

# THE customer pipeline

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



## YCNGA'S New Energy Ambassador

Say hello to **GLOW**, our friendly firefly who's here to light the way with bright ideas, warm reminders, and glowing recommendations for our natural gas customers. Glow isn't just a cheerful face – she represents *our commitment to energy that's reliable, efficient, and environmentally mindful.*

With her shining light, Glow helps us share simple tips for *saving energy, staying safe, and making the most of natural gas in your home and community.* We hope her friendly personality will bring a smile to your day while reminding you that natural gas can be both practical and part of a brighter energy future.

**DID YOU KNOW?** Glow's spark began at Winthrop University, where students pitched the idea of a cheerful ambassador during a creative challenge to market natural gas!



### NEW PRODUCT

## Buck Stove Fireplaces



*The perfect hearth for holiday magic*

Discover our newest addition to the Showroom — Buck Stove gas fireplaces and mantels, proudly made in North Carolina. Add comfort, craftsmanship, and Carolina warmth to your home this holiday season. Visit the Showroom or [ycnga.com/shop-appliances](https://ycnga.com/shop-appliances)

## Find REBATES UP TO \$925!



**\$400**  
REBATE

WATER HEATER



**\$400**  
REBATE

FURNACE OR GAS PACK



**\$50**  
REBATE

GAS RANGE



**\$75**  
REBATE

GAS DRYER

### HOLIDAY CLOSINGS

THANKSGIVING: THU/FRI, NOV 27-28

CHRISTMAS: WED, DEC 24 (1/2 DAY)  
THU, DEC 25 & FRI, DEC 26

NEW YEAR'S DAY: THU, JAN 1

MLK, JR DAY: MON, JAN 19

# Carbon Monoxide Poisoning is 100% Preventable

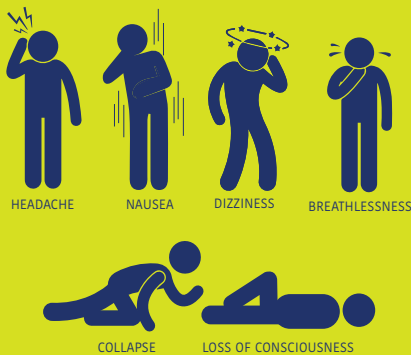
KNOW IT, AVOID IT, PREVENT IT.

Carbon Monoxide is an odorless, colorless and tasteless gas. You **WILL NOT BE** able to sense a carbon monoxide leak. You have to know how to prevent it and avoid it. Awareness is key to prevention.

If you suspect carbon monoxide poisoning (see below for signs), immediately leave the building you are in and get outside to fresh air. Once out, call 9-1-1 and request medical assistance, if needed.



## SIGNS OF CO POISONING



## EASY PREVENTION TIPS:

- INSTALL** audible CO detectors on ALL levels, near sleeping areas in your home.
- NEVER** block ventilation.
- Have all fuel-burning appliances serviced annually by a licensed contractor.
- Notice the color of the flame on your appliances — a yellow flame signals poor ventilation.
- Never use outdoor heaters or gas-burning tools indoors.
- Keep portable generators outdoors and away from windows and doors.
- Avoid idling cars inside closed garages.

**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.



## WINTER ENERGY TIPS:



- Set your heating thermostat to 68° — and lower if you leave the house or at night while sleeping.
- Create zones in your house, closing doors and air registers to rooms you don't use.
- Open shades and take advantage of heat from the sun during the day. Every little bit helps!

FREE TICKETS

## CUSTOMER Appreciation NIGHT

WINTHROP VS. CLINTON COLLEGE  
SUNDAY, DEC 21 | WU COLISEUM | NOON

Two Rock Hill teams, one exciting matchup! Winthrop University and Clinton College face off for the first time ever — a hometown showdown you won't want to miss. Tickets available in drive-thru starting Monday, December 8th. Limit 4/customer, while supplies last.



Open your mail from your inbox instead of your mailbox. Reduce the waste and streamline your record keeping by going paperless.

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