

# the customer pipeline

FALL 2021

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



## Renovated & Energized to Reopen!

After breaking ground in the fall of 2019, renovation of the Stephenson Administration Center is now complete. It has been a test of time and patience to renovate a historic structure, but the dust has settled and we are...

## Ready to Open the Doors!

**B**uilt in 1942 for the Pepsi-Cola bottling plant, the Authority purchased the building in the mid-80's painting it the well-known 'gas company' blue. Since then the Authority has grown as rapidly as the county it serves, requiring new office space and technology upgrades.

The newly-renovated Stephenson Administration Center is now the home of **The Showroom** – a natural gas appliance sales and resource center offering the largest collection of gas appliances and fire features in the region. With over 5,200 square feet of retail space, customers can browse in person and experience the look and feel of products in a homelike setting.

The Authority is dedicated to providing the latest technologies and energy solutions for the benefit of our customers. In addition to residential offerings, the new facility was designed with commercial high-efficiency natural gas technologies including a Yanmar Gas-Powered Heating & Cooling system (GHP), and a Rinnai tankless water heating application visible through glass doors in the lobby.

The updated and modern building has new flare and sparkles. We invite you to visit with us in person at 979 West Main Street as we open the doors in September.

### CUSTOMER SERVICE & ACCOUNT MANAGEMENT

All customer service inquiries and bill payments will continue to be handled in the Customer Service Center at 965 West Main Street. At this time the customer service lobby is only open by appointment. Account management is available 24/7 online at [ycnga.com](http://ycnga.com), by phone, or through the Authority's mobile app. In person bill payments can be made at the drive-thru during business hours, or inserted into the after-hours dropbox. If you have a customer service question, please call us at **(803) 323-5304**, option 1.



OCTOBER 2021



The new natural gas appliance sales and resource center offers the largest selection of gas logs, fireplaces, grills, space heaters and outdoor fire features in the region.

**We're celebrating all month long!** During October find special offers, big prizes and scratch-off discounts, along with extended hours and vendor expos on Wednesdays.



**OCT 6 | Outdoor Plus Patio Fire Features**

**OCT 13 | Napoleon Grills**

**OCT 20 | Rinnai Tankless Water Heaters**

**OCT 27 | Empire & Monessen Fireplace Products**

*Wednesdays!*



**Napoleon Portable Tailgate Grill Package**

Register online at [ycnga.com](http://ycnga.com)



**Prizes Include...**

tabletop gas lantern, grilling accessories, \$500 off purchase, and other merchandise and discounts.



*while supplies last — all contests end 10/31/21*



*In response to the current COVID environment, plans and hours are subject to change. We recommend you visit our website at [ycnga.com](http://ycnga.com) before you visit.*

## GO PAPERLESS

Open your mail from your inbox instead of your mailbox. Reduce waste, save money on stamps and streamline your record keeping by going paperless. Register at [ycnga.com](http://ycnga.com) for online access, then view your billing history, usage and make payments online. It's quick, secure... and fee free.



**e**bill****  
GO PAPERLESS

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## BLACKSBURG CORNER



New pipelines continue to be installed in Blacksburg. This fall we will be upgrading our natural gas station along S. Rutherford Street which will allow us to transition customers over to the newly installed gas main and service lines. Affected customers will be notified. In addition, our crews will be installing nearly 1,000 feet of pipe along S. Shelby Street towards E. Ramseur Street, and along W. Carolina Street. Construction will be completed by December and then kick-off again in the spring of 2022. The renewal project will enhance the reliability and integrity of pipelines allowing for continued growth in the Blacksburg area.



## A Helping Hand for Heating Bills

**Feel the Heat** is a payment assistance program that provides financial help with natural gas bills. The program is funded by caring customers and employees who add an extra dollar or more to their monthly bill payment. Donations are collected by the Authority, and used to assist qualified applicants. Screening and funding decisions are made through partner agencies located throughout the county.

Because of the overwhelming generosity of our customers and employees we have recently expanded the guidelines of the program to help more families in crisis.



Qualified applicants include the elderly or disabled with family incomes at or below the Federal Poverty Guidelines; however, partner agencies may also refer cases based on emergency needs.

