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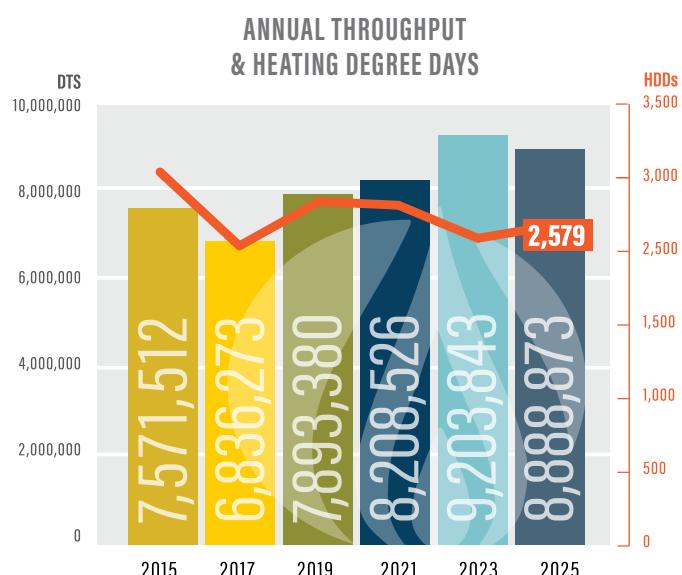
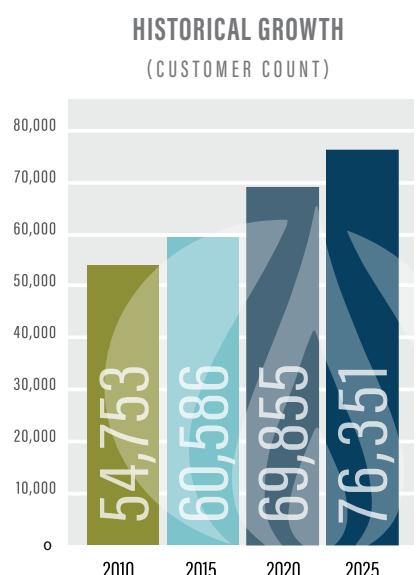
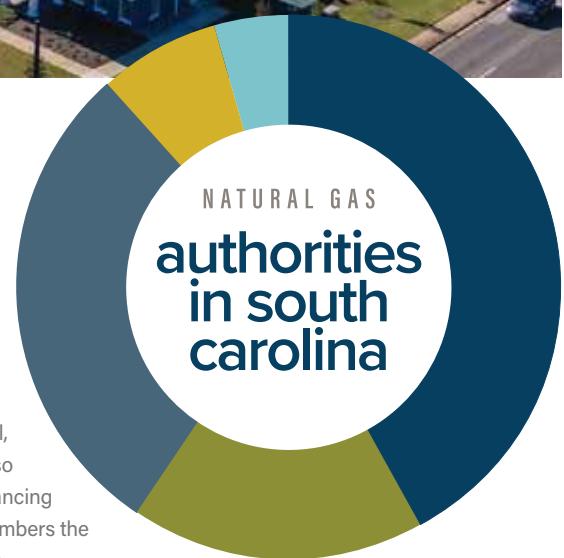
# our business

## THE AUTHORITY

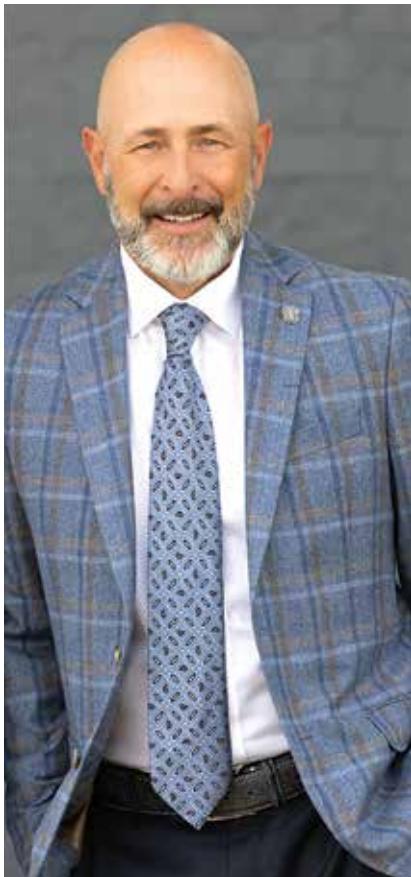
York County Natural Gas Authority is the largest public natural gas distribution system in the state of South Carolina and the 12th largest in the nation based on number of customers. Established in 1954 as a political subdivision of the State of South Carolina, the Authority's service territory includes York County and northeastern Cherokee County.

The Authority is governed by a ten-member Board of Directors representing York County (3), the City of Rock Hill (3), the Town of Fort Mill (1), the City of Tega Cay (1), the City of York (1) and the Town of Clover (1). The Authority has no taxing jurisdiction and operates solely based on revenues generated from the sale of natural gas. Despite the economic challenges of system expansion, the Authority continues to provide stable consumer rates.

The Authority is a member of Patriots Energy Group (PEG), a South Carolina Joint Action Agency serving gas authorities in York, Chester and Lancaster Counties. By contract, the Authority provides accounting support and operates PEG's transmission pipeline, compressor station, gas control, and related facilities. The Authority is also a member of Patriots Energy Group Financing Agency (PEGFA), which provides its members the ability to participate in municipal prepay energy transactions.



**“** York County Natural Gas Authority is the largest public natural gas distribution system in the state of South Carolina and the 12th largest in the nation... **”**



James "Jimmy" Sprouse, Jr.  
President and CEO  
York County Natural Gas Authority

## PRESIDENT & CHAIRMAN'S MESSAGE

Fiscal Year 2025 was a year of meaningful progress and continued commitment to the people and communities we serve. From advancing long-term planning efforts to strengthening operations and investing in education, our team approached each challenge and opportunity with focus and collaboration.

This year, employees across the Authority helped shape Ignite 2030, a five-year strategic plan built around seven key priorities: Employees, Financial Stability, Safety, Affordability, Customer Service, Community, and Infrastructure & Reliability. These priorities reflect who we are as an organization and how we intend to grow — with purpose, integrity, and care for our customers.

I am proud to share that YCNGA received several national honors from the American Public Gas Association (APGA), including the J. Hardie Johnston Service Award (Terryn Adams), the Next Generation Employee Achievement Award (Hannah Smith), the Personal Achievement Award (Mike Enoch), and the Safety Contest Award for more than **70,000** man-hours worked safely.

These awards reflect the dedication and professionalism of our employees and their shared commitment to excellence in public service.

“ Using refunds earned from other utilities and reinvested locally – we supported more than **100** community initiatives, with a major focus on education and workforce development. ”

In 2025, we also refined our Community Investment Program, creating a more strategic and equitable approach that ensures funding reaches all areas of our service territory. Using refunds earned from other utilities and reinvested locally, we supported more than **100** community initiatives, with a major focus on education and workforce development. These efforts earned YCNGA nominations for South

Carolina's Career and Technical Education (CTE) Business Partner of the Year and the Catawba Region Workforce Champion of the Year — recognition that underscores our long-term investment in local talent and opportunity.

