

# THE customer pipeline FALL 2022

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

THE MAJOR FACTORS AFFECTING NATURAL GAS PRICES

## American Energy is in High Demand

*Your economics teacher explained it best - It's a simple equation of supply and demand.  
Natural gas is in high demand around the world but the supply has been limited.*

### Russia and the Global Energy Crunch

Russia's invasion of Ukraine interrupted energy markets worldwide. Until now, Russia supplied Europe with 40% of its natural gas, and an even higher percentage to countries like Germany. The uncertainty of whether natural gas would continue to flow from Russia sent international markets into a frenzy. As Europe tried to shore up its natural gas reserves in preparation for winter, the overseas demand for natural gas sent prices skyrocketing.

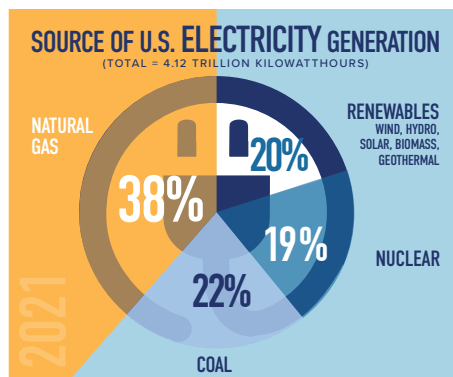
In response to overseas demand, the U.S. has been increasing exports of LNG

### LNG to the Rescue?

Exports are up as the U.S. ships more liquefied natural gas (LNG) to allied countries in Europe. LNG is natural gas that has been cooled to a liquid state that can be more easily transported overseas. As companies divert gas to LNG to take advantage of the international market opportunities, our domestic supply is tightening even further.

### Current Economy

Inflation and worries of recession play a role in our supply challenges, as well. In the current economic and political environment there are constraints on existing producers, resulting in a reduced interest in financing oil and gas exploration or expanding the interstate pipeline. Those wells in existence are experiencing labor shortages and other supply issues, as a result of the pandemic.



Data source: U.S. Energy Information Administration, Electric Power Monthly, February 2022, preliminary data. Note: Includes generation from power plants with at least 1,000 kilowatts of electric generation capacity (utility-scale).

### Weather and Supply

In addition to the increased demand from overseas, we also face uncertainty in our domestic supply. The U.S. started the year with a significant storage deficit, due in large part to the long winter which caused an increase in heating usage. **Natural gas currently supplies almost 40% of the fuel for generating electricity.** Natural gas usage to generate electricity has been at an all-time high this past summer. Heat waves placed an increased cooling demand on the grid leaving even larger deficits in natural gas storage. As we enter the fall, large weather events, such as hurricanes in the Gulf of Mexico, create uncertainty as they threaten both the production and delivery of natural gas. Finally, as we enter the winter months, demand will again surge as temperatures drop and the demand for heating increases.

### Gas Rates

As domestic and international events continue to unfold, our natural gas prices will fluctuate. As a public utility we work hard to maintain stable pricing for our customers; however, faced with the uncertainties of the international market and domestic supplies, this is a challenge. We use many tools to help insulate our ratepayers from large increases, but a certain portion of our rate fluctuates with market prices. During the pandemic year of 2020, hedging practices allowed us to acquire a significant portion of our natural gas supply (2021-2026) at lower rates. Throughout Fiscal Year 2022, we managed our rates with only a 3% increase, and held the second lowest rates in the Carolinas.

The Authority continues to use risk management tools to mitigate costs — tools like long-term prepay arrangements that allow for a discount to market based rates which form a large portion of our gas supply. Despite these efforts, record high market rates will impact consumer rates as we begin a new fiscal year.

### But there's good news for customers!

Currently our rates are still one of the lowest in the Carolinas. We continuously analyze the markets and put forth the best rate to maintain operations and reliability. Rates may be adjusted on a more frequent basis in response to swings (up or down) in the market. Our mission remains to provide safe, reliable and affordable energy solutions for the benefit of our customers.



# How to Cut Your Energy Costs

Life takes energy and energy costs money, but there are ways to curb those costs and save.

Here are a few helpful hints. For more tips, use the QR code below.



## Inspect and Maintain your Appliances

Older home appliances might be draining your electric or gas bill unnecessarily. Keep your appliances running efficiently with proper maintenance. Change air intake filters on a regular basis and replace leaky or worn-out parts as needed to help keep your system from losing energy and running up your gas bill.



## Take Control of Your Air Temperature

Set your heating thermostat to 68°F and be sure to lower it when you leave the house, or at night while you're sleeping. Create zones in your house, closing doors and air registers to rooms you don't use. Open shades and take advantage of heat from the sun, and close at night. You might also consider installing a programmable thermostat.



## Lower Water Usage and Temperature

To help save money on your gas bill, check the temperature setting on your water heater. The recommended setting on a tank is 120°F for most residential applications, but if you've never adjusted the temperature on your water heater, it's probably set to 140°F. Take shorter showers and install efficient shower heads. Choose a tankless water heater for super high efficiency.

