



York County Natural Gas

AUTHORITY

CUSTOMER INFORMATION BOOKLET

the SHOWROOM



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HOURS:

M-F | 8:30am-5:00pm

Billing Inquiries:

803-323-5304

Toll-Free:

866-578-4427

Sales & Installation:

803-323-5315

24/7 Emergency Line:

866-201-1001

Thank you for choosing York County Natural Gas Authority (YCNGA) as your energy provider. We pride ourselves in delivering the best energy value and providing you with outstanding service.

Our website **ycnga.com** is a great source for new and current customers to find information. Our Account Management department is available to assist you during normal business hours, Monday - Friday.

hours: 8:30am-5:00pm
 phone: 803-323-5304
 toll free: 866-578-4427
 email: customer.care@ycnga.com

HOW MAY
I HELP YOU?



Becoming a Customer

APPLY FOR SERVICE

Use our Online Application at **ycnga.com** to begin service. Once the application is completed an account representative will contact you at the number provided.

DEPOSITS

For **Residential Service**, we may require a deposit based on a delinquency risk score provided by a credit reporting agency.

Deposits are automatically refunded after eighteen months of good credit history and will be credited to your account.

Upon termination of service, any deposit will be applied against outstanding charges and the remainder will be refunded to you.

SERVICE ORIGINATION FEE

For all **Residential and Commercial** customer classes, a non-refundable service origination fee is applicable. This fee helps to cover the cost of account setup and initiation.



For **Commercial Service**, a deposit based on connected gas load is required. If the customer has account history with YCNGA, the existing account history will also be considered in determining the deposit amount. Upon termination of service, any deposit will be applied against outstanding charges and the remainder will be refunded to you.

The Installation of Natural Gas

YCNGA will extend a natural gas service line from the gas main to the customer's home or building. Fees associated with the installation are based on the types of appliances being installed.

All service line fees will need to be paid before the service line will be run. Please see the **current fee schedule** for fee amounts.

The service line and metering equipment remain under the ownership and control of YCNGA. Ordinarily, the meter will be located on the side of the house, away from the driveway. However, YCNGA reserves the right to determine the specific location of the service line and metering equipment. Coordinating the service line location prior to installing the housepiping may save you money.

Scheduling Installation of Service

Normally, gas service line installations are completed within 6-8 weeks of receiving your application and payment of the required fees. Orders are processed in the sequence they are received, and the scheduling of installations is determined by the current workload. To ensure a timely installation, we recommend submitting your request as soon as possible. Planning ahead and providing your application in a timely manner will help us accommodate your needs more efficiently.

Facility Inspections

The installation of your housepiping is subject to inspection and approval by an authorized representative of the municipal or county regulatory agency having jurisdiction. YCNGA is prohibited from installing a meter without evidence that the installation has been tested, inspected and approved in accordance with the appropriate building codes.

Property Access

In order to receive natural gas service, a YCNGA service agreement must be signed by the responsible party allowing YCNGA the right to access your meter. Employees of YCNGA and its agents reserve the right to enter your yard or grounds to make installations, inspections or repairs, take readings, or for other necessary purposes regarding YCNGA-owned facilities. Any service installation up to and including the meter is subject to removal or change only by an authorized representative of YCNGA.

Employees do not have the right to enter your home or any structures on your property without your explicit permission. All employees and contractors are required to carry an official identification card that displays their name and photograph. If you have any uncertainty about the identity of someone claiming to be an employee or contractor, you should ask to see their ID card before allowing them access to your property.

SERVICE

YCNGA employees and contractors are required to carry an official I.D. card that displays their name and photograph.



For **Commercial Service Lines**, a charge per foot is applicable. Please contact us for an estimated charge **803.323.5304**

Reconnection of Service

RECONNECTION AFTER

Customer Requested Termination

If you choose to have your gas service terminated, but later wish to resume service, you will need to reapply for service. For customers selling a home and for heat-only customers, it is much more cost effective to leave the service on than to pay the fees to re-establish service.