Safety remained a central focus throughout the year. We introduced the Annual Employee Safety Leadership Award, a peer-nominated program recognizing team members who lead by example. Locate Supervisor, Jimmy Gardner was honored as the inaugural recipient for his dedication to safe work practices and mentorship of others.



PEG Executive Director, Mike Enoch, and YCNGA Marketing Manager, Hannah Smith, receive APGA awards in Coeur d'Alene, Idaho.

## BOARD OF DIRECTORS 2024-25



**M. Brian Hall, III**  
CHAIRMAN  
Town of Clover



**G. Stevens Moore, Jr.**  
VICE CHAIRMAN  
City of Rock Hill



**R. Grier Sandifer, Jr.**  
TREASURER  
City of York



**Elizabeth S. Owen**  
SECRETARY  
City of Rock Hill

## ANNUAL PREPAY GAS SAVINGS



Meter Service  
Technician,  
Michael Buchanan  
answers questions  
from "media" during  
a mock emergency  
drill for the PEG pipeline.



We continued to strengthen our safety culture through training and preparedness, including participation in the South Carolina Emergency Management Division's full-scale statewide drill, where YCNGA was the only public gas system invited to participate. Our employees also responded swiftly and compassionately during Hurricane Helene, maintaining operations under difficult conditions while assisting affected neighboring communities.

**“ We also purchased a new facility in Fort Mill, our second operating location, which will provide faster access to much of our growing service area... ”**

Operationally, we advanced several major infrastructure projects, including the Blacksburg Renewal Project, supported by a **\$5 million** PHMSA grant, and the U.S. Highway 21 and SC-51 widening in Fort Mill,

alongside over **16 miles** of completed upgrades in Rock Hill, Tega Cay, York, Clover, Sharon, and Blacksburg. We also purchased a new facility in Fort Mill, our second operating location, which will provide faster access to much of our growing service area once updates are completed in 2026.

As we look toward the future, initiatives like Natural Gas University (NGU), expanded safety and compliance programs, and ongoing technology audits will ensure that YCNGA remains prepared for the evolving needs of our customers and communities. Through every milestone, one thing remains constant — our people. Their professionalism, teamwork, and care for this community define who we are and the standard we strive to uphold every day. I am deeply grateful for their dedication, for the trust of our customers, and for the continued partnerships that make York County such a remarkable place to live and work.

James T. Sprouse Jr.  
President & CEO  
York County Natural Gas Authority

M. Brian Hall, III  
Chairman, Board of Directors  
York County Natural Gas Authority

## NATURAL GAS INDUSTRY LEADERSHIP



Jeff Deason  
Board of Directors

Stephen Comer  
Research Foundation  
Board of Directors

Amanda Gallagher  
Vice Chairman of Operations & Safety Committee



Wes Burton  
Board Member



Trey Dacus  
Co-Chair of  
Operations Committee

Amanda Gallagher  
Chairman of  
the Board



Jeff Deason  
Operating Committee  
Member

Mike Enoch  
Chairman & Operating  
Committee Member



Amanda Gallagher  
Board of Directors



R. Marcus Howie  
Town of Fort Mill



Thomas Goebel  
City of Tega Cay



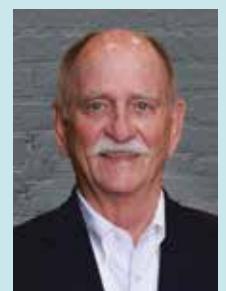
Richard Heckerd  
City of Rock Hill



April Simpkins  
York County

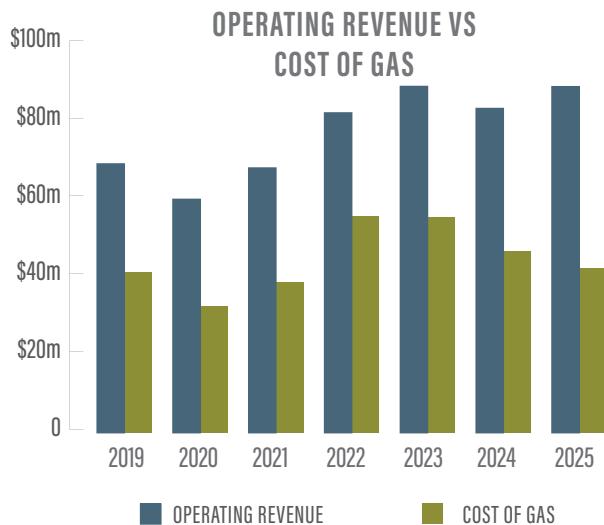


William J. Hagner  
York County



Joel Wood  
York County

# FINANCIALS



**PREFERRED RESIDENTIAL**  
RATE 10

Year	Commodity Cost	Transportation Cost	Operating & Capital Cost
2025	.3304	.4457	.3500
2024	.3537	.4277	.3500
2023	.5102	.3491	.2800
2022	.2575	.3487	.2700
2021	.2615	.3466	.3000
2020	.2704	.3556	.2900

■ COMMODITY COST ■ TRANSPORTATION COST ■ OPERATING & CAPITAL COST

**FY25 RESIDENTIAL RATE 10 \$1.13/THERM**



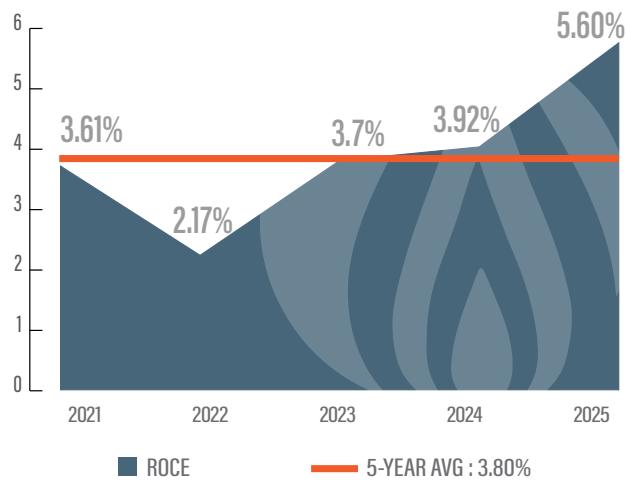
*Sherell Harmon,  
Director of Finance,  
earned her Certified Public  
Accountant (CPA) certification —  
an exceptional achievement in one  
of the profession's most rigorous fields.*

