

## WE'VE GROWN!

If you've passed by our location at the corner of West Main Street and Cherry Road you may have noticed that we've expanded! The newly renovated Stephenson Administration Center is now open and is the home of our modern appliance showroom. With our expansion we've divided our sales and customer service functions into separate buildings.

*where to visit, when you visit...  
please call for an appointment*

### CUSTOMER SERVICE



**DRIVE-THRU  
BILL PAY & ACCOUNT SERVICES**  
965 W. MAIN ST

drive thru: mon-fri | 8:30am-5:00pm  
phone: (803) 323-5304  
mon-fri | 8:00am-5:00pm  
lobby: please call for an appointment  
toll-free: (866) 578-4427  
email: [customer.care@ycnga.com](mailto:customer.care@ycnga.com)

**24/7 ACCOUNT MANAGEMENT:**  
**[ycnga.com](http://ycnga.com)**

### THE SHOWROOM



**APPLIANCE SALES & SERVICE**  
979 W. MAIN ST

lobby: please call for an appointment  
hours: mon-fri | 8:30am-5:00pm  
phone: (803) 323-5315  
email: [sales.installation@ycnga.com](mailto:sales.installation@ycnga.com)



### HOLIDAY CLOSINGS

EASTER: FRIDAY, APRIL 15  
MEMORIAL DAY: MONDAY, MAY 30  
INDEPENDENCE DAY: MONDAY, JULY 4  
LABOR DAY: MONDAY, SEPT 5

# THE customer pipeline

SPRING 2022

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

## The Dangers of Gas Ban Policies

*There is a movement across the United States to ban or discourage the use of natural gas for new homes and businesses with local governments proposing measures that go so far as to push for a complete phase-out of services to existing customers.*



The problem with gas bans is that proponents consistently overlook the flaws of their proposals, including the most important reality: the U.S. electric grid cannot meet the energy demands of every American household through renewable energy alone — as we saw when outages in Texas left millions without power.

The intermittent nature of renewable sources like solar and wind necessitates another form of energy when the sun isn't shining, and the wind isn't blowing. Eliminating the direct use of natural gas in homes and businesses would simply shift the use of natural gas from inside the home to powering an already over-burdened electric grid through natural gas-fired power plants and in some cases, coal-powered plants.



### Natural gas plays an essential role in providing efficient, low-emission energy

What is often left out of the public policy conversation is that carbon emissions have fallen dramatically — almost 21% from 2008 to 2018 - as natural gas use has grown. Since 1970, gas utilities have added more than 30 million residential customers with virtually no increase in emissions. The sector continues to shrink its carbon footprint by utilizing existing infrastructure to drive even greater efficiency with innovations like renewable natural gas and the use of hydrogen.

### From site to source, natural gas is 92% efficient

Gas ban policy proposals also fail to take advantage of the remarkable efficiency of the direct use of natural gas in the home. When used directly for cooking, clothes drying and home and water heating, natural gas has a source-to-site efficiency of 92% — meaning nearly all of the energy contained in the original gas is utilized in appliances. Additionally, bans on natural gas use would cost consumers thousands of dollars for new appliances, wiring upgrades and remodeling, while potentially leading to higher monthly energy bills. Forcing natural gas customers to front the cost of transitioning to a less-efficient power grid that leaves them more vulnerable to outages would place a large financial burden on American families, and particularly those living on low or fixed incomes.

### We urge you to be a champion for domestic, efficient and reliable natural gas energy

Ask members of Congress to join us in working together to foster an equitable energy future where renewables and natural gas work together to help reduce greenhouse gas emissions, keep energy costs low and ensure energy stability and resiliency for years to come.

## Managing Your Account Online Just Got Easier!



The new YCNGA online portal is coming this spring with a new look and updated features. Your sign-in password hasn't changed, but you will need to log-in with your full account number (which includes the 3 digits after the dash). Once you've signed in you'll find an easy to navigate dashboard with new features including a 'Quick Pay' option allowing you to make a payment without even logging in. Along with upgrades to the online portal, you'll also find a refreshing look to our mobile app. It's quick, easy and secure. If you need assistance setting up your online account, call us at **(803) 323-5304**.

**quick, easy... secure**



## 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.

## Payment Assistant Programs

### LEVELIZED BILLING

## Budget Better with Levelized Billing...

ENROLLMENT OPENS AFTER YOUR MAY BILL



Since natural gas is typically used for heating, cold temperatures can mean higher utility bills in the winter and lower bills in the summer.

### Level your natural gas bill by enrolling in our Levelized Billing Program

With this budget billing plan your yearly usage is broken down into 11 equal payments.\* Instead of paying low summer bills and high winter bills, you pay the same amount every month.

### No need to re-enroll each year

Adjustments are made to LBP accounts each year after the May bill. The new payment amount will show on the next billing statement in June.

\*Usage is estimated, based on past 12-months billing history. You must have 12-months of billing history to be eligible for the program.

### HOW TO ENROLL IN LEVELIZED BILLING

Call customer service **AFTER** you receive your May statement  
**(803) 323-5304**



### FEEL THE HEAT



## Financial Help with Natural Gas 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 now refer cases based on emergency needs.