YCNGA requests a 24-hour advance notification for reconnection of service. Requests should be made during regular business hours. A reconnection fee will be charged if service is resumed at the same location. Please see the [current fee schedule](#) for the amount of the reconnection charge.

RECONNECTION AFTER

Termination For Cause

Requests for the reconnection of service that has been terminated for cause are received during regular business hours. Service will not be reinstated until payment, or an arrangement for payment, has been made to satisfy all outstanding bills, service charges, penalties, damages, trip fees and any additional deposit, if necessary. No priority will be assigned to reconnections following termination for cause.

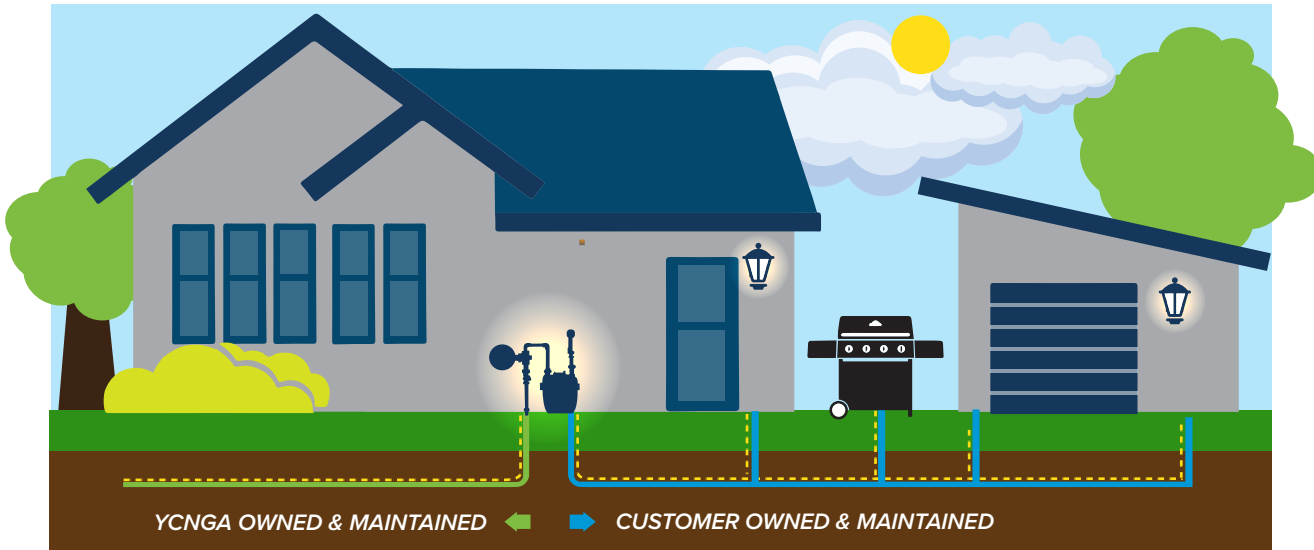
If it becomes necessary to apply a deposit against a past due bill, the opportunity to make the minimum deposit is forfeited and the maximum deposit may be required.

Requests for the reconnection of service that has been terminated due to unsafe or dangerous conditions will not be honored until those conditions are corrected.



Customers who disconnect for the summer and later reconnect are charged a fee which covers the **cost of two service calls**

WHAT'S OURS... WHAT'S YOURS?



YCNGA owns and maintains all piping from the distribution line to the meter at your location. Any piping that runs from the meter to the appliances in your home is called house-piping and is the responsibility of the homeowner.

For your safety, we recommend having your gas housepiping inspected periodically for leaks or signs of corrosion. If an unsafe condition is discovered, have repairs made by a qualified and licensed heating or plumbing contractor.

Termination of Service

Customer Requested

If you wish to discontinue service, you can [terminate it online at ycnga.com](https://www.ycnga.com) or by contacting Account Management at **803-323-5304**. The process requires a 24-hour notice. Terminations are processed during regular business hours, and there is no charge for this service.

Customers who use natural gas for heat-only may elect to turn off pilot lights themselves for the summer season, and re-light them in the fall. If YCNGA is requested to perform these services, a service fee will be applied.