## STATEMENT OF NET POSITION

### ASSETS

	2025	2024
<b>Utility Plant</b>		
Gas Plant in Service	\$ 369,642,010	\$ 331,237,663
Accumulated Depreciation	(142,551,674)	(133,955,659)
	227,090,336	197,282,004
<b>Other Property and Investments</b>		
Prepaid Pension Costs	3,573,180	3,521,239
Other	874,750	897,100
	4,447,930	4,418,339
<b>Current Assets</b>		
Cash & Cash Equivalents	10,672,585	13,914,783
Investments - Operating & Maintenance	8,785,520	9,442,162
Investments - Renewal & Extension	5,998,641	10,839,074
Investments - Series 2017 Bond Proceeds	-	1,079,231
Investments - Series 2019 Bond Proceeds	-	-
Investments - Series 2022 Bond Proceeds	8,779,669	8,551,680
Investments - Series 2024 Bond Proceeds	10,117,159	-
Investments - Capital Reserve Fund	2,154,756	927,857
Accounts Receivable (net)	4,371,080	3,440,137
Accrued Interest	21,301	6,482
Inventories	4,850,519	5,055,725
Prepaid Expenses	352,975	297,652
	56,104,205	53,554,783
<b>Deferred Charges &amp; Intangibles</b>		
Intangibles (net)	8,181,622	8,424,181
<b>Deferred Outflows</b>		
Deferred Outflows Related to Pension	7,567,204	6,488,576
<b>TOTAL ASSETS &amp; DEFERRED OUTFLOWS</b>	<b>\$ 303,391,297</b>	<b>\$ 270,167,883</b>
<b>LIABILITIES AND NET POSITION</b>		
<b>Long-Term Liabilities</b>		
Bonds Payable	\$ 9,382,000	\$ 11,511,000
Post Retirement Benefit Obligation	4,625,557	4,008,104
Deferred Compensation	3,573,180	3,521,239
	17,580,737	19,040,343
<b>Current Liabilities</b>		
Current Portion of Long-Term Debt	2,129,000	2,071,000
Bond Anticipation Note	10,000,000	-
Accounts Payable	4,963,669	3,456,654
Accrued Expenses	2,174,894	985,533
Deferred Compensation	350,000	350,000
Purchase Deposit	-	14,499
Customer Deposits	2,319,315	2,228,227
	21,936,878	9,105,913
<b>Deferred Inflows</b>		
Deferred Inflows Related to Regulatory Liability - Cost Recoverable	5,765,137	3,178,448
Deferred Inflows Related to Pension	16,069	19,747
Total Deferred Inflows	5,781,206	3,198,195
<b>Net Position</b>		
Invested in Capital Assets, Net of Related Debt	205,579,336	183,700,004
Restricted	-	-
Unrestricted	52,513,140	55,123,428
	258,092,476	238,823,432
<b>TOTAL LIABILITIES &amp; ASSETS</b>	<b>\$ 303,391,297</b>	<b>\$ 270,167,883</b>

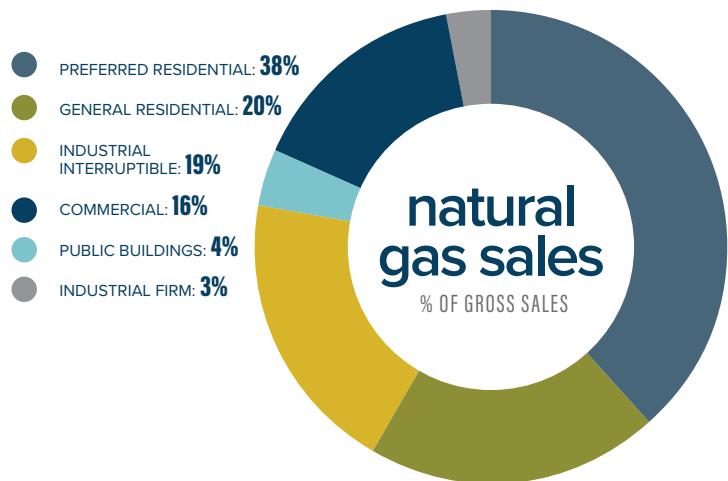
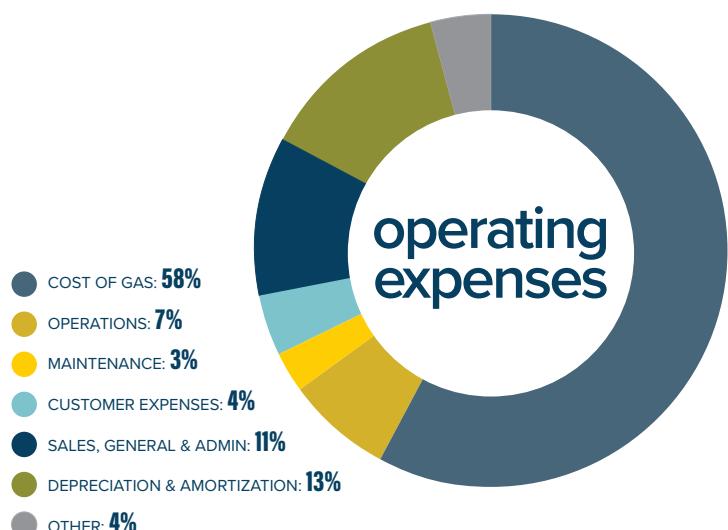
## RETURN ON CAPITAL EMPLOYED (ROCE)



