

THE customer pipeline

fall 2023

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

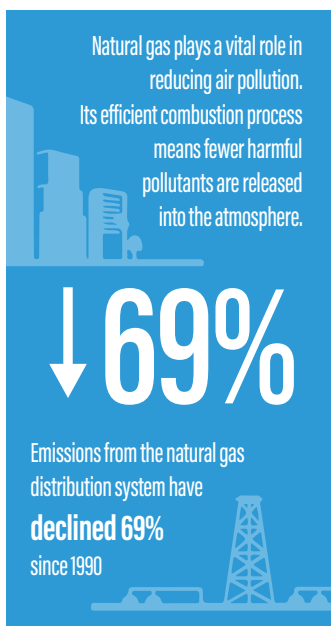
Making a Postive Environmental Impact

Natural gas efficiency and the growth of renewable energy have led to energy-related carbon dioxide emissions hitting **30-year lows**. The natural gas industry is taking significant steps to mitigate its impact on the environment through smart innovation, new and modernized infrastructure, and advanced technologies that maintain reliable, resilient, and affordable energy solutions for consumers.

The Authority is committed to continuously improving practices and maintaining infrastructure to minimize emissions.

Safety and leak inspections are conducted annually by technicians who use advanced leak detection devices and walk the area between the gas main and a customer's meter. Leaks that might go undetected are addressed quickly and repaired.

Regular inspections like these help identify potential issues before they escalate into larger problems that may have adverse environmental impacts.



The Authority is also focusing efforts on reducing methane emissions from blowdowns or flaring. During routine maintenance, natural gas remaining in the pipeline is generally vented to the atmosphere. Technicians now employ methods to depressurize the pipeline and recapture this valuable resource.

These proactive approaches not only minimize methane emissions, but also enhance operational efficiency. Through continuous innovation and commitment to sustainability practices, the Authority is making strides toward a cleaner energy future.

DID YOU KNOW?

Because methane contains only one carbon atom, natural gas produces less carbon dioxide and fewer pollutants than any other fossil fuels. When properly combusted, the by-products of natural gas are primarily carbon dioxide and water vapor — the same elements you exhale when breathing.



October
is
energy
awareness
MONTH



Natural gas provides reliable, efficient, and affordable energy to consumers. As a public gas utility, we are able to offer competitive rates, better customer service, and local jobs. Our employees are your neighbors and our mission is to deliver safe and reliable energy solutions for the benefit of our customers. Join us throughout the month at one (or more) of our educational or *Showroom* events. Pick up a free calendar while supplies last and

register to win prizes through our weekly social media contests, or online at **ycnga.com!**



LEARN MORE & REGISTER

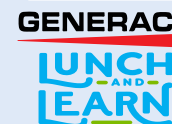
Join us for one or more of these events:



WEDNESDAY
OCT 11
10:00AM-3:00PM



THURSDAYS
OCT 12 & 19
TIL 7:00PM



TUESDAY
OCT 17
11:30AM-1:00PM



TUESDAY
OCT 24
6:00-7:30PM
\$5 TICKET REQUIRED

ENTER TO WIN



TAILGATE GRILL
PACKAGE

SOCIAL MEDIA
WEEKLY CONTEST

NO PURCHASE NECESSARY

Modernizing Infrastructure in Blacksburg

Earlier this year, the Authority was awarded a **\$5.5 million dollar grant** for the repair, replacement and rehabilitation of the natural gas distribution system in the Town of Blacksburg, SC. The grant was a result of the Bipartisan Infrastructure Law of 2021, which provides funding to modernize community-owned gas distribution systems.

The number of competitive applications and requests well exceeded the available funding for the program, and the Authority was one of only two systems in South Carolina to receive the grant. Laurens Commission of Public Works (CPW) in Laurens, SC, was also a recipient.

The Blacksburg system replacement project, which began in 2017, will retire approximately 13.6 miles of older steel pipelines and replace them with new plastic and steel pipe, strengthening the reliability and safety of the system. In addition, the removal of these pipes will reduce gas leaks and methane emissions, supporting the Authority's goals for environmental sustainability. Investments in modernizing gas utility infrastructure is a continued investment in safety, the environment, energy reliability, and jobs.



PHMSA Representative, Damond Smith presents the check to YCNGA President & CEO, Jimmy Sprouse and leaders of the Blacksburg Community including Mayor Mike Patterson.

York Road Compressor Station Online This Fall

SECURING ENERGY RELIABILITY FOR FUTURE GROWTH



DID YOU KNOW?

Compressor stations are above ground facilities located at intervals along a pipeline that pressurize the gas to keep it moving through the pipeline at sufficient volumes and pressures for reliable service to our customers.

Construction will be completed this fall on the York Road Compressor Station located near Blacksburg, SC. The station, which is owned by Patriots Energy Group and operated by York County Natural Gas Authority, will

ensure reliable energy for years to come. Patriots Energy Group is a joint-action agency whose members include the natural gas Authorities in York, Chester, and Lancaster counties.

The tri-county area continues to see rapid growth and increased development with an influx of residential housing, commercial businesses, and industry. With the surge in development, natural gas consumption has reached record levels, even during the summer months. Access to natural gas is a crucial factor in driving economic development projects. Operation of the new compressor station will allow for increased capacity that is critical to meeting the future energy needs of the region.

A ribbon cutting is planned for November to commemorate the start-up of the facility.

CUSTOMER SERVICE PROGRAMS

GO GAS & GET REBATES

We offer energy efficient rebates! Get rebates up to \$925 when you **switch** to natural gas from another energy source.