Termination of Service for Cause

YCNGA shall have the right to terminate service for any of the following causes:

- **Non-payment of bills on or after the date printed on the Termination Notice**
All customers receiving notification of a past due bill are subject to termination of service for non-payment. The mailing of a past due notice is considered sufficient customer notification. No responsibility will be assumed by YCNGA after the notice has been delivered by YCNGA to the United States Postal Service. Once a service technician arrives on-site to terminate service, a trip fee is added to the account, regardless of any action taken.
- **Providing incorrect or misleading information to YCNGA for the purpose of obtaining utility service**
- **Tampering with the meter, pipes or other YCNGA property**
Meter tampering is a violation of SC Law 16-13-385 and violators may be prosecuted and assessed fees up to \$1,000.
- **Refusal to permit access to the customer's premises for any lawful purpose connected with the natural gas service**
- **Existence of unsafe or dangerous conditions of the customer's natural gas equipment or gas piping**

Interruption of Service

YCNGA agrees to use reasonable diligence in providing regular and uninterrupted natural gas service. However, if service is interrupted because of circumstances beyond our control, YCNGA cannot be held liable for damage sustained by the customer. YCNGA reserves the right to temporarily interrupt service to make repairs or improvements to the system.

We own and maintain all facilities up to and including your meter. Do not operate or adjust gas valves. Tampering with the meter, pipes or other Authority property is a violation of SC Law and carries a fine up to \$1,000.



YOUR SERVICE

Service Calls

Maintenance and Repair

YCNGA maintains a staff of service technicians who are trained to perform routine maintenance and repair work on certain natural gas equipment. There is a one-hour minimum labor charge for all service calls. Service calls that exceed one hour are charged at the current labor rate multiplied by the actual time spent on the call. The labor rate is based on actual labor cost at the time the service is rendered. During normal business hours, servicemen are radio-dispatched and will respond to your service call as soon as possible.

Emergency Service

YCNGA has personnel on call 24 hours a day, 7 days a week. After normal business hours, personnel respond only to emergencies, such as gas leaks.

Suspected gas leaks should be reported – regardless of the time of day or night!

If the repair of a leak is not feasible at that time, YCNGA reserves the right to terminate service at the meter until repairs can be made. **There is no charge to the customer for reporting a gas leak.**

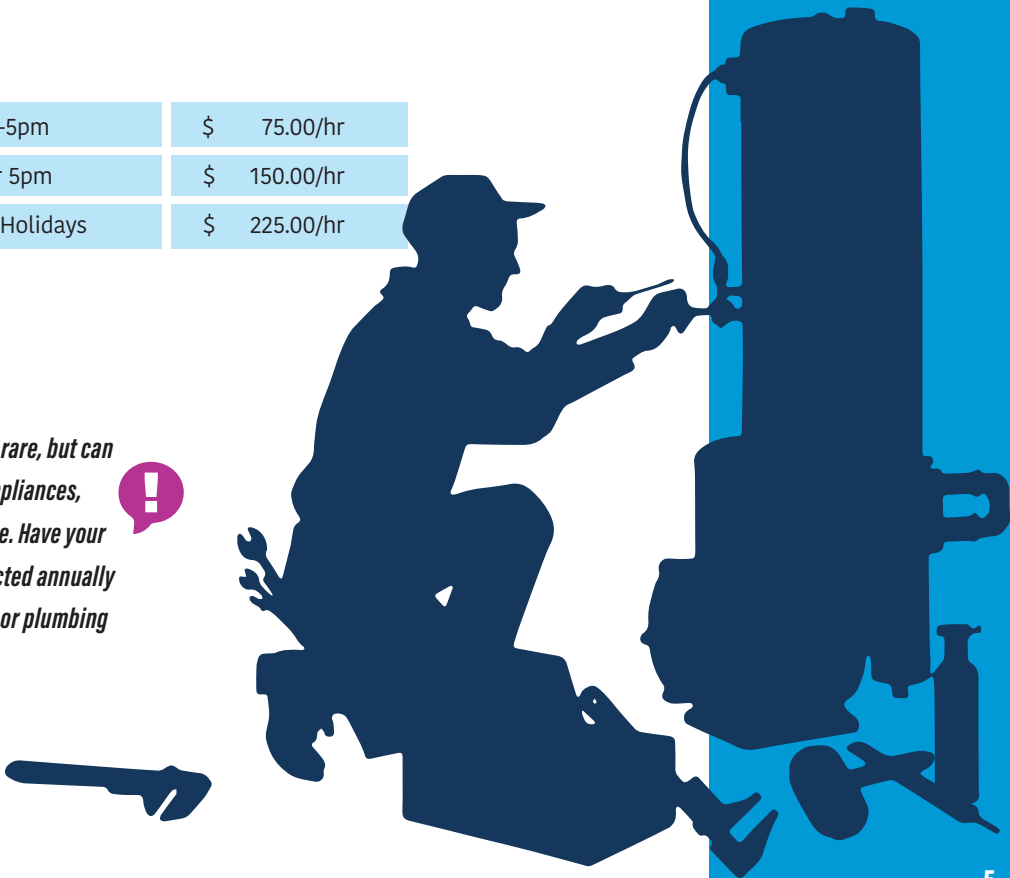
After-hour requests to repair water heaters, stoves or similar equipment are NOT considered emergencies unless a safety hazard exists. Requests to repair space heating equipment after hours MAY be considered emergencies during extremely cold weather if no other heat source is available to the customer. Service calls made outside normal working hours are billed at an overtime rate with a one hour minimum labor charge per call. See **current rates.**