## CASH & LIQUIDITY POSITIONS

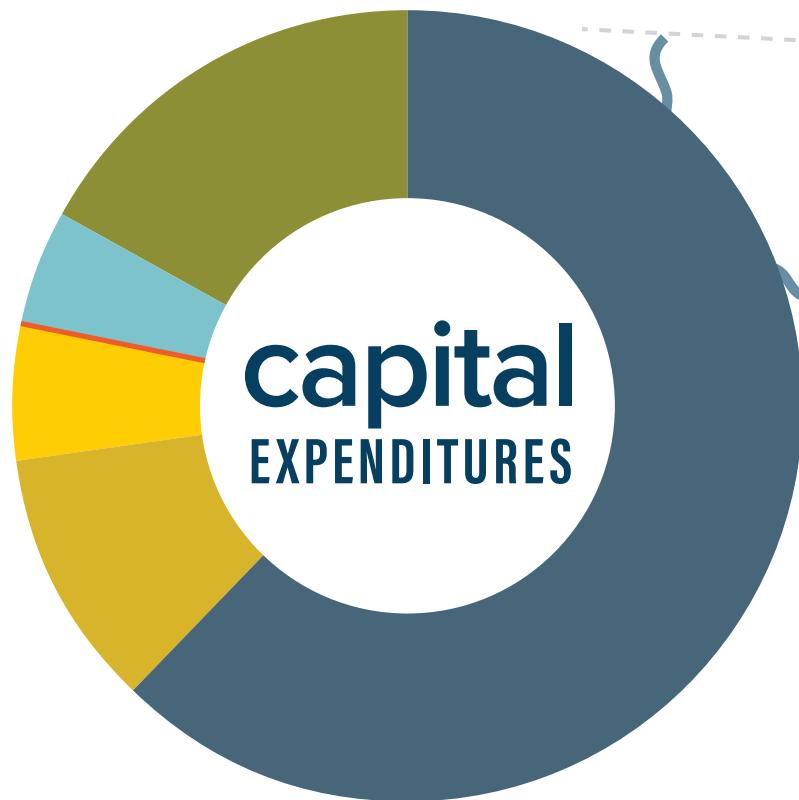


## STATEMENT OF REVENUE, EXPENSES, & CHANGES IN NET POSITION



	2025	2024
<b>OPERATING REVENUE</b>	\$ 88,467,688	\$ 82,893,396
<b>Operating Expenses</b>		
Cost of Gas	41,984,114	46,294,986
Operations	4,999,933	3,804,565
Maintenance	2,234,346	1,743,543
Customer Expenses	3,181,183	2,726,926
Sales, General, & Administration	8,094,664	6,399,530
Depreciation & Amortization	9,141,431	8,608,825
Other	3,163,189	3,148,791
	72,798,860	72,727,166
Operating Income Before Interest Expense	15,668,828	10,166,230
Interest Expense	709,938	414,162
<b>OPERATING INCOME</b>	14,958,890	9,752,068
<b>Non-Operating Income (Expense)</b>		
Interest	1,072,473	903,123
Appliance Program	309,030	284,601
Other	2,928,651	1,897,181
<b>NET INCOME</b>	\$ 19,269,044	\$ 12,836,973
<b>Capital Improvements</b>		
System Expansion (net)	\$ 22,871,621	\$ 10,093,203
Vehicles (net)	382,156	468,563
Furniture, Fixtures, & Equipment	1,047,073	479,147
Land & Buildings	7,197,651	154,618
Construction in Progress - increase/(decrease)	6,905,846	(30,761,170)
<b>NET CAPITAL IMPROVEMENTS</b>	\$ 38,404,347	\$ (19,565,639)

# CAPITAL EXPENDITURES BY REGION



- CAPITAL PROJECTS: **\$23,082,873**
- SERVICE LINE: **\$3,991,213**
- HOUSE METERS & REGULATORS: **\$2,022,041**
- FURNITURE & FIXTURES: **\$9,575**
- CONSTRUCTION, TRANSPORTATION & SAFETY EQUIPMENT: **\$1,792,160**
- LAND & BUILDINGS: **\$7,197,651**

**1,990**  
TOTAL MILES OF MAIN

MAIN PIPELINE  
PROJECTS COMPLETED

**7.74** miles of steel

**32.13** miles plastic

## BLACKSBURG

- Blackburg Renewal PHMSA Grant Project  
INTEGRITY MANAGEMENT  
Project Investment: ... \$435,000±
- I-85 Widening, Exit 102  
GOVERNMENT RELOCATION  
Project Investment: ... \$365,000±



**1,341**

## SERVICE LINES INSTALLED

Blacksburg	7
Clover	167
York	372
Rock Hill	377
Fort Mill/Tega Cay	402
Other*	16
<small>Catawba, McConnells, Sharon Hickory Grove and Edgemoor</small>	



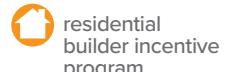
project  
completed



project  
in-progress



residential  
development



residential  
builder incentive  
program

## CLOVER/LAKE WYLIE

**Daimler Blvd/Cannonball Run**  
SYSTEM IMPROVEMENT & STRENGTHENING  
Project Investment: ... \$670,000±

**Ridge Road – Rhyne Road Extension & Tie-ins**  
SYSTEM IMPROVEMENT & STRENGTHENING  
Project Investment: ... \$370,000±

**Southern Pine Lake Subdivision**  
REVENUE GENERATING  
Project Investment: ..... \$42,500±

## Clover

1 - Stonecrest Meadows  
2 - Bellamore  
3 - Bellina  
4 - McFarland Estates  
5 - Brighton Springs  
6 - Stoneridge Hills  
7 - Hardy Pond  
8 - Lakeside Glen  
9 - Tillery  
10 - Elizabeth

## YORK

**Stonecrest Meadows** ○  
REVENUE GENERATING  
Project Investment: ..... \$70,000±

**US 321/ SC 161 Round-a-bout**  
GOVERNMENT RELOCATION  
Project Investment: ..... \$10,500±

**Lockhart-Hord-Old Pinckney  
Road Tie-in**  
SYSTEM IMPROVEMENT & STRENGTHENING  
Project Investment: ... \$470,000±

## FORT MILL/TEGA CAY

**US Hwy 21 &  
SC Hwy 51 Widening Project**  
(SC Hwy 51 to Springfield Parkway)  
GOVERNMENT RELOCATION  
Project Investment: ... \$393,000±

**Brook Run**  
REVENUE GENERATING  
Project Investment: ..... \$116,000±

**Deerfield Dr. 4-inch Retire & Relocate**  
INTEGRITY MANAGEMENT  
Project Investment: ... \$100,000±

**Whites Road Right-of-Way and  
Sidewalk Relocations**  
GOVERNMENT RELOCATION  
Project Investment: ... \$255,000±

## RESIDENTIAL DEVELOPMENTS

- 1 - Stonecrest Meadows
- 2 - Bellamore
- 3 - Bellina
- 4 - McFarland Estates
- 5 - Brighton Springs
- 6 - Stoneridge Hills
- 7 - Hardy Pond
- 8 - Lakeside Glen
- 9 - Tillery
- 10 - Elizabeth

## ROCK HILL

**Church Road & Sturgis Road  
4-inch System Tie-In**  
SYSTEM IMPROVEMENT & STRENGTHENING  
Project Investment: .... \$180,000±

**Galleria Blvd Tie-in**  
SYSTEM IMPROVEMENT & STRENGTHENING  
Project Investment: .... \$115,000±

**Hardy Pond**  
REVENUE GENERATING  
Project Investment: .... \$32,000±

**Robertson Road Creek  
Crossing Replacement**  
INTEGRITY MANAGEMENT  
Project Investment: .... \$123,000±

# NOTABLE PROJECTS

Each year, York County Natural Gas Authority (YCNGA) invests in infrastructure projects across its service area to enhance system reliability, support community growth, and ensure safe, efficient delivery of natural gas for years to come.

## BLACKSBURG

### INTEGRITY MANAGEMENT

- Blacksburg Renewal PHMSA Grant Project
- Investment: **\$435,000±**
- **IN PROGRESS**

YCNGA's multi-year renewal project in Blacksburg officially broke ground this year after extensive planning, permitting, and coordination. Supported by a PHMSA grant, the effort strengthens system integrity and ensures long-term service reliability for the community.

## CLOVER / LAKE WYLIE

### SYSTEM IMPROVEMENT & STRENGTHENING

- Daimler Boulevard / Cannonball Run
- Investment: **\$670,000±**
- **COMPLETED**

System upgrades along Daimler Boulevard and Cannonball Run connected major gas mains to improve capacity and reliability in one of York County's fastest-growing areas. The project also positions YCNGA to meet future demand from large residential developments and new Clover School District facilities.