* certain qualifications may apply

Sharing is Caring

Feel the Heat is a payment assistance program that provides financial help with natural gas bills. Donations are collected by the Authority and used to assist qualified applicants. Screening and funding decisions are made by partner agencies located throughout the county.

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. Go to ycnga.com/feel-the-heat to find a partner agency in your area.

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 to enroll.



GET **IN THE** GAME

WITH GAS APPLIANCES

host a BACKYARD TAILGATE

Fire up your backyard grill and never worry about running out of fuel.



HUDDLE *together*

...and keep warm on cool fall nights.

hit the SHOWERS!

Never run out of hot water when you switch to a tankless water heater. Tankless systems heat incoming water only when you need it, saving energy and resources. The new Rinnai REP series comes with built-in recirculation that learns your hot water usage pattern, and schedules hot water when (and where) you need it.

Tankless is a game-changer!

The size of a small suitcase, tankless can be installed in a garage, or on an outside wall. Move your water heater from the attic, or free up valuable space inside your home.



0%

FINANCING

SCORE

...with interest-free financing* on your monthly gas bill.



FAN FAVORITE ★

Natural gas offers the perfect fuel for entertaining. Outdoor design trends are becoming bigger and bolder, serving as both a reflection of the owner's personality and a place to gather with family and friends. Just as indoor fireplaces offer both heat and ambiance, outdoor fireplaces, fire pits and fire tables provide warmth and set the mood for outdoor gatherings.

ADVANTAGES:

- no sparks or hot embers
- safe to locate almost anywhere
- start with the flip of a switch
- endless fuel
- no clean-up



expert COACHING

EMAIL US:
sales.installation@ycnga.com

CALL SALES:
803-323-5315

BROWSE ONLINE:
ycnga.com

Get professional advice on grills, logs, and more from our sales staff.

(*) Financing available for qualified homeowners. Certain restrictions apply.

PowerON

RELIABLE & RESILIENT THROUGH THE STORM

Today 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. Powered by reliable and resilient natural gas, a Generac home generator assures the safety and security of your home or business.



Canter Power Systems is a trusted partner providing turn-key service for 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.

- \$500 Visa gift card with the installation of a standby generator before 12/31/23
- \$0 down financing based on credit approval
- 10 year warranty included with every purchase

TO GET
STARTED, CALL
866-699-8283



(*) \$0 down financing is subject to credit approval

Accolades for Safety Management



The Authority takes great pride in operating a safe and reliable gas system. Our teams participate in training sessions, safety meetings, and emergency response exercises throughout the year to improve skills and focus on safety.

This year the Authority was awarded the Safety Management Excellence Award by the American Public Gas Association (APGA). The award recognizes a public gas system that consistently operates at the highest safety levels, clearly establishing the system as an achiever of excellence in the field of Employee Safety Management. There are over 1,000 public utilities across the nation and YCNGA is the 11th largest, serving just over 75,000 customers.

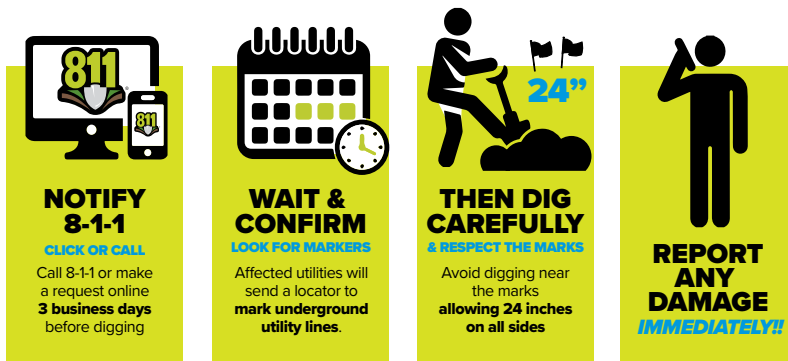
Serving up Stove Safety

There's been a bit of controversy stirred up about gas stove safety and indoor air quality. The research has shown that it is not the type of appliance used that impacts air quality, but more to do with the type of food being cooked. The key is to properly ventilate the area when cooking.



Safe Digging is Everyone's Responsibility

Striking a natural gas pipeline can cause injury, significant repair costs, fines, and inconvenient outages. Every digging project, no matter how large or small, requires a call to locate utility lines.



SMELL GAS? ACT FAST!



In the event of a gas leak — REMEMBER THE 3 R'S

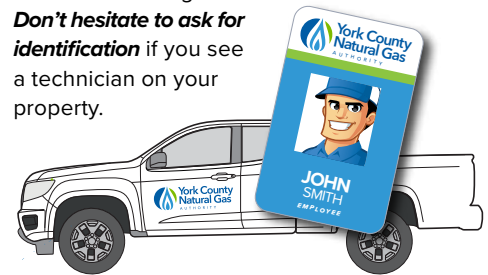
SEE something
SAY something

Since you live and work in an area near our transmission and service lines, we encourage you to take an active role in helping keep our pipelines and community safe. Using the common mantra "if you see something, say something," everyone is encouraged to be observant and report suspicious activities to pipeline operators and law enforcement.

HOW TO IDENTIFY A YCNGA EMPLOYEE

Our employees and contractors carry identification and drive vehicles marked with a YCNGA logo.

Don't hesitate to ask for identification if you see a technician on your property.



APGA AWARD WINNERS



This year the Authority was recognized as an industry leader by the American Public Gas Association (APGA) receiving top honors for leadership, marketing, and safety.

HOLIDAY CLOSINGS

THANKSGIVING: THURS/FRI, NOV 23-24
CHRISTMAS: MON/TUES, DEC 25-26
NEW YEAR'S DAY: MON, JAN 1
MLK, JR DAY: MON, JAN 15