

THE customer pipeline

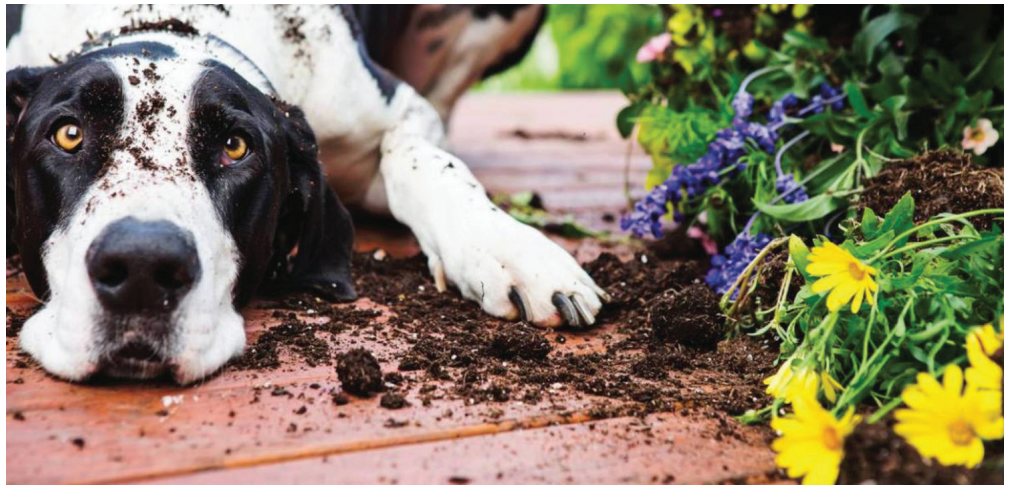
spring 2024



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

Dig Safely This Spring

As the sunshine warms our days, many of us are gearing up for garden and landscaping adventures. Whether you're dreaming of blooming flower beds or envisioning a cozy outdoor retreat, there's something magical about bringing your outdoor space to life. But before you grab those shovels and start digging, let's talk about a crucial step to keep your spring projects safe and stress-free.



Why Safety Matters

Natural gas is a critical energy source that powers our appliances and keeps our homes cozy and warm. But did you know that those underground pipelines delivering gas to your doorstep need a little TLC too? Accidentally hitting a gas line while digging can lead to serious consequences.

Safety Risks. Gas leaks are no joke. They put you and your neighbors at risk of bodily injury and/or blowing gas that could ignite. Keeping everyone safe is a top priority!

Costly Mistakes. Damaging a gas line can mean unexpected repair bills, fines, and disruptions to you (or your neighbor's) gas service.

Environmental Impact. We all want to do our part for the planet. By preventing leaks, you're helping keep our air clean and our planet green.



**SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.**

Meet SC811: Your Digging Buddy

Enter SC811 – your trusty sidekick for all things digging-related! This **FREE service** is like having a superhero hotline for underground utilities. Here's why you'll love them:

Getting Started is Easy! Just dial 811 anywhere in South Carolina or visit **SC811.com**. Share a few details about your project, and they'll take it from there. It's that simple!



Sit Back & Relax! Once you've put in your request, SC811 will send out the utility experts to mark the location of underground lines. Wait 3 business days for flags, or paint markings, and you're good to go!

Dig with Confidence! Armed with knowledge about where those utility lines are hiding, you can start your spring projects without worries.

Let's Get Digging – Safely!

With SC811 by your side, there's no limit to what you can achieve with your spring projects. So go ahead, plant those flower beds, or build that dream patio – *the sky's the limit!* Just remember to call SC811 first, because nothing beats the feeling of knowing you're keeping your project, community, and planet safe and sound. Here's to a spring filled with sunshine, smiles, and safe digging adventures!



See page 2 for details on our 811 "Best in Show" Dog Photo Contest & Enter to Win!

Excavation is the #1 cause of pipeline damage!

In 2023, we responded to 184 incidents involving damaged pipelines. Besides the obvious risks of digging into a gas line, there are also costs associated with damaged equipment, repairs and fines.



Helping Our Neighbors in Need

Feel the Heat is a compassionate initiative providing financial assistance with natural gas bills to those in need. This heartwarming program is made possible by the generosity of caring customers and dedicated employees who contribute an extra dollar or more to their monthly bill payments.

Screening and funding decisions are made by partner agencies located throughout York and Cherokee County. Last year alone, Feel the Heat successfully assisted 142 customers in easing financial burdens and ensuring continued access to natural gas services. Your contributions truly make a difference in the lives of those within our community.



NEED ASSISTANCE?

Contact a partner agency in your area to apply.

PARTNER AGENCIES:

- HOPE of Rock Hill
- Pilgrims' Inn
- Clover Assistance Center
- Fort Mill Care Center
- York P.A.T.H.
- Iron City Ministries



For more information, scan the QR code or go to: 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. To learn more, call us at **(803) 323-5304**.



