foot, state-of-the-art Sales and Appliance Showroom. The new facility was designed with high-efficiency natural gas technologies including a Yanmar gas-powered heating & cooling system (GHP), and a commercial tankless water heating application (Rinnai Demand Duo) that can be viewed through glass doors in the lobby. Intended to educate consumers and demonstrate the many uses of natural gas, the Showroom's innovative design presents a vast selection of gas appliances. Highlights of the showroom include a semi-circular log display set off by a dramatic sky light and flanked by modern fireplaces. In addition, the airy space includes a wall of copper gas lanterns and an unrivaled patio area with the latest in outdoor living fire features.

The Showroom will open later this summer with access to the best and most trusted products in the industry supported by a top-notch sales and service team providing technical insights to benefit our customers.



COMING SOON!

Look for more information about our Grand Opening in your bill or online at ycnga.com.

outdoor living ON TREND FOR 2021

Transform your outdoor living room into your own personal paradise

With families relying on their homes for office and educational space, the outdoors has become essential for entertaining friends and family safely. More than ever, homeowners are investing time and money into cultivating their outdoor spaces into a functional and beautiful enhancement of their home. Fire features provide a great space for friends to gather and socialize. The Showroom patio will feature the latest in outdoor living from traditional fire pits, to linear designs, fire bowls, torches and other custom options. Natural gas fire features offer convenience with clean-burning and never ending fuel at the flip of a switch, or click of the remote.



BROWSE ONLINE:
ycnga.com



EMAIL US:
sales.installation@ycnga.com



CALL SALES:
(803)323-5315

The MYTHBUSTERS are back!!

Take the Safe Digging Challenge for a chance to win a Carolina Fresh Farms Prize Pack*

CHALLENGE BEGINS APRIL 1



There's no mystery behind safe digging, but we've stumbled on several myths that need examining. Join Snoo-Dog and Sleuth-Hound online at ycnga.com for a case study in safe digging. If you're a bloodhound with good instincts you could win!



It's Elementary, my dear Watson -- You must PAWS... and call SC811 before you dig!

*Take the Mythbuster Challenge and register to win a Gardening Gift Pack from Carolina Fresh Farms. Prize includes a pallet of sod or a delivery of mulch, and a \$100 store gift certificate.

ENTER TO WIN

Enter online at ycnga.com or on Facebook. Win the Carolina Fresh Farms Prize Pack!

Why You May See Us on Your Property

As part of our commitment to providing safe and reliable service, we conduct visual inspections, routine maintenance and leak surveys on our pipeline system, up to and including the meter located on your property. Our technicians wear uniforms, carry an ID badge and drive a vehicle clearly marked with the YCNGA logo. Our approved contractors wear utility inspector colors (yellow), carry an ID badge and drive vehicles with a YCNGA contractor magnet on the door. If you have questions regarding the identity of one of our workers, call us at (803) 323-5304.

We will be in the greater Rock Hill area completing meter inspections this spring and summer



Teach all family members the tell-tale smell of a natural gas leak

You can tell by the smell

Natural gas leaks are rare, but can occur. To alert you to a leak, an odorant called Mercaptan is added to give natural gas that tell-tale rotten egg smell. If you suspect a leak, call us right away to inspect.

If you suspect a leak

- Leave your house **IMMEDIATELY**
- **DO NOT** light a match or turn lights on/off
- **DO NOT** use a phone or any device that could create a spark
- **CALL YCNGA** or **911** immediately from a neighbor's house or safe location away from the suspected leak



SIGNS of a Natural Gas Leak



To help you **SMELL** a leak, an odorant is added that smells like rotten eggs.



Near a gas leak, you might **SEE** blowing dirt, water with bubbles in it or a small area of dead plants.



You might **HEAR** a hissing or whistling sound from a leaking pipe.

the nose knows

Report a Leak to YCNGA: **1-866-201-1001**

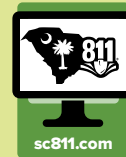
See more on Natural Gas & Pipeline Safety at www.ycnga.com



APRIL IS... SAFE DIGGING MONTH

All digging jobs that require a shovel, require a call to SC811. If you hire a contractor be sure the area has been marked before allowing work to begin. Help prevent injuries or outages in your neighborhood. It's a **FREE** service, and it's the law.

ONLINE



DOWNLOAD



VIA MOBILE



THE STEPS TO SAFE DIGGING

- 1- Make a request by phone, online or mobile app
- 2- Wait **3** full business days (not including the day of the call)
- 3- Check to ensure all lines have been marked
- 4- Respect the marks
- 5- Dig carefully allowing a 24" inch tolerance on either side of the marks

DID YOU KNOW?

Many incidents occur even after lines have been marked, by excavators not hand digging in the tolerance zone
Respect the marks and dig safely

CÓMO IDENTIFICAR UN ESCAPE EN LA CAÑERÍA

Los escapes en las cañerías de transmisión de gas natural ocurren raramente. A pesar de los mejores esfuerzos para evitar escapes en la cañería, ellos pueden ocurrir. Signos de escapes a lo largo del derecho de paso de la cañería incluyen:

- Vegetación muerta o descolorida
- Un silbido o sonido ruidoso
- Soplando suciedad o desperdicios al aire
- Burbujas persistentes en chorros, estanques o áreas mojadas
- Si se encienden llamas en el escape
- El olor a huevos podridos

Qué hacer si se detecta o se sospecha de un escape
Si usted nota cualquiera de estas condiciones, deje el área inmediatamente y advierta a otros que no se acerquen.

1. Contacte con su Departamento Local de Bomberos (911) y Patriots Energy Group al (888) 609-9858
2. Por favor dé su nombre y número de teléfono, una descripción del escape y su localización. Apague cualquier maquinaria o equipo y evite crear chispas.
3. No encienda un fósforo, ni ponga en marcha un motor, o prenda un interruptor eléctrico en el área