## ROCK HILL

### SYSTEM IMPROVEMENT & STRENGTHENING

- Church Road & Sturgis Rd 4-inch System Tie-In
- Investment: **\$180,000±**
- **IN PROGRESS**

System upgrades along Church Road and Sturgis Road are replacing smaller mains to improve capacity and eliminate bottlenecks in the Waterford Commons area. The project enhances overall system performance and adds redundancy for nearby neighborhoods, strengthening service reliability for current and future customers.

## FORT MILL / TEGA CAY

### GOVERNMENT RELOCATION

- US Hwy 21 & SC Hwy 51 Widening Project (SC Hwy 51 to Springfield Parkway)
- Investment: **\$400,000±**
- **IN PROGRESS**

As part of York County's Pennies for Progress road improvement program, YCNGA began relocating infrastructure along U.S. 21 and S.C. 51 to accommodate roadway widening and ensure continued system access. The relocation work supports the area's ongoing growth and development while maintaining service reliability.

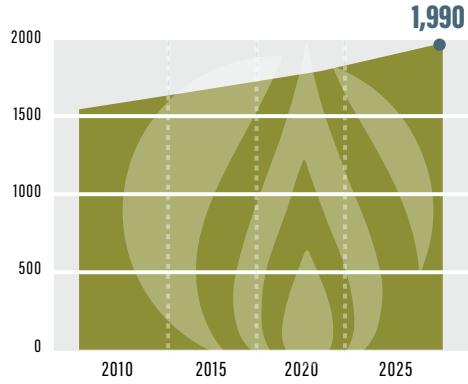
## YORK

### REVENUE GENERATION

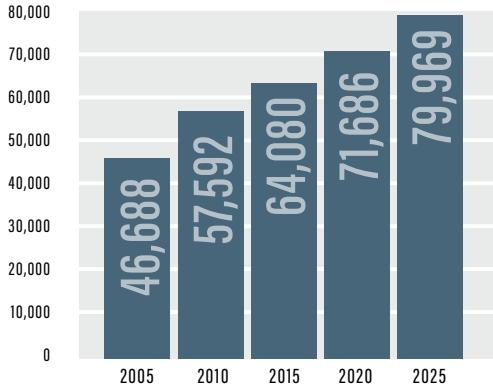
- Stonecrest Meadows
- Investment: **\$70,000±**
- **COMPLETED**

A new natural gas system was installed to serve the Stonecrest Meadows subdivision, bringing service to more than 50 single-family homes. Originally planned as an all-electric neighborhood, the development transitioned to natural gas thanks to outreach through YCNGA's Builder Incentive Program—an example of how communication and partnership can drive energy choice.

### TOTAL MILES OF MAIN



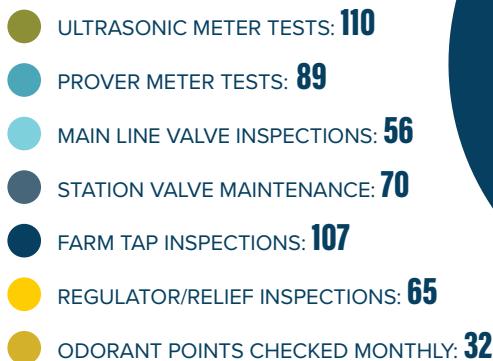
### TOTAL NUMBER OF SERVICE LINES (ACTIVE & INACTIVE)



Photos by Jason Caveny, Measurement & Regulation



# operations



The Operations Department oversees pipeline integrity, measurement and regulation (M&R), compression, and meter reading for both YCNGA and PEG — ensuring safe, reliable delivery of natural gas across the system. In 2025, the team advanced key initiatives in compliance, system design, and field operations to strengthen infrastructure and improve efficiency.

## MEASUREMENT & REGULATION

The M&R team completed extensive compliance work, including **89** prover meter tests, **110** ultrasonic meter verifications, and **56** main line valve inspections. In partnership with Gas Control, the group performed **109** SCADA point-to-point verifications, **25** management-of-change (MOC) reviews, and **26** alarm reviews. These efforts enhance documentation, accuracy, and system safety across the network.

## COMPRESSOR STATION

After a lightning strike caused an extended outage at the compressor station, Operations managed its recovery and added new grounding protection to prevent future damage. Upgrades included new control panels, isolation valves, and insulation systems.

## METER READING

The Meter Reading Department averaged **76,220** reads per month, totaling **962,640** for the year, with **800** explain work orders and **14** ERT (Encoder, Received, Transmitter) changeouts. With the meter changeout program back on track, accuracy and efficiency remain high, ensuring dependable service for all customers.

## SYSTEM UPDATES

Major projects included capacity improvements at Chester, Stewart Street, and Richburg delivery points, along with new metering stations for Silfab Solar and Pratt Industries. Each upgrade strengthens the network and supports long-term growth in both industrial and residential demand. Additionally, a redesign at Bowater Junction expanded PEG's operating pressure range to 1,026 psi, improving flexibility during peak demand and winter operations.

## AT A GLANCE

**962,640**

meter reads completed YTD

**109**

SCADA point-to-point verifications

**89**

prover meter tests

**110**

ultrasonic meter tests

**56**

main line valve inspections

**26**

alarm reviews

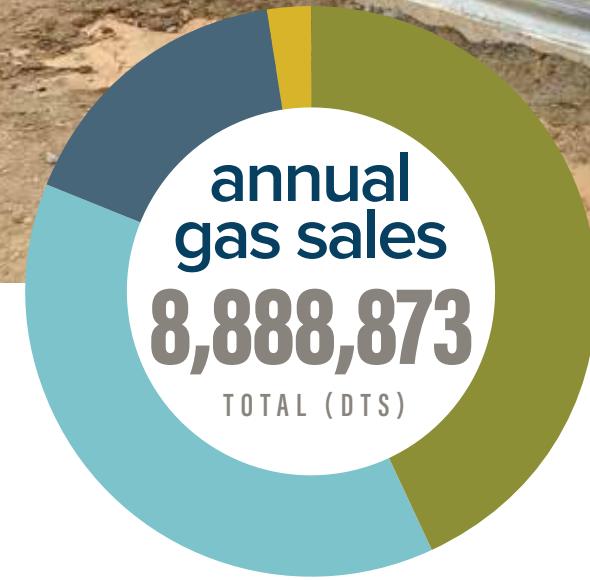
**5**

overpressure protection upgrades

**2**

major industrial meter stations completed  
(Silfab Solar & Pratt Industries)

# business development



YCNGA's Business Development team supports industrial and residential growth by connecting new projects to safe, reliable natural gas. From complex energy needs for major manufacturers to efficient service for new neighborhoods, the team works with developers and local partners to ensure each project has the right solution. Their efforts advance economic development, support housing expansion, and help power long-term prosperity across York County.

## INDUSTRIAL

### SILFAB SOLAR

This year, we provided service to Silfab Solar, a Canadian-based solar panel manufacturer, as they transformed an 800,000-square-foot building in Fort Mill into a state-of-the-art assembly plant. Phase 1 required significant natural gas infrastructure for two high-capacity boilers and a thermal oxidizer, with Phase 2 planned to mirror these needs. YCNGA constructed an off-site metering station and installed over 1,000 feet of underground piping to the powerhouse — a challenging project completed successfully to give Silfab Solar the reliable energy foundation needed for its growing operations.