### NEED ASSISTANCE?

Contact a partner agency in your area to apply. Agencies recommend that you call ahead of time to schedule an appointment. Documentation including a copy of your bill, proof of income and a valid ID is required.



### OFFER A HELPING HAND

Join our \$1/month club and add an extra dollar (or more) to your monthly bill payment. Sign up online or call **(803) 323-5304, option 1.**

Learn more at: [ycnga.com/feel-the-heat/](http://ycnga.com/feel-the-heat/)

## TRASH TO GAS...

## Renewable Natural Gas (RNG)

Removes greenhouse gas from naturally being released into the atmosphere



FARMS ..... LANDFILLS ..... CLEAN UP ..... INDUSTRY, UTILITY & CORPORATE USE

You've probably heard of renewable energy sources like solar and wind, but you may not have heard of renewable natural gas (RNG).

Traditionally, pipeline natural gas comes from deep underground wells and is often associated with petroleum production. RNG, or biogas, on the other hand, is natural gas derived from waste sources like agricultural operations facilities, food waste, landfills and waste-

water treatment plants. The abundance of these materials allows for production of substantial quantities of biogas.

RNG can be an important renewable energy tool because it is available when consumers need it. Wind and solar are intermittent energy sources – meaning the energy isn't available when the sun isn't shining and the wind isn't blowing. RNG is available 24-hours per day, seven days a week and can be deployed

when and where it is needed through the pipeline network.

RNG holds the potential to drastically reduce greenhouse gas emissions while leveraging the nation's resilient, efficient natural gas distribution network. The Authority supports the advancement of natural gas technologies and is researching ways to use diverse resources like RNG in fueling the growth of York County.

# the SHOWROOM

## The New Sales & Appliance Showroom is 'On Fire'

Natural gas fire features offer style and sophistication while providing comfort and convenience. **The Showroom's** updated and modern space brings indoor elegance outdoors with both traditional fireplaces and a wide range of outdoor products, many of which can be customized for both residential and commercial settings. Selection and availability of products may be limited, so shop early this year to ensure installation before the holidays.

**With a new and expanded appliance showroom we are able to offer even more natural gas appliances including:**

- Vented and Vent-Free Logs
- Modern Linear Fireplaces
- Free standing fireplaces and space heaters
- Copper gas lanterns
- Outdoor fireplaces
- Patio features – tiki torches, fire bowls, fire pits
- Grills – freestanding and drop-in models
- Water Heaters – tank and tankless



## Why YCNGA is a top destination for natural gas appliance sales

- Find an unrivaled selection of gas logs, fireplaces, grills, gas lanterns and outdoor fire features
- Shop in-store for an experience that offers inspiration and confident decision making
- View, touch and interact with all options before purchasing
- Get priceless product expertise from our knowledgeable sales staff with trusted service after the sale
- Ask about Interest-free financing available to qualified homeowners – put it on your gas bill after a minimum down payment

**Call to make an appointment, or stop in during business hours between 8:30am – 5:00pm, Monday-Friday**

**OPEN TIL 7PM  
WEDNESDAYS  
IN OCTOBER**

Find an unrivaled selection of gas logs, fireplaces, grills, gas lanterns, and outdoor fire features

 **BROWSE ONLINE:**  
ycnga.com

 **EMAIL US:**  
sales.installation@ycnga.com

 **CALL SALES:**  
(803)323-5315

## PowerON

WITH A NATURAL GAS GENERATOR

In today's world we rely more and more on electricity, so when a power outage occurs it affects more than just the lights. Investing in the installation and maintenance of a residential standby generator can guarantee comfort, security, and peace of mind when the rest of your neighborhood has gone dark.

An automatic standby backup generator is a backup electrical system that operates whether you are home or away. Within seconds of an outage, it automatically supplies power directly to your home's electrical circuit breaker box. After utility power returns, the generator shuts itself off. A Generac home generator assures the safety and security of your home or business and operates on efficient and reliable natural gas.

We have partnered with Canter Power Systems to provide Generac generators to our customers in York and Cherokee Counties. Call the Canter specialists for a free, no obligation in-home estimate to properly size the best unit for your needs.