FOR MORE



EFFICIENCY TIPS

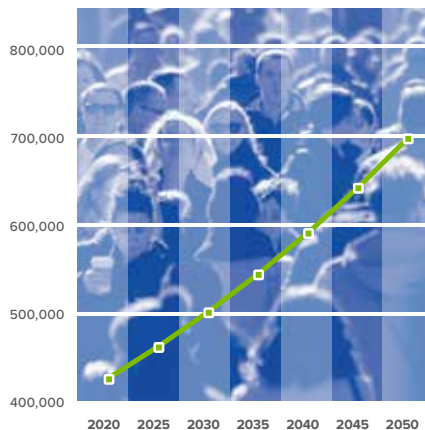
# Maintaining Reliable Energy

## INFRASTRUCTURE PROJECT

With close proximity to Charlotte and conveniently located along I-77, the tri-county area of York, Lancaster and Chester is one of the fastest growing regions in the United States. Natural gas consumption continues to break records, even over the summer months when usage is typically lower.

To stay ahead of that growth, YCNGA, through a partnership in Patriots Energy Group (PEG) is building new infrastructure near the town of Blacksburg in Cherokee County. A compressor station is currently in construction which will help pressurize the gas to keep it moving at sufficient volumes and pressures for reliable service. This system upgrade will help meet future market demand for years to come, while maintaining system reliability and cost efficiency.

Future Population Growth of Chester, Lancaster & York Counties



## DID YOU KNOW?

The Patriots Energy Group (PEG) Pipeline is operated and maintained by the employees of York County Natural Gas Authority.



Construction of the PEG Compression Station is slated for completion in 2023.



# Online Portal Changes

USE YOUR FULL ACCOUNT # TO LOG-IN

The YCNGA payment portal has a new and updated look with more user friendly options. Your sign-in password has NOT changed, but you will need to log-in with your full account number to include 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.*



Providing financial assistance for natural gas bills to those in need

NEED HELP?

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

[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. If you have an overdue account, call us at (803) 323-5304.

# the SHOWROOM

Enjoy the benefits and convenience of natural gas. Shop **the SHOWROOM** in person to see the craftsmanship and warmth of natural gas fire features



VENTED & VENT-FREE LOGS  
COPPER GAS LANTERNS  
MODERN LINEAR FIREPLACES  
OUTDOOR FIREPLACES



FREE STANDING FIREPLACES  
FIRE BOWLS & FIRE PITS  
TIKI TORCHES & OUTDOOR FEATURES  
SPACE HEATERS



This past summer the American Public Gas Association (APGA) recognized the Authority with several national awards for excellence in the areas of community service and marketing.



The Community Service Award was presented for the Authority's efforts in improving and enhancing the quality of life in the community it serves.

Through partnerships and meaningful sponsorships, like Miracle Park and York Technical College's Career Connect Program, the Authority works to support families and educational programs. In addition, our employees take an active role in helping those in need through volunteering, donating and serving on committees.



In the area of Marketing, the Authority won both First and Third Place Awards. The First Place honor was given for a series of safety videos demonstrating that Life Takes Energy... and we want YOU to be Energy Safe. The Authority took third place for the renovations and



transformation of the Stephenson Administration Center into the new Sales & Appliance Showroom. In addition to being a retail sales center, **the Showroom** demonstrates the benefits and efficiencies of natural gas through lifestyle centers, displays and technologies used throughout the building.

The APGA is a not-for-profit nationwide industry association with over 730 members in 38 states. YCNGA is the 11th largest public gas system in the nation with almost 74,000 customers.



THANKSGIVING: THURS/FRI, NOV 24-25  
CHRISTMAS: MON/TUES, DEC 26-27  
NEW YEAR'S DAY: MON, JAN 2  
MLK, JR DAY: MON, JAN 16



PUT IT ON YOUR GAS BILL  
**0% FINANCING\***  
TO QUALIFIED HOMEOWNERS

(\*) Downpayment required. Some restrictions apply. Call sales for more info.

## Tankless Water Heaters

When you go tankless you lose the holding tank that constantly heats water, even when you're not using it. Tankless water heating systems are often referred to as *on-demand*, meaning they heat incoming water only when you need it, saving energy and resources. For continuous (never-ending) hot water, cost savings and installation options, choose a tankless water heater.



### THE YCNGA TANKLESS ADVANTAGE

Sales and installation with rebate options up to \$400\*. Finance it on your monthly gas bill, interest-free certain restrictions apply.

Contact our sales team for more information, or start your quote request online at:  
[ycnga.com/tankless-water-heaters/](http://ycnga.com/tankless-water-heaters/)

request a quote



BROWSE ONLINE:  
[ycnga.com](http://ycnga.com)



EMAIL US:  
[sales.installation@ycnga.com](mailto:sales.installation@ycnga.com)



CALL SALES:  
(803)323-5315

(\*) When you switch from another energy source to natural gas. See more on rebates at [ycnga.com/residential/rebates](http://ycnga.com/residential/rebates)



NOVEMBER 1 - DECEMBER 2

## Gas Safety Quiz Time

WIN ONE OF (5) \$50 VISA GIFT CARDS

Life takes energy and we want **YOU** to be energy safe. From calling 811 before you dig, to reporting a gas leak **YOU** play a big role in keeping our pipelines safe.