### PRATT INDUSTRIES

In 2024, Pratt Industries — America's leading recycled paper and packaging company — chose Rock Hill's Legacy Business Park for its newest 700,000-square-foot container plant. With a projected natural gas load of 400 MCF per day, the project required an off-site meter station and 450 feet of underground piping. YCNGA worked with construction to complete the installation, provide Pratt Industries the reliable energy capacity needed to power its state-of-the-art operations, and support its commitment to 100% recycled packaging.

## AT A GLANCE

**46**

new commercial lines

**15**

residential main extension projects

**13,930**

feet of new main

**51**

customers reached by new main

**10**

new residential developer agreements

**1,060**

single family homes



## AT A GLANCE

**670**

hours of employee safety trainings

**20**

hours of outreach & liaison training

**1,001**

qualification tasks completed

**1,453**

training hours logged in Energy Worldnet (EWN)

**96.6%**

first-time pass rate in EWN

**92%**

completion rate (from 90% FY24)

**9**

Safety Leadership Award finalists

## TRAINING & EDUCATION

The Regulatory Compliance & Safety department coordinated more than **670** hours of employee safety training, including Part 192 Compliance, Asbestos Awareness, Stop the Bleed, and company spokesperson courses. Regular safety meetings reinforced procedures, while specialized outreach sessions provided **20** hours of training for first responders and excavators, helping strengthen community partnerships in damage prevention and emergency preparedness.

## QUALIFICATIONS & PERFORMANCE

Through Energy Worldnet, **128** employees completed **1,001** qualification tasks totaling **1,453** hours of training with a **96.6%** first-time pass rate. Overall task completion rose to **92%**, up from 90% in 2024 — demonstrating employee engagement and a strong commitment to continuous learning and operational safety.

# regulatory compliance & safety

Safety and regulatory compliance remain central to the natural gas industry — shaping every YCNGA process, procedure, and investment. The Regulatory Compliance and Safety Department works year-round to protect employees, customers, and the public through rigorous training, technology, and collaboration. In 2025, the team continued to raise the bar, strengthening safety culture and maintaining full compliance across all operations.

*Photo: Jimmy Gardner (left), winner of the 2025 Safety Leadership Award, congratulated by finalist Tyrone Jackson (right) during award ceremony.*

## ACHIEVEMENTS & INITIATIVES

YCNGA earned national recognition as a winner of the APGA Safety Contest (Group E: 70,001+ man-hours) and was the only public gas authority in South Carolina to participate in the SC Emergency Management Division's statewide full-scale drill. The Regulatory Compliance and Safety Department also procured upgraded self-contained breathing apparatus (SCBA) units to replace aging equipment and enhance emergency readiness, and rolled out KPA Flex safety software to improve hazard analysis, equipment maintenance tracking, and safety training reminders.

## SAFETY LEADERSHIP AWARD

YCNGA introduced the Annual Employee Safety Leadership Award in 2025 to recognize team members who demonstrate exceptional dedication to workplace safety and peer accountability. Employees were nominated by their colleagues, with nine finalists reviewed by the Safety Team.

Jimmy Gardner was honored as the inaugural recipient for his leadership, consistent example of safe work practices, and commitment to mentoring others in the field.





- INCOMING - CALL CENTER: **68,239**
- INCOMING - DISPATCH: **4,481**
- OUTBOUND - CALL CENTER: **18,563**
- OUTBOUND - DISPATCH: **649**
- COURTESY CALLS: **9,493**



As the first point of contact for YCNGA customers, the Account Management Department plays a vital role in ensuring every interaction — whether by phone, online, or in-person — is professional, accurate, and efficient. The department oversees all aspects of account setup, billing inquiries, payment processing, and drive-thru operations, serving as the link between customers and the organization's internal teams.

## CUSTOMER SERVICE & COMMUNICATION

In 2025, Account Management handled tens of thousands of customer interactions with an emphasis on consistency, compassion, and clarity. Training programs focused on call quality, escalation handling, and after-hours response improved customer experience and strengthened coordination with other departments. A new job-shadowing initiative also helped employees better understand cross-departmental workflows — enhancing problem-solving and teamwork.

## AFTER-HOURS & EMERGENCY RESPONSE

In partnership with Gas Control, Account Management continued to manage after-hours calls and emergency notifications, ensuring customers receive timely and accurate support at all hours. New quarterly training sessions enhanced readiness for emergency drills and real-time response scenarios — further reinforcing YCNGA's safety culture.

## PAYMENT PROCESSING & CUSTOMER ACCESS

Account Management processed thousands of payments daily through in-person, drive-thru, and digital channels, maintaining accuracy and efficiency throughout peak billing periods. Cross-training in remittance operations increased scheduling depth and ensured consistent customer service coverage.

## AT A GLANCE

**54,376**  
total work  
orders processed

**39,843**  
total service  
orders

**9,504**  
new account  
activations & transfers

**7,218**  
billing inquires solved

**9,136**  
service disconnects/  
reconnects

**14.7%**  
increase in total  
calls from FY24

**4,567**  
average inbound  
calls/employee  
(18 employees)

**32.1%**  
increase in inbound  
calls/employee  
from FY24



# marketing & communications

- FACEBOOK: 2,817
- LINKEDIN: 182
- INSTAGRAM: 1,063
- TWITTER/X: 905



The Marketing team plays a key role in strengthening YCNGA's brand and communication efforts across the organization. Internally, the team supports employees with professional, cohesive materials that enhance day-to-day operations. Externally, Marketing develops clear, customer-focused resources that improve engagement, support informed decision-making, and reinforce YCNGA's reputation in the community.

## SUPPORT FOR YCNGA TEAM MEMBERS

The Marketing team provides design and communication support to help employees present a consistent, polished image. Last year, Marketing supported 107 internal requests, including email signatures, business cards, letterhead, presentations, forms, training materials, branded apparel, event materials, signage, and vendor coordination.

## MARKETING SUPPORT FOR CUSTOMERS

Marketing creates customer-facing materials that strengthen engagement and brand consistency. In the past year, the team supported 174 initiatives, including brochures, handouts, door hangers, newsletters, surveys, social media, website updates, and bill inserts or toppers, ensuring all materials are professional and on-brand.

## NOTABLE ACHIEVEMENTS

### Professional Brand Photoshoot

Marketing coordinated a professional photo session with an outside agency and internal departments to capture employees at work throughout the community. The process avoided disruption to critical operations and produced high-quality images that will serve as a lasting resource for YCNGA materials.



### APGA Next Generation Employee Achievement Award - Hannah Smith

The APGA Next Generation Employee Achievement Award honors early-career natural gas professionals who demonstrate outstanding performance, leadership potential, and a strong commitment to their organization and the industry.

## AT A GLANCE

**560+**

YCNGA/PEG initiatives supported

## WEBSITE

**390,993**

website pageviews  
+4.3% from FY24

**117,994**

website visitors

## EMAIL

**735,686**

total email messages sent

**52.95%**

average email open rate  
+15.6% from FY24

**11.36%**

average click-thru rate  
+58.75% from FY24



# human resources & workforce

Team members enjoy a "Team Pink" themed Tailgate Lunch during Breast Cancer Awareness Month. Left to right: Travis Bullard, Jeremy Hopkins, Spencer Osborn, Jack Gettys, Justin Talkington.

YCNGA's Human Resources and Workforce efforts focus on creating a supportive, inclusive, and well-equipped workplace. Fiscal Year 2025 marked meaningful progress driven by renewed attention to employee growth, connection, and accessibility.

## HUMAN RESOURCES

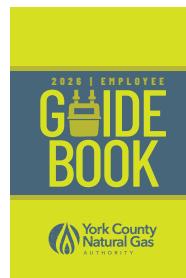
The HR department evolved from a primarily procedural function into a trusted, people-centered resource built on approachability and empathy. Working closely with other departments, HR now supports every stage of the employee experience — from onboarding and benefits to safety reporting and community outreach. This year included completion of all Workers' Compensation and OSHA reporting, along with required pre-employment and onboarding processes for **11** new hires. Partnerships with United Way, First Sun EAP, and Empower expanded employee support, while ongoing benefits education and on-site wellness offerings increased accessibility and understanding for all **136** employees.

## EMPLOYEE ENGAGEMENT

Employee Engagement continued to mature, building on earlier efforts with more intentional, high-quality initiatives. With **52** engagement opportunities, the focus shifted toward inclusivity and authentic connection — ensuring employees feel seen and valued. Engagement communications reached beyond email through posters, handouts, and field-friendly materials that reach employees who spend most of their day away from a desk.



Mike Enoch, PEG Executive Director, leads a monthly industry training session for Natural Gas University



### Employee Guidebook

At the close of the fiscal year, YCNGA introduced the Employee Guide Book, a pocket-sized resource designed to support employees in the year ahead. Modeled after traditional field guides, it compiles essential safety information, benefits details, checklists, and contact directories in one convenient format.

As a companion to EDNA, the company intranet, the guide will be updated annually to grow alongside workforce needs

### Natural Gas University

YCNGA launched Natural Gas University to provide ongoing education and skill development — addressing one of the top priorities identified during strategic planning. The first courses available, focused on Professional Development, generated strong participation with 139 course registrations and **74** completed classes in the first 90 days. Popular topics included Communication, Empathy, and Conflict Resolution. The curriculum will continue expanding with company-specific and industry-focused courses.

## AT A GLANCE

**136**

total employees

**11**

new hires

## NATURAL GAS UNIVERSITY

**139**

NGU class registration

**74**

professional development courses completed in first 90 days

## ENGAGEMENT

**52**

employee engagement opportunities



# community investment



This year, YCNGA took a more strategic and intentional approach to community investment, ensuring our efforts have lasting impact without affecting ratepayer fees. By developing a comprehensive strategy with improved fund tracking and a scored application process, we were able to distribute funding more equitably across all service areas while continuing support for legacy causes like festivals and charitable events. Most notably, we prioritized workforce development with education partners countywide, creating opportunities that help future generations build skills for meaningful careers and encouraging them to live and work in York County, strengthening the local economy. These efforts not only support student growth but also enhance YCNGA's reputation among educators and parents as a trusted community partner and a great place to work.

## HIGH IMPACT COMMUNITY EVENTS

▪ ChristmasVille Rock Hill	5,000–20,000 attendees
▪ York Summerfest	10,000–15,000 attendees
▪ Fort Mill Strawberry Festival	30,000–40,000 attendees
▪ Come-See-Me Festival	70,000–80,000 attendees
▪ Blacksburg Iron City Festival	3,000–5,000 attendees

## MULTI-YEAR INVESTMENT

### York County Agriculture Arena

YCNGA is making a multi-year investment in the York County Agriculture Arena, supporting students across all districts in our service area, including Blacksburg. By providing hands-on experiences, the arena helps students build work ethic, leadership, and practical skills—preparing them for meaningful careers in the trades and honoring their dedication to skilled, hands-on professions.



## COMMUNITY SUPPORT

- United Way of York County
- York County Animal Services (Safe Digging Buddies)
- Life House Women's Shelter
- Historic Rock Hill
- Kiwanis Club
- York County Disabilities Foundation
- Junior Welfare League of York County
- Keystone Substance Abuse Services
- Boyd Hill Neighborhood Association
- Arts Council of York County
- Fort Mill EMS
- NAMI
- SC811
- Pawsitive Action
- Miracle Park
- Children's Attention Home
- Fort Mill History Museum



## AT A GLANCE

**130,000+**  
community members reached

**5**  
community events hosted at YCNGA

**47**  
community events supported

**2,000+**  
York County students directly impacted

**13**  
featured adoptable "safe digging" buddies

# INVESTING IN EDUCATION

Among all the ways we invest in our community, none has greater long-term impact than our commitment to education. In this first year of our reimaged Community Investment initiative, YCNGA partnered with every school district and higher education institution in York County. The success of this effort has set the stage for us to build on this model for years to come — preparing the future workforce, opening doors to careers in the trades, and showing the next generation what makes YCNGA a great place to work.

## K12 PARTNERS

### Rock Hill School District – Applied Technology Center

- Provided HVAC equipment and tools to enhance hands-on training.
- Hosted CTE teacher and student site tours at YCNGA facilities.
- Keynote speaker participation at a regional CTE professional development event (200+ educators and business partners).
- Marketing collaboration with Digital Arts students, resulting in a student-designed banner.
- Awarded 3 scholarships to outstanding CTE students.

### Fort Mill School District

- Participated in soft-skills competitions at Springfield & Gold Hill Middle Schools.
- Supported Robotics Club expansion with new equipment, increasing participation.
- Provided pre-vocational kits and soft-skills curriculum for students with special needs.
- Supported transition training programs that helped students secure community employment.

### Clover School District – Applied Technology Center

- Implemented the Mike Rowe Works Foundation S.W.E.A.T. Pledge Program for 1,000 students and 3 instructors.
- Supported 3 state-champion students' attendance at the SkillsUSA National Championships.
- Provided graduation cords & certificates for 307 seniors completing career pathways.
- Sponsored monthly Career Lunch & Learns introducing students to diverse industries.
- Supported rebranding efforts for the new Center for Career Innovation (CCI).
- Sponsored the Clover LEAF Gala community event.

### York School District – Floyd D. Johnson Technology Center

- Established the NextGen Trades Network mentoring program supporting minority and female students pursuing trade-related careers.
- Partnered with SC Works to expand the career fair to community job seekers — 600+ students +43 community participants.
- Coordinated industry tours, including YCNGA facilities.
- Supported the creation of a Skilled Trades Awareness Campaign reaching 2,300+ students, parents, and community members.