### NEED ASSISTANCE?

Contact a partner agency in your area to apply. Agencies include HOPE of Rock Hill, Pilgrims' Inn, Clover Assistance Center, Fort Mill Care Center, York P.A.T.H., and Iron City Ministries. For more information, go to: [ycnga.com/feel-the-heat](http://ycnga.com/feel-the-heat)

*While all applicants may not qualify for payment assistance through Feel the Heat, we make every effort to work with customers to arrange payment plans that will avoid or minimize penalties and service interruptions. Call us at (803) 323-5304.*



## FUEL FOR THOUGHT

In the early 1800's, natural gas was used almost exclusively as a fuel for lighting lamps on city streets. It's ironic to consider that today we rely on electricity to light our homes, yet the leading source of energy for generating electricity is reliable, natural gas.\*

From site to source, or better stated, from the natural gas well to your home, natural gas is 92% efficient. Very little energy is lost in transit. However, when natural gas is used to generate electricity the efficiency of the resulting energy is reduced to only 36%. Irony yet again, is that the cost of electricity is almost 3x the cost of natural gas for the same amount of energy.

Clearly the direct use of natural gas is a win-win for the consumer. Natural gas is clean, reliable energy. When properly combusted (used as energy) the byproducts of natural gas are water vapor and CO<sub>2</sub> – the same elements you exhale when you breathe.

Learn more about the efficiency and reliability of natural gas. Become a champion of domestic energy – choose natural gas.

\*<https://www.eia.gov/energyexplained/electricity/electricity-in-the-us.php>



Get the precision of natural gas cooking you enjoy indoors, with the smoky flavor only a grill can provide. With a natural gas grill, you never have to worry about running out of fuel.



— FEATURED GRILL —

### The Blaze Prelude 32" 4-Burner Grill

Blaze offers the perfect all-around performance grill, with best-in-class lifetime warranty. The 32" grill head is constructed of 304 grade stainless steel, double lined to protect the outer layer from heat discoloration. Stainless steel heat zone separators allow for different cooking zones across the grilling surface. Choose a drop-in grill head or add the matching 304 grade stainless steel cart featuring two front doors and side shelves for a convenient work area.

**BROWSE ONLINE:**  
ycnga.com

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



## Enjoy the Great Outdoors — *Without Great Effort*

See the new line-up of fire features on the patio at **the SHOWROOM**

FIRE PITS, BOWLS, TABLES, FOUNTAINS, URNS, TORCHES  
OUTDOOR FIREPLACES AND SPACE HEATERS



### DID YOU KNOW?

Gas lights can be used indoors or out. Create a welcoming entrance with natural gas. See our selection of gas lights featuring the new 'vortex' flame.

the **SHOWROOM**

979 West Main St., Rock Hill  
open: M-F | 8:30am-5:00pm  
call for appointment  
phone: (803)323-5315



## SEE SOMETHING SAY SOMETHING

Since you live and work in an area near our distribution and service lines, we encourage you to take an active role in helping keep our pipelines and community safe. If you see something, say something. Our employees wear uniforms, carry identification and drive company vehicles with the YCNGA logo. Everyone is encouraged to be observant and report any suspicious activity to pipeline operators and law enforcement.

### Safety Inspections

LAKE WYLIE – CLOVER

As part of our commitment to provide safe and reliable service, we conduct visual inspections and leak surveys on our pipeline system. This spring and summer we will be conducting inspections in the Lake Wylie and Clover areas.

A typical inspection takes only a few minutes and is performed by a technician who uses a leak detecting device and walks the area between the gas main, located in the street or alley, to the gas meter beside your home. Inspections are completed outside your home or business during normal business hours and the technician will never ask to enter your home. If the gas meter is located behind your home or in a gated area, the technician will knock on your door. Prior to the inspection it is important that the meter is free of debris and accessible to the technician.



YCNGA IN THE COMMUNITY

### Come See Us at Area Festivals

— APRIL 30 —

**Come See Me Festival**

Everything Trucks

Free t-shirts for the kids, while they last

— MAY 7 —

**SC Strawberry Festival**

Register to WIN our

Safe Digging Hero Package

## YOUR SUPER POWERS CAN SAVE THE DAY!

There's a villain lurking below ground ready to wreak havoc and chaos by causing injuries, outages, fines and even death. You can easily foil the villain with one call to **SC811**. When you contact **SC811**, member utilities in your area mark the utility lines so you know where it's safe to dig... and where it's not. Safe digging is everyone's responsibility. Be a super hero and call **8-1-1** before you dig!



APRIL IS SAFE DIGGING MONTH

TAKE THE  
**SUPERHERO SAFE  
DIGGING CHALLENGE**



Put your super powers to the test then register to win our Safe Digging Prize Pack. Enter online at [ycnga.com](http://ycnga.com), or scan the QR code.



CONTEST ENDS MAY 8, 2022



## Our gas smells BAD for a GOOD reason



**(866) 201-1001**  
24/7 EMERGENCY PHONE

Natural gas leaks are rare, but can occur. Natural gas has an added odorant that smells like rotten eggs. 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, from a safe distance away from the suspected leak, call **911** and **YCNGA**.

## Maintaining Your House-Piping

Natural gas is piped to your home underground. YCNGA owns and maintains all piping from the distribution line (located along the street or utility right-of-way) to the meter at your location. The piping that runs from the meter to your appliances is **customer-owned piping** and must be maintained by you. This piping is part of the building or property, much like your plumbing or electrical wiring, and as such requires periodic maintenance.

Natural gas-piping above and below the ground can deteriorate with age. Whether house-piping, or buried piping running to an exterior building or appliance, all maintenance and upkeep is the responsibility of the home or business owner. For safety, have your gas pipes inspected periodically for leaks or signs of corrosion. If an unsafe condition is discovered, have repairs made by a licensed heating or plumbing contractor.