Service Calls:

During Business Hours	Weekdays 8am-5pm	\$ 75.00/hr
After Hours Service	Weekdays after 5pm	\$ 150.00/hr
After Hours Service	Weekends and Holidays	\$ 225.00/hr

We inspect reported gas leaks at no charge

Natural gas leaks are rare, but can occur due to faulty appliances, piping or maintenance. Have your gas appliances inspected annually be a licensed heating or plumbing contractor.



Get to a safe location away from the suspected leak and call 9-1-1 and our toll-free emergency line day or night:

866-201-1001

SERVICE CALLS

Billing Procedures

Billing Cycles

Because all customer meters cannot be read or billed at the same time, the total service area has been divided into smaller groups for billing purposes. A separate billing cycle has been established for each of these areas. As a result, customers cannot select a specific billing date. Bills are rendered each month at approximately the same time for each area.

Meters are normally read 1 to 3 days prior to billing, with each bill covering a period of approximately one month. An exception may occur for the customer's first bill. That bill may only include the gas consumed between the time service began and the next regularly scheduled reading date. Similarly, a customer's last bill will include the gas consumed between the last regular reading date and the termination of service date.

Metering

Your natural gas service is a metered service. Each month the meter is read to determine the consumption that will be billed. If there is a question about the consumption of gas, YCNGA will investigate to determine if a problem exists and make every effort to satisfy your concerns. You may request that the meter be tested. YCNGA reserves the right to charge for the customer-requested meter tests if the meter is found to be accurate. There is no charge for a customer-requested test if the meter is found to be defective. If a meter fails to register properly, bills may be estimated based on previous usage until the matter is resolved.

Final Bills

If natural gas service is terminated because the customer requested it or for cause ([see Termination of Service, page 4](#)), a meter reading is taken at the time the meter is turned off and a final bill is rendered. The final bill will consist of any unpaid balance, plus the cost of any gas consumed since the prior bill was rendered, less the customer deposit (if one exists for the account). If a credit balance remains after the deposit is applied, a check will be issued to the customer for the balance. Otherwise, the customer will be billed for the difference on the final bill.

WHAT IS A BASE CHARGE?

The Base Charge partially offsets the cost of delivering gas to your home and includes the costs of providing services such as metering, billing and account maintenance.

YCNGA makes every effort to ensure that bills for gas consumption, service work and appliance sales are issued on a regular monthly basis.



All bills will be mailed to the billing address of record as supplied by the customer. YCNGA cannot assume responsibility for non-delivery once the bill has been delivered to the US Postal Service.

Payment Options

BILL PAYMENT OPTIONS



24-Hour Online Access:
ycnga.com



YCNGA Mobile App
Apple or Android



Automated Telephone Access:

24-Hour 803-323-5306
Toll-Free 866-578-4427



Drive-Thru:

965 West Main Street, Rock Hill
Hours: 8:30am-5:00pm



By Mail:

Return envelope included with your bill
or mail to: YCNGA, PO Box 11907, Rock Hill, SC 29731



After Hours:

Night deposit box at YCNGA, 965 West Main Street, Rock Hill



To provide a seamless and secure process for handling account-related tasks, anyone paying bills, requesting information, or making changes to the account should be added as an authorized user to the account.



Payment Terms

ALL CHARGES ARE DUE AND PAYABLE UPON RECEIPT

If the account remains unpaid as of the due date shown on the bill statement, the account is considered past due and late charges will be added.

If the charges are still unpaid at the time of the next bill generation, a service termination notice will appear on the top of the bill. If the past due amount is not paid, termination of service may occur on or after the date shown on the termination notice.

Payment Methods

We accept all major credit cards and debit cards. Electronic checks allow you to create a one-time ACH debit from your bank account without the use of a debit card.

Returned Payments

When a check or credit/debit card is denied by a bank because of insufficient funds, a closed account, no account — or for any other reason, a return payment fee may be imposed. YCNGA has the option to refuse a check or credit/debit tendered as payment on a customer account.

Account Management

We offer quick, convenient, and secure options for managing your account online. Get 24-hour access with these customer-friendly services without added fees.

YCNGA Mobile App

Our mobile app is designed to give you fast, secure account access so you can easily manage your account details while on the go. View your bill and account balance, make payments by credit/debit or e-check, schedule alerts and reminders, and opt in to push notifications for outages plus more. Download the app for your device: [Apple](#) or [Android](#).

Online Anytime

Manage your account through the online portal. To get started go to [**ycnga.com**](http://ycnga.com). First time users must establish an online account by setting up a user ID and password. Services include: account history, auto pay set-up, credit/debit and e-check, electronic bill notification, paperless billing and alerts. There are **NO FEES** associated with these services.

Email Bill Notification

If we have your email address, we will send you a monthly email with billing summary information and a link to the online portal where you can view and pay your bill securely.

Alerts & Reminders

Set up text message or email alerts to remind you when your bill is due, when account changes are made, or when payment is received.

Pay by Phone

Obtain billing information, billing history, or pay your bill with a credit/debit card using our interactive voice response system. To get started you will need your gas account number. Call **803-323-5306** and see how easy it is.

Paperless Bills

Don't need that paper copy of your bill anymore? You can access and print the last 8 months of bills online. To set up **e-bill**, go to the online portal at [**ycnga.com**](http://ycnga.com) and set your preference profile under my account/e-notifications.



Payment Programs



Your monthly gas bill can be paid automatically each month from a credit card or bank account. Eligibility for this service is based upon credit history. YCNGA reserves the right to discontinue service with the second notification of insufficient funds by the customer's bank. To stop or change your auto pay service, log in to the online portal at ycnga.com.



Budget better and avoid the highs and lows of natural gas bills by enrolling in the Levelized Billing Program. Levelized Billing helps stabilize monthly energy costs by setting a fixed payment amount based on prior usage. Customers must have one year of continuous service to be eligible for the program. Enrollment takes place each spring, after the May bill is generated. Reenrollment occurs automatically.



Levelized Billing is recalculated every year and is subject to change based on your average usage.



Money collected for the Feel-the-Heat fund (FTH) is used to assist certain qualifying customers with natural gas bills. You can donate to this energy assistance program with a one-time gift, or join our \$1/Month Club and have one dollar added to your bill each month. 100% of funds donated go to those in need of assistance. While all applicants may not qualify for payment assistance through FTH, we make every effort to work with customers to arrange payment plans that will avoid or minimize penalties and service interruptions.

NEED A HELPING HAND?

See our website for a list of participating agencies, or call Account Management at **(803) 323-5304**



QUESTIONS?
CALL US...

Manage your natural gas account with these customer-friendly services. If you need help, please call Account Management at **803-323-5304** any time during regular business hours — Monday through Friday 8:30am-5:00pm — or email: customer.care@ycnga.com.

Appliance Sales & Installation

The Showroom, located in the Stephenson Administration Center, is a retail space offering a large selection of premium natural gas appliances and fire features for your home or business. Shop in-store to experience the style, sophistication, and warmth natural gas appliances provide. Get priceless product expertise from our knowledgeable sales staff before and after the sale.

0%
FINANCING
TO QUALIFIED
HOMEOWNERS

shop the **SHOWROOM**

- Vented and Vent-Free Logs
- Modern Linear Fireplaces
- Free Standing Freplaces
- Copper Gas Lanterns
- Space Heaters
- Outdoor Freplaces
- Patio Features – Tiki Torches, Fire Bowls, Fire Pits
- Grills – Freestanding and Drop-in Models
- Water Heaters – Tank and Tankless



We are dedicated to providing the latest technologies and energy solutions for the benefit of our customers. Shop in person, or browse online at ycnga.com/shop-appliances. For questions or sales assistance call **(803) 323-5315** or email sales.installation@ycnga.com.

Showroom Hours: Monday-Friday | 8:30am - 5:00pm
Browse Online: ycnga.com/shop-appliances

*Your #1 stop for
natural gas
appliance sales,
service, and
installation.*

FIND YOUR
flame



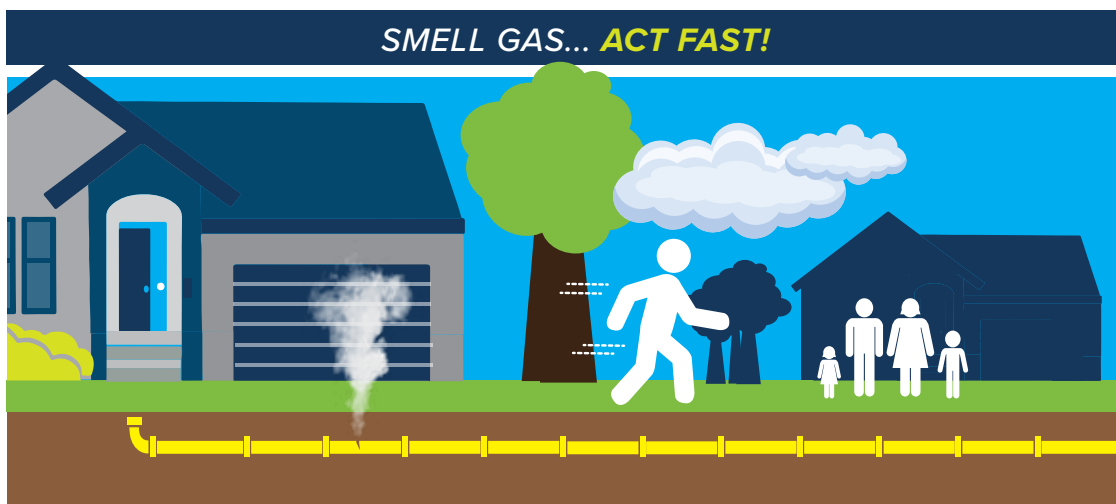
Natural Gas Safety

Natural gas is clean, affordable and domestic. It is one of the safest, most efficient and reliable forms of energy available. But, like any energy source, natural gas must be used properly and with appropriate safety precautions.



Natural gas is lighter than air and burns cleanly. Since natural gas is colorless and odorless, an odorant called mercaptan is added to aid in leak detection. Mercaptan contains sulfur and is often compared to the scent of a rotten egg.

Safety is our priority and YOU play an important role in keeping our system safe. Natural gas leaks are rare, but can occur. Learn how to recognize the signs of a gas leak and be sure to promptly report them to us, day or night.



THE SIGNS OF A GAS LEAK

- Rotten egg smell
- Blowing or hissing sound
- Dead or discolored vegetation in an otherwise green area
- Dirt or dust blowing from a hole in the ground
- Bubbling in wet or flooded areas
- Flames, if a leak has ignited



LEAVE THE AREA IMMEDIATELY

- DON'T** use any switch or device that could create a spark and ignite the gas — including cell phones, light switches, garage door openers, etc.
- DON'T** use an open flame (matches, lighters)
- DON'T** try to locate the source of the leak OR try to shut off natural gas valves or gas appliances, leave that to the experts.
- DON'T** start or move vehicles.
- DON'T** re-enter a building or return to the area of suspected leak until cleared by our employees and they say it is safe to do so.



FROM A SAFE LOCATION

Call **9-1-1** and YCNGA toll-free: **866-201-1001**, 24 hours/day, seven (7) days a week.

Also, call us if you see unusual activity near a natural gas pipeline or facility. We respond to reports at **no charge**.

Call day or night,
24 hours/day
866-201-1001

Call SC811 Before You Dig

IT'S THE LAW

The leading cause of pipeline damage is external force that occurs during excavation activities. Most damage is preventable. Any digging project that requires a shovel, requires a call to SC811. Submitting a locate request to have underground utility lines marked is a **FREE** service to anyone doing large or small digging projects, and it's the law.



online: sc811.com | or call: (888) 721-7877



NOTIFY 8-1-1

CLICK OR CALL
Call 8-1-1 or make
a request online
3 business days
before digging

1



WAIT & CONFIRM

LOOK FOR MARKERS
Affected utilities will
send a locator to **mark**
any underground
utility lines.

2



THEN DIG CAREFULLY

& RESPECT THE MARKS
Avoid digging near
the marks
allowing **24 inches**
on all sides

3



**REPORT
ANY
DAMAGE**
IMMEDIATELY!!

4

Have your
underground
utilities located for
free. Call SC811 at
least **3-business**
days before
beginning work.

Install a CO Monitor

Carbon monoxide (CO) is an odorless, colorless gas caused by the incomplete combustion of carbon fuels such as coal, wood, charcoal, oil, kerosene, propane, and natural gas. Although accidental CO poisoning from natural gas appliances is rare, the existence of carbon monoxide in the home can be caused by faulty appliances, improper installation, poor maintenance, or other appliance misuse.



HEADACHE



NAUSEA



DIZZINESS



DIFFICULTY
BREATHING



COLLAPSE



LOSS OF CONSCIOUSNESS

**KNOW
THE SIGNS
OF CO POISONING**

*Good maintenance and proper use of all
your gas appliances is essential to prevent exposure to
carbon monoxide and other fire hazards. For your safety,
have your gas appliances inspected annually and use only
a qualified, licensed contractor to perform repairs.*



SERVICE

Check &
service all
appliances
annually



VENTILATION

Never block
ventilation
of appliances



ALARMS

Install
CO monitors
on every floor
near a bedroom
and test often

Grilling Safety

Stay fire safe while grilling outdoors! follow these grilling safety tips.

GRILL OUTSIDE 3' AWAY

from siding, deck railing, eaves,
and covered porches



INSPECT THE LINES

for cracking, sharp bends, and brittleness



OPEN GAS GRILL *BEFORE* LIGHTING



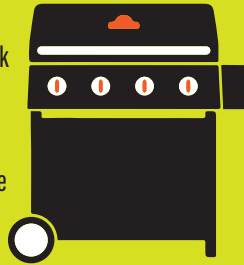
KEEP AN EYE ON ALL FIRE FEATURES IN USE

do not walk
away from
features
while they
are lit



BE SURE TO TURN OFF GRILL

double-check
all knobs
are turned
off & grill
is cool before
covering



CLEAN GRILL AFTER EVERY USE

clean grates and
grease pans to
prevent flare-ups



*Keep children and pets
at least 3-4 feet away
while grilling. Don't allow
children to tamper with or
play around your grill.*