HOLIDAY CLOSINGS

- GOOD FRIDAY: FRIDAY, MARCH 29
- MEMORIAL DAY: MONDAY, MAY 27
- INDEPENDENCE DAY: THURSDAY, JULY 4
- LABOR DAY: MONDAY, SEPT 2



BEST IN Show

PHOTO CONTEST

SUBMIT PHOTO BY APRIL 30

Does your Dog Dig-it?

Enter a photo of your Blue Ribbon Buddy for a chance to win the Good Dog Gardening Gift Pack!

Share a pawsome moment of your pooch diggin' the good life outdoors. Whether chilling in the flowerbed, or digging a hole in the garden, show us your top dog having a tail-wagging good time. We'll bow-wow down to the best in show and make your dog our **811 Day — Dog of the Day** in August. Plus, your furry friend could win **you** the Good Dog Gardening Gift Pack that includes \$100 gift card to Wilson's Nursery and treats for the Best in Show!



Remember to be a leader of the pack and call SC811 before you dig. Utility lines can bite back — make the **FREE** call to 8-1-1 at least 3-business days before digging, or start your request online at sc811.com.



Levelized Billing Program

Often referred to as budget billing, this plan sets a fixed monthly payment based on the past 12-months of gas usage at your residence. The Levelized Billing Program (LBP) allows you to stabilize your monthly energy costs by paying the same amount each month — preventing spikes in your bill. Instead of paying large bills in the winter and small bills in the summer, the amount is spread out over the year.



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.



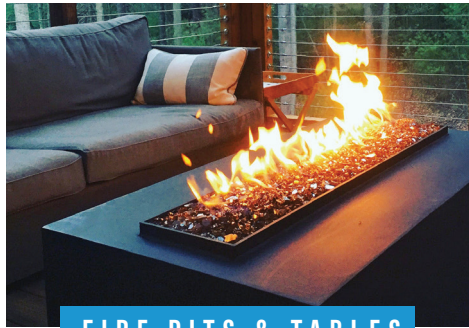
HOW TO ENROLL IN LEVELIZED BILLING
Call Account Management at (803) 323-5304
AFTER you receive your May statement

The Season for Outdoor Living

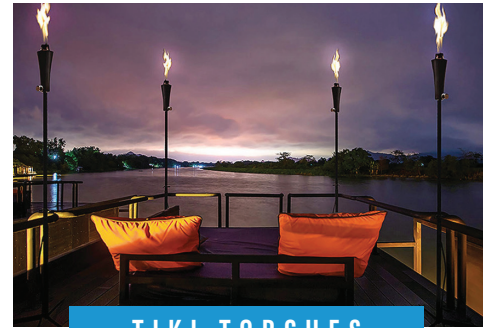
As warmer weather beckons us outdoors, consider enhancing your outdoor space with natural gas fire features. Imagine cozy evenings gathered around a fire pit or enjoying the soft glow of gas torches, adding a magical touch to your gatherings. With the reliability of natural gas, effortlessly create memorable moments under the stars throughout spring and summer. Whether hosting intimate dinners or lively parties, these fire features become the focal point of outdoor entertainment, fostering connections and lasting memories. Embrace the beauty of outdoor living and let natural gas fire features elevate your evenings.



GRILLS



FIRE PITS & TABLES



TIKI TORCHES

Warm weather calls for hot grilling action! Fire up our top-of-the-line gas grills and let the outdoor culinary adventures begin. From backyard barbecues to patio parties, savor the flavor of the season in style.

Embrace the warm nights under starlit skies with our mesmerizing fire features. Gather 'round, toast marshmallows, and let the crackling flames ignite unforgettable moments of warmth.

Elevate your outdoor ambiance with the flicker of natural gas torches. Illuminate your evenings with the dance of flames, casting a warm and inviting glow over every gathering.

Interest-free financing for qualified homeowners. Get professional advice on grills, outdoor features, and more from our sales staff:

Email us: sales.installation@ycnga.com | Call us: 803-323-5315 | Browse online: ycnga.com

Now We're Cooking with Gas

Want to enhance your skills in the kitchen?

Consider joining our Gas Gourmet Culinary Workshop, hosted by a master chef in The Showroom at York County Natural Gas Authority. This past year, we've held two workshops and intend to offer another session this fall.



From elegant entertaining tips that simplify cooking for a crowd to heart-warming favorites perfect for a cozy evening, our guest Chef David Babey demonstrates the

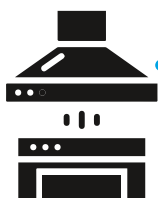
versatility and benefits of cooking with natural gas while sharing tips and techniques that can be easily replicated at home. **Look for more classes this fall!**



In addition to notetaking, attendees sample delicious foods, spend time asking questions, and even take home a few door prizes.