**READY FOR A FREE ESTIMATE?** Call 866-699-8283  
go online: [estimate.canterpowersystems.com/ycnga](http://estimate.canterpowersystems.com/ycnga)



## PUBLIC NATURAL GAS WEEK

OCTOBER 3-9, 2021

As your hometown public gas utility, YCNGA is proud to be an integral part of our local community while providing clean and reliable energy. A public utility offers many advantages for the community including local control, competitive costs and the ability to provide better customer service. Our employees are your neighbors! Thank you for supporting your public gas utility and we look forward to continuing our mission of delivering safe, reliable natural gas for years to come. Visit [www.ycnga.com](http://www.ycnga.com) to learn more.





## Natural Gas phone SURVEY

....begins in November

As part of our ongoing efforts to provide safe and reliable natural gas service for our customers, we will be conducting a phone survey in November to determine the level of the public's knowledge about natural gas safety.

The survey, which is automated, consists of several short questions and should take only a few minutes to complete. If you receive a call, please take a few minutes to provide your answers. The information will help us fine-tune our efforts to ensure the safety of all those who live in York and Cherokee Counties. Thank you for your support.



For the third year in a row, the Authority received the American Public Gas Association (APGA) Safety Award. This award highlights the dedication of the Authority in maintaining the highest safety standards within our operations, community, and in the natural gas industry.



Entry for the award is based on a system's overall incident (lost work time) rate and man-hours worked for calendar year 2020. York County Natural

Gas Authority was one of only 13 systems to receive the award for over 70,000 hours worked. There are over 1,000 public utilities across the nation and YCNGA is the **11th largest** serving over 72,000 customers.

### NATURAL GAS SMELLS LIKE ROTTEN EGGS

## What's that **SMELL?**

Natural gas pipelines are buried underground not only for your safety, but also to protect the pipes from weather and other outdoor elements. Pipeline leaks are rare, but can occur. The majority of leaks occur due to excavation damage and can be prevented by calling SC811 before excavation work begins. Natural gas is lighter than air, burns cleanly and if released will rise and dissipate safely into the atmosphere. However, if natural gas collects in a confined space, it can displace oxygen and become hazardous. To help you identify a gas leak, natural gas is odorized with a distinctive sour, rotten-egg smell that is readily detectable.

**If you suspect a gas leak – call us!**  
**1-866-201-1001**

If you suspect a natural gas leak, leave the area immediately and avoid doing anything that could create a spark. Warn others to stay away and then immediately call 911 and YCNGA at **866-201-1001**, 24-hours a day. If you suspect a gas leak, **report it right away** — there is no charge for us to inspect.



*In October we will be inserting a special scratch-n-sniff card in your bill. Be sure to open your bill and share the insert with all family members.*



## Avoid a Utility Scam

Our technicians and approved contractors can be seen working throughout York County and the Blacksburg area of Cherokee County. Whether they're performing routine maintenance, completing a service call or surveying meters, everyone's safety is at the forefront of all we do. Never let anyone into your home to check wiring, gas piping or appliances unless you have scheduled an appointment or have reported a problem. Piping beyond our meter is owned by you, the homeowner, so if someone is requesting to come into your home, be sure you ask for identification. Our service technicians wear uniforms and drive vehicles with company logos. If you have a question about an employee on your property call us at **(803) 323-5304**.

### DID YOU KNOW?

The Jeffrey Lee Williams Foundation (JLWF) in collaboration with York County Fire Chiefs and EMS personnel is outfitting fire departments across the county with CO alarms and diagnostic alarms to help increase CO awareness and save lives. Find out more at [jeffreysfoundation.org](http://jeffreysfoundation.org).



**Know what's below.  
Call before you dig.**

FROM A MOBILE PHONE IN YORK COUNTY

**(888) 721-7877**

### HOLIDAY CLOSINGS

THANKSGIVING : THURS/FRI, NOV 25-26

CHRISTMAS : FRI, DEC 24 & MON, DEC 27

NEW YEAR'S DAY : MONDAY, JAN 3

MLK, JR DAY : MONDAY, JAN 17, 2022