

York County Natural Gas Authority Title VI Plan

I. Program Statement

Title VI of the Civil Rights Act of 1964 (“Title VI”) prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d).

York County Natural Gas Authority (“YCNGA”) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as protected by Title VI. This plan was developed to guide YCNGA and its administration and management of Title VI related activities.

Title VI Coordinator Contact Information:

Jeffrey L. Deason, or his designee
Chief Financial Officer, or his designee
965 W. Main Street
Rock Hill, SC 29730
(803) 323-5304

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in YCNGA’s administrative office and/or such information will be prominently displayed on the YCNGA website. The office is located at 965 W. Main Street, Rock Hill, SC 29730. The name of the Title VI coordinator is available on the YCNGA’s website as well, at www.ycnga.com. Additional information relating to nondiscrimination obligation can be obtained from the YCNGA Title VI Coordinator. The information will also be displayed on appropriately sized posters or cards at locations within YCNGA offices (customer service locations) and/or on the YCNGA website. (See Appendix G)

Title VI information shall be disseminated to YCNGA employees on a regular basis via the Employee Education Form (See Appendix A).

During new employee orientation, new employees shall be informed of the provisions of Title VI and YCNGA’s expectations to perform their duties.

All employees shall be provided with a copy of the Title VI Plan or access to the plan via an employee Intranet. Employees are required to sign that they have been provided with access (See Appendix B).

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from YCNGA where funding originates from federal assistance, are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

YCNGA will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicated the receipt of YCNGA's Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations, as applicable.

V. Title VI Complaint Procedures

How do I file a Title VI Complaint?

A complainant may file a signed, written complaint up to 180 days from the date of the alleged discrimination. The complaint should include the following information:

- Name of individual filing the complaint, mailing address, and contact information (i.e. telephone number, email address, etc.)
- How, when, where and why the complainant believes he or she was discriminated against, including the location, names and contact information of any witnesses.
- Other information that is deemed significant.

The Title VI Complaint Form (See Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with YCNGA at the following address:

Note: YCNGA encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by YCNGA will be directly addressed by YCNGA. YCNGA shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, YCNGA shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

YCNGA will send a final written response letter (See Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to (1) appeal within seven calendar days of receipt of the final written decision from YCNGA, and/or (2) file a complaint externally with the U.S. Department of Transportation. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

U.S. Department of Transportation
Attention: Title VI Program Coordinator
1200 New Jersey Avenue, SE
Washington, DC 20590

List of investigations, complaints or lawsuits filed since the time of the last submission of a Title VI Plan?

There have been no investigations, complaints or lawsuits filed except as follows:

N/A

Appendix A

Employee Annual Education Form

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of York County Natural Gas Authority ("YCNGA") are expected to consider, respect and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the YCNGA Title VI coordinator.

Appendix B

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the YCNGA Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin.

Your signature

Print your name

Date

Appendix C

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in natural gas related services, please provide the following information in order to assist us in processing your complaint and send it to:

Please mail to:

Title VI Coordinator
York County Natural Gas Authority
965 W. Main Street
Rock Hill, SC 29730

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Person discriminated
against: _____

Address of person discriminated
against: _____

Please indicate why you believe the discrimination occurred:

____ race or color

____ national origin

____ other

What was the date of the alleged discrimination:

Where did the alleged discrimination take place:

Please describe the circumstances as you saw it:

Appendix D

Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main Street
Rock Hill, SC 29732

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against York County Natural Gas Authority alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning (803) 323-5304 or write to me at 965 W. Main Street, Rock Hill, SC 29730.

Sincerely,

Jeffrey L. Deason, or his designee
Title VI Coordinator

Appendix E

Letter Notifying Complainant that the Complaint is Substantiated

Today's Date

Ms. Jo Doe
1234 Main Street
Rock Hill, SC 29730

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against York County Natural Gas Authority alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Jeffrey L. Deason, or his designee
Title VI Coordinator

Appendix F

Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main Street
Rock Hill, SC 29730

Dear Ms. Doe:

The matter reference in your complaint of _____ (date) against the York County Natural Gas Authority alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

York County Natural Gas Authority has analyzed the materials and facts pertaining to your case for evidence of its failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated and that I am closing this matter in our files.

You have the right to (1) appeal within seven calendar days of receipt of this final written decision and/or (2) file a complaint externally with the U. S. Department of Transportation at:

U.S. Department of Transportation
Attention: Title VI Program Coordinator
1200 New Jersey Avenue, SE
Washington, DC 20490

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Jeffrey L. Deason, or his designee
Title VI Coordinator

Appendix G

Samples of Narrative to be included in Posters at the Facilities and/or on the YCNGA website

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the services of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d).

York County Natural Gas Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as protected by Title VI. **If you feel you are being denied participation in or being denied the services provided by York County Natural Gas Authority or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at:**

York County Natural Gas Authority
Attention: Title VI Coordinator
965 W. Main Street
Rock Hill, SC 29730
(803) 323-5304
www.ycnga.com