The Floyd D. Johnson Technology Center's NextGen Trades Network visits the YCNGA campus.



Wes Burton (center) represents YCNGA at Winthrop University's Spring Etiquette Dinner.



Students from Winthrop University showcased their EPIC Challenge final projects in the YCNGA Showroom.

## HIGHER EDUCATION

### Clinton College

- Provided support for on-campus jobs and internships, giving students opportunities to earn a livable wage while building career readiness skills.

### York Technical College

- Supported the large-scale community workforce event, TechFest.
- Contributed to the annual scholarship banquet recognizing student achievement.
- Enabled student participation in SkillsUSA competitions (state and national winners).
- Supported safety training events for technical program students.
- Awarded 2 YCNGA scholarships to Workforce & Economic Development students.
- Attended the Spring Career Fair, introducing students to career opportunities in the natural gas industry.

### Winthrop University – Center for Career Development & Internships (CDI)

- Sponsored the Spring Career Fair, increasing student and employer participation.
- Sponsored the Etiquette Dinner, with YCNGA professionals serving as table hosts and mentors.
- Co-led the EPIC Innovation Challenge, engaging 36 students to address how to market natural gas as a responsible energy source.
- Sponsored the Career Closet, providing professional attire to students.
- Supported professional headshot sessions for students.
- Provided YCNGA-branded professional portfolios, tote bags, and materials to students.

## SPECIAL INITIATIVES

### Economic Development Summit

York County Regional Chamber of Commerce

### Workforce Housing Study

Catawba Regional Council of Governments

## CHARITABLE GOLF TOURNAMENTS

- The Community Partnership Foundation (Family Trust)
- Lake Wylie Chamber of Commerce
- Optimist Club of Rock Hill
- HBA of York County
- Sheriff's Foundation of York County

# patriots energy group

Patriots Energy Group Adnah Church Road Station  
Photo by Jason Caveny, Measurement & Regulation



Patriots Energy Group (PEG) continues to provide reliable, affordable natural gas service to customers across York, Lancaster, and Chester service territories. Through strategic planning, efficient operations, and strong partnerships, PEG supports system growth and ensures long-term reliability for its member authorities — York County Natural Gas Authority (YCNGA), Lancaster County Natural Gas Authority (LCNGA), and Chester County Natural Gas Authority (CCNGA).



## INFRASTRUCTURE IMPROVEMENTS

A major system upgrade at Bowater Junction increased PEG's operating capacity from 600 psi to **1,200** psi, improving daily scheduling and flexibility with Carolina Gas Transmission (CGT). The project included new overpressure protection, an ultrasonic meter, and automated pressure and flow controls — enhancing reliability and throughput.

Additional station upgrades at Richburg, Chester, Celanese Lateral, and Doby's Bridge Road helped achieve **100%** ultrasonic metering across all delivery points, reducing unaccounted-for gas and improving accuracy. PEG also implemented a pipeline simulator to enhance operator training and emergency preparedness through realistic modeling and response scenarios.

## OPERATIONS & SAFETY

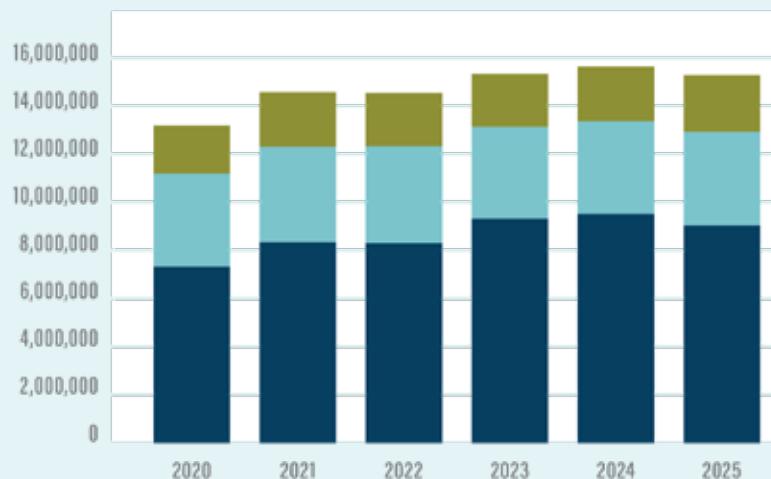
PEG completed its annual third-party leak survey with no leaks detected, responded to **3,173** SC811 locate tickets, and performed maintenance on **77** critical valves. The group also completed two in-line inspection (ILI) smart pig runs and participated in both tabletop and mock emergency drills and three successful ORS inspections covering the Transmission Integrity Management Program (TIMP), compressor station, and distribution systems.

Routine right-of-way maintenance and aerial patrols were completed on **283** transmission and **95** high-pressure distribution parcels, ensuring compliance and safety throughout the service area.

## SYSTEM PERFORMANCE

Despite one of the coldest winters in recent years, PEG maintained uninterrupted service through peak demand periods. January 2025 registered **820** heating degree days, the fourth highest in 15 years, while partner pipelines issued **305** Operational Flow Order (OFO) days between November 2024 and April 2025. Proactive management ensured stable delivery pressures and reliable service to all members.

### TOTAL GAS SALES BY AUTHORITY (DTH)



RECORD MONTH  
FOR GAS SALES  
JANUARY 2025

593,398  
LCNGA

456,661  
CCNGA

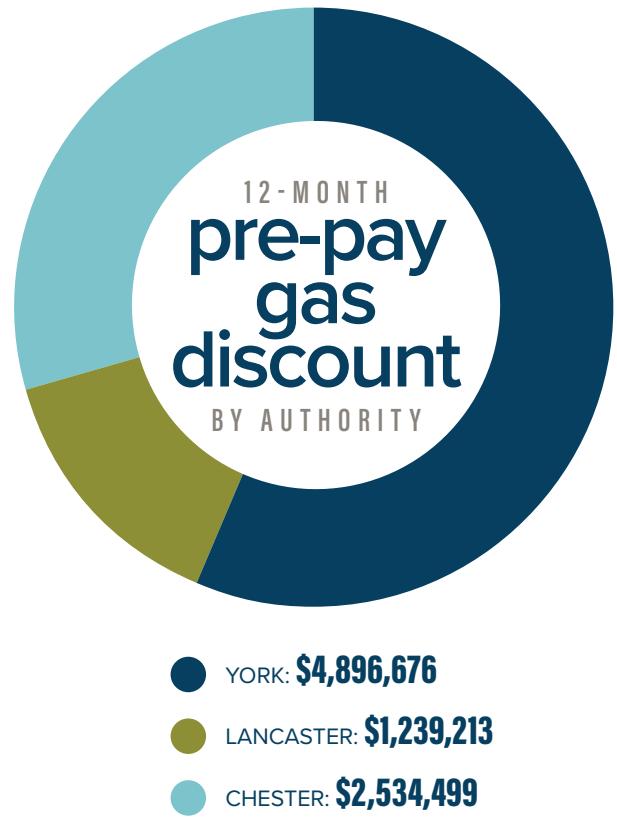