**Don't be the weakest link!**

Take the gas safety survey to test your knowledge of natural gas. This year we're not phoning our friends! Instead, we're asking our friends and customers to take our quick 12-question online survey (average time is 3 minutes to complete).

**So, deal, or no deal?**

**Take the deal... you could win a \$50 VISA GIFT CARD**

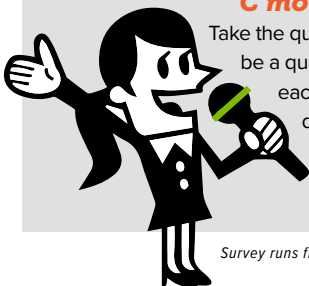
One gift card will be awarded each week through December 2nd.



**C'mon down...**

Take the quiz early and you'll be a qualified contestant each week for the drawing! Quiz starts November 1st at [ycnga.com!](http://ycnga.com!)

Survey runs from 11/1/22 - 12/2/22



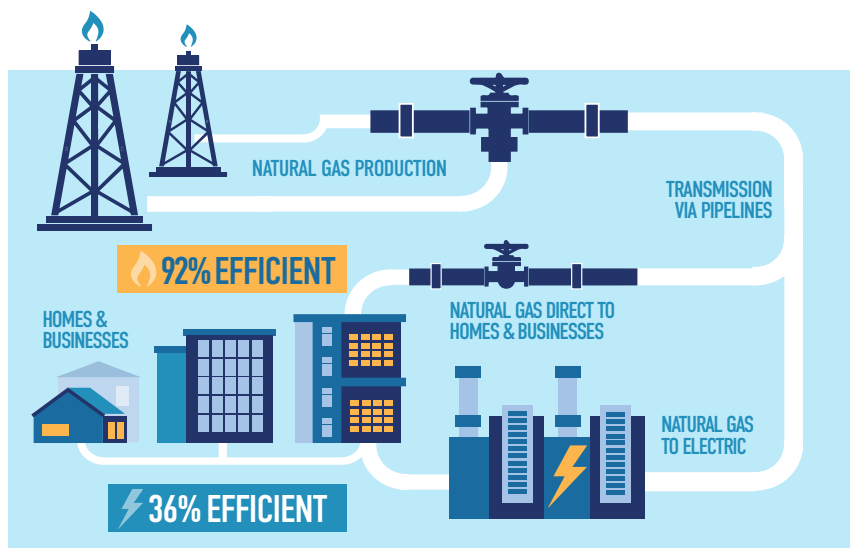
LOGICALLY SPEAKING



If natural gas is piped directly to your home from the source (natural gas wellhead), is it **[more or less]** efficient than if it is used to generate power... *that is transported to your home?*

### FACTS:

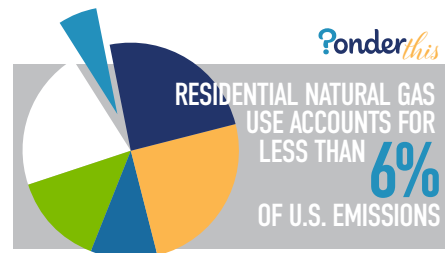
- Electricity must be generated from another fuel source
- Natural gas is the largest source (38%) of U.S. power generation
- Natural gas is 92% efficient from site to source, but when used to generate electricity the resulting energy is reduced to only 36% efficiency



The direct use of natural gas is 2.5x more efficient than grid-delivered electricity, saving consumers on utility costs.

## Love your gas stove, gas logs, gas heat, gas water heater?

It's time to lay out the facts and understand why natural gas bans are a bad idea for communities, consumers and the environment. Natural gas is an important part of our country's energy mix today and into the future. As we look to address climate change, natural gas should be viewed as part of the solution – not the problem.



## Our Gas Smells BAD for a GOOD Reason

Natural gas leaks are **rare**, but can occur. Be sure your house-piping (that's piping inside your home), and home appliances are inspected regularly by a qualified and licensed technician.

Good maintenance and proper use of your gas appliances is essential to preventing leaks, exposure to carbon monoxide and other hazards.

Natural gas contains an odorant called mercaptan that is added to aid in leak detection. The scent is a distinctive sour, rotten egg smell. If you suspect a leak, leave the area immediately and call 911 from a safe location AWAY from the source. Warn others to stay away and wait until you're told it is safe to return. We respond to suspected gas leaks 24/7 at no charge to you.

for more information: [ycnga.com/safety](http://ycnga.com/safety)

**BEING NOSEY CAN KEEP YOU SAFE!**

Natural gas safety starts with you and benefits everyone.

**SMELL GAS... ACT FAST!**

CALL (866) 201-1001