DID YOU KNOW...

- Natural gas cooking provides easy temperature control, quick heating, self-ignition, self-cleaning, and reduced costs.
- Gas-powered cooking is safe, efficient, and economical, providing perks like precise temperature control.
- Most professional chefs prefer natural gas stoves and/or gas grills.
- National studies show that homeowners overwhelmingly prefer natural gas for cooking.
- Many natural gas appliances work during a power outage.



INSTALL A RANGE HOOD and be sure to turn it on when cooking



KEEP STOVE TOP & BURNERS CLEAN



USE COOKWARE matching the BURNER SIZE

BE SURE **FLAMES ARE BLUE** orange flames may signify a problem



NEVER OPEN OVEN DOOR to heat your home



DOUBLE CHECK ALL KNOBS ARE OFF

2024: The Year of the Cicadas

... AND POTENTIAL MISCONCEPTIONS



HOW TO IDENTIFY A GAS EMPLOYEE

Safety Inspections

LEAK SURVEYS IN YOUR AREA

In order to ensure the safe delivery of natural gas to you and your neighbors, the Authority conducts safety inspections throughout our service territory. These atmospheric corrosion and meter inspections are part of our routine safety practices completed by Authority employees and/or contractors.



This spring, our trusted partner, Surview Field Services, will be completing inspections in the **Town of Sharon, Hickory Grove, McConnells & Rock Hill.**

Starting this summer, our inspectors will be in **Tega Cay** and the **northern areas of Fort Mill.**

The survey is completed outside your home or business and will likely occur during normal business hours between 8am and 5pm. The technician completing the inspection will never ask to enter your home, but may knock on your door if the gas meter is located behind your home or in a gated area.

YOU CAN HELP!

Please ensure that your meter is not blocked by shrubs or other debris. If you receive notice that our inspector needs access to a gated area, please respond immediately.



Learn more at ycnga.com/safety-inspections or by scanning the QR code

Get ready to welcome back the cicadas in 2024! These fascinating insects, known for their distinctive buzzing chorus, are set to emerge in large numbers across the South. While their presence may add a unique soundtrack to our outdoor experiences, there's a potential issue that homeowners and communities should be aware of – the risk of mistaking cicada sounds for a gas leak.



The Cicada Invasion

This year, cicada broods XII and XIX will have a “dual emergence,” causing *trillions* of the noisy insects to appear simultaneously for the first time since 1803. Their distinctive buzzing, often likened to a loud, continuous hum, can fill the air for weeks, creating a natural spectacle.



The Gas Leak Dilemma

While the sound of cicadas may be a familiar part of the summer landscape for many southerners, it can also lead to confusion and potential misunderstandings. The noise produced by these insects, particularly when congregating in large numbers, can sometimes be mistaken for the sound of a gas leak. This misinterpretation poses a risk, as it may delay or prevent the reporting of genuine gas leaks, which require immediate attention to ensure safety.



Recognizing the Difference



It's essential for homeowners and communities to be vigilant and educated about the distinction between cicada sounds and the signs of a gas leak. Some key points to remember include:

- **Frequency and Duration:** Cicada sounds are typically continuous and may last for several weeks during their emergence period. In contrast, the sound of a gas leak may be intermittent or sporadic, with no discernible pattern.
- **Location:** Cicadas are outdoor insects and are most commonly heard in trees, bushes, and other vegetation. Gas leaks, on the other hand, can occur anywhere, indoors and out.
- **Smell and Visual Signs:** Gas leaks are often accompanied by a distinct odor, similar to rotten eggs, and may also cause vegetation to wither or die. Cicadas, while noisy, do not produce any noticeable odor or visual signs of damage.

Reporting Concerns

If there's any doubt or suspicion of a gas leak, it's crucial to err on the side of caution and report it promptly to the YCNGA emergency response line dedicated to handling gas leak reports — 866-201-1001. We have trained professionals who can assess the situation and take necessary action to ensure safety.

Embracing Nature's Symphony

As we anticipate this once-in-a-lifetime return of the cicadas in 2024, let's embrace the wonder of this natural phenomenon while remaining vigilant about safety. By understanding the sounds of nature and knowing how to differentiate them from potential hazards, we can enjoy the chorus of cicadas without any unnecessary concerns.



SMELL GAS? ACT FAST!

 <p>RECOGNIZE</p> <p>Natural gas has a “rotten egg” or burnt match smell</p>	 <p>REACT</p> <p>Leave immediately and get everyone out safely & away</p>	 <p>REPORT</p> <p>When safe, call 9-1-1 and YCNGA 24/7 line: (866) 201-1001</p>
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In the event of a gas leak — remember the 3 R's