



THE customer pipeline

FALL 2024

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

Understanding the Factors Influencing Natural Gas Prices

In today's dynamic energy landscape, the factors influencing the price of natural gas are complex and often perplexing, impacting both consumers and industry professionals. As a primary energy source for millions of households and businesses, natural gas plays a pivotal role in powering economies and providing reliable energy. While it might seem like prices rise or fall without warning, it is helpful to understand the key factors that work together to influence these changes.

Supply Constraints

Natural gas production isn't immune to disruptions. Whether it's scheduled maintenance, unexpected technical issues, or a slowdown in drilling activities, any reduction in supply can contribute to higher prices.

Rising Demand

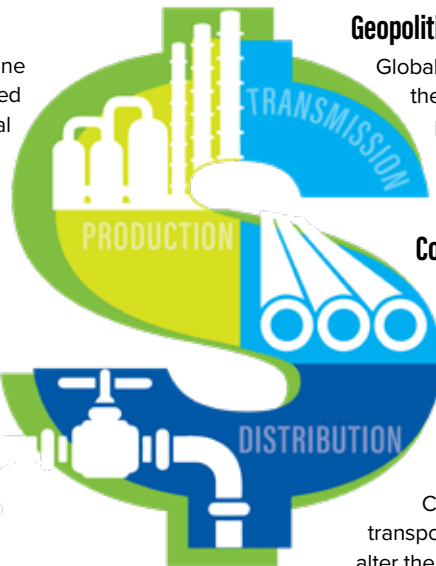
Increased demand is another significant driver of price changes. This could stem from a variety of sources, such as colder winter weather, a surge in industrial activity, or a higher need for electricity generation during peak times.

Weather Patterns

Weather plays a crucial role in natural gas demand. During cold snaps or heatwaves, the need for heating or cooling increases, leading to higher consumption and, consequently, higher prices.

Storage Levels

The amount of natural gas in storage is another vital indicator. If storage levels are lower than usual — perhaps due to unexpected demand or reduced production — prices often rise as the market braces for tighter supply.



Geopolitical Tensions

Global events can also send ripples through the natural gas market. Conflicts in major producing regions or disruptions in transportation can create supply chain issues, driving prices upward.

Commodity Market Trends

Natural gas doesn't operate in a vacuum. Prices can be influenced by broader trends in the energy sector, including fluctuations in the prices of oil, coal, and other related commodities.

Regulatory Changes

Changes in regulations affecting production, transportation, or environmental standards can alter the cost structure for natural gas, which can then be reflected in consumer pricing.

Speculative Trading

Finally, speculative trading in natural gas futures markets can add another layer of complexity to pricing. Traders making bets on future price movements based on various factors can contribute to short-term volatility.

Transportation Costs

Beyond the cost of the gas itself, the price of natural gas also includes the expenses associated with transporting it from production sites to consumers. This involves an intricate network of pipelines, storage facilities, and distribution systems that ensure the gas reaches its destination safely and efficiently.

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Sound management principles helped save our customers over \$7 million this past year.
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York County Natural Gas Authority uses sound management principles to help mitigate supply and price fluctuations which include hedging of gas costs, storage of natural gas, peaking services, and prepay transactions. These tools allow us to budget and set rates that have helped save our customers more than \$7 million in the past year alone.

The Authority continues to provide some of the lowest rates in the Carolinas.



October
6-12

PUBLIC NATURAL
GAS WEEK

Mark your calendars!

American Red Cross
BLOOD DRIVE

WEDNESDAY
OCT 9
10:00AM-3:00PM

the gas gourmet
Culinary
WORKSHOP

THURSDAY
OCT 10
6:00-7:30PM
\$ TICKET REQUIRED

the
SHOW ROOM
GIVEAWAYS

ALL WEEK
OCT 6-12
TIL 5:00PM

SOCIAL MEDIA
GIVEAWAYS

ALL WEEK
OCT 6-12
ENTER TO WIN



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.

GO GAS & GET REBATES

We offer energy efficient rebates!

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

SAVE UP TO \$925!

- \$400 REBATE** FURNACE OR GAS PACK
- \$400 REBATE** WATER HEATER
- \$75 REBATE** GAS DRYER
- \$50 REBATE** GAS RANGE

* certain qualifications may apply

STAYING SAFE DURING EXTREME WEATHER: Tips for Natural Gas Customers



Natural gas pipelines are safely buried underground, making them resistant to most weather conditions. However, severe weather events—such as seasonal hurricanes and winter ice — can still affect your natural gas appliances or supply. Here's what you need to know to stay safe before, during, and after a storm.

Hurricane Season

As autumn hurricanes transition to winter freezes, it's crucial to prioritize safety and preparedness, especially for those relying on natural gas. While natural gas pipelines are generally resilient, severe weather can still pose risks.

Before the Storm

One of the great advantages of natural gas is that it requires no special precautions before a storm.

During the Storm

Many natural gas appliances will continue to operate safely even if you lose electricity. If your appliance requires manual lighting, be sure to follow the manufacturer's instructions carefully to ensure safe operation.

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After the Storm

Once the storm has passed, inspect your natural gas appliances for any signs of damage or leaks. If you detect a strong sulfur odor, leave the area immediately and call us at **1 (866)**

201-1001. If there's no odor, your appliances should be safe to use. If you've been using a natural gas generator, check the oil level and change it if needed after several days of operation.

Storm Repair and Cleanup

As you clean up after a storm, be cautious to avoid damaging underground utilities.

Always call SC811 by dialing 8-1-1 or toll-free at 1 (888) 721-7877 before digging to prevent accidental damage to natural gas lines.

Winter Precautions

During winter, it's essential to keep your natural gas meter clear of snow and ice. Use a broom or your hands to gently remove any accumulation around the meter, regulator vent, and outdoor piping. Avoid using a shovel, as it could damage the meter. Also, ensure that snow isn't pushed or piled up around the meter. Keeping a clear path to your meter allows gas employees and emergency responders easy access if needed.

Maintain Clear Vents

Snow or ice can clog appliance vents, causing them to shut down or malfunction, potentially leading to hazardous situations. Regularly check and clear outdoor vents to ensure safe operation.

Watch for Falling Snow and Ice

Be mindful of the risk that falling snow or ice from roofs or trees could damage your natural gas meter or regulator. Keeping an eye on these hazards can help prevent serious issues.

By following these guidelines, you can help ensure that your natural gas appliances and systems remain safe and operational, no matter what the weather brings.

Shop the Showroom

As cold weather sets in, there's no better time to explore the Natural Gas Appliance Showroom. Offering a wide selection of energy-efficient natural gas appliances, The Showroom is your one-stop shop for everything from cozy gas fireplaces to reliable water heaters. Whether you're upgrading your outdoor living space or looking to add the warmth and ambiance of a gas log set, our expert staff can help you find the perfect solution. Plus, with natural gas appliances known for their efficiency and reliability during cold weather, you can enjoy comfort and savings all winter long. Visit The Showroom today and discover the benefits of natural gas appliances that keep you warm when it matters most.



YOU CAN PUT IT ON YOUR BILL WITH **0% INTEREST*** AVAILABLE TO QUALIFIED HOMEOWNERS



the **SHOWROOM**

BROWSE: Online at ycnga.com

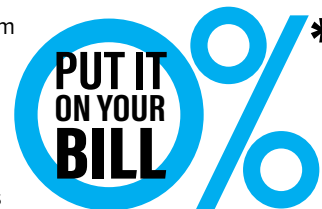
SHOP: See Natural Gas Appliances in Action in our Showroom

FINANCE: **0% INTEREST** Available for Qualified Homeowners

INSTALL: Expert Home Installation by Licensed Professionals

SERVICE: Keep Your Appliances Running Like New

MAINTAIN: Our Team Handles All Warranty Registrations & Issues



() Interest-free financing for qualified homeowners. Restrictions apply, call for more info. Get professional advice on any of our appliances from our sales staff:*

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

Keep the
Power ON
Install Now & Take \$500 Off!

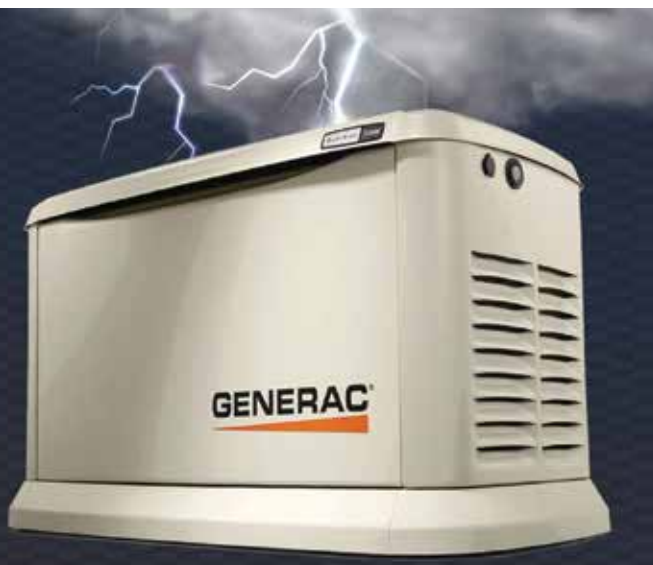
- 10 years worry-free warranty
- 1-year maintenance & remote monitoring
- Easy financing when you qualify



Be prepared with **GENERAC**

(866) 390-8627

Canter Power Systems is a trusted partner of YCNGA for turn-key generator sales & installation



DIG SMART, DIG SAFE:
The Importance of SC811



If you've noticed "line strike" posts on York County Natural Gas Authority's social media, it's because the issue is becoming increasingly critical in our community. As new utilities like fiber internet are installed throughout York County, the risk of unmarked utility lines being damaged by third-party contractors has grown significantly. Unfortunately, these incidents can lead to serious consequences, including outages, road closures, after-hours repair work, and the unintended release of natural gas into the atmosphere.

The good news is that these incidents are entirely preventable! Before starting any construction or excavation project, whether at home or on a larger construction site, it's essential to have all existing utilities located and marked. By simply contacting SC811, you can request that locators from all member utilities — natural gas, electric, communications, and water — come out and mark the locations of their underground lines. They typically respond within three business days, using colored flags or temporary paint to indicate where it's safe to dig.

These temporary markers might seem minor, but they play a crucial role in preventing accidents.



Once your project is complete, the markings can be easily removed, leaving no trace behind. Taking this simple step ensures that your project proceeds safely, without the risk of disrupting essential services or endangering public safety. Remember, a quick call to SC811 is all it takes to protect our community from avoidable line strikes — it's a **FREE** service, and it's the law!

YCNGA Receives National Recognition

In July, a delegation of Authority representatives attended the American Public Gas Association (APGA) Annual Conference. In addition to the valuable time spent with other public gas utilities from around the United States, YCNGA was honored to receive two awards from APGA:



APGA
J. Hardie Johnston Service Award

Glen Boatwright, VP of Operations

This award is presented to individuals who are retiring after serving 25 years in the gas service business and have participated as an APGA member system or joint action agency representative. This year's recipient, Glen Boatwright, has worked tirelessly throughout his career with YCNGA to ensure that we are upholding the highest safety standards for our system, customers, employees, and emergency response partners. Glen's legacy of safety and service has made an invaluable impact at the Authority, and will continue to benefit the entire York County community after his well-deserved retirement later this year.



APGA
Marketing & Communications Silver Award

Gas Gourmet Culinary Workshop

This live event hosted in the YCNGA Showroom kitchen highlights the ease and convenience of cooking with natural gas, while also providing guests with helpful culinary tips and a chance to taste the delicious results from acclaimed Chef David Babey.



Interested in attending our next Gas Gourmet Culinary Workshop on October 10th? Get your tickets now! (while supplies last)

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

HOLIDAY CLOSINGS

THANKSGIVING: THURS/FRI, NOV 28-29
CHRISTMAS: TUES/WED, DEC 24-25
NEW YEAR'S DAY: MON, JAN 1
MLK, JR DAY: MON, JAN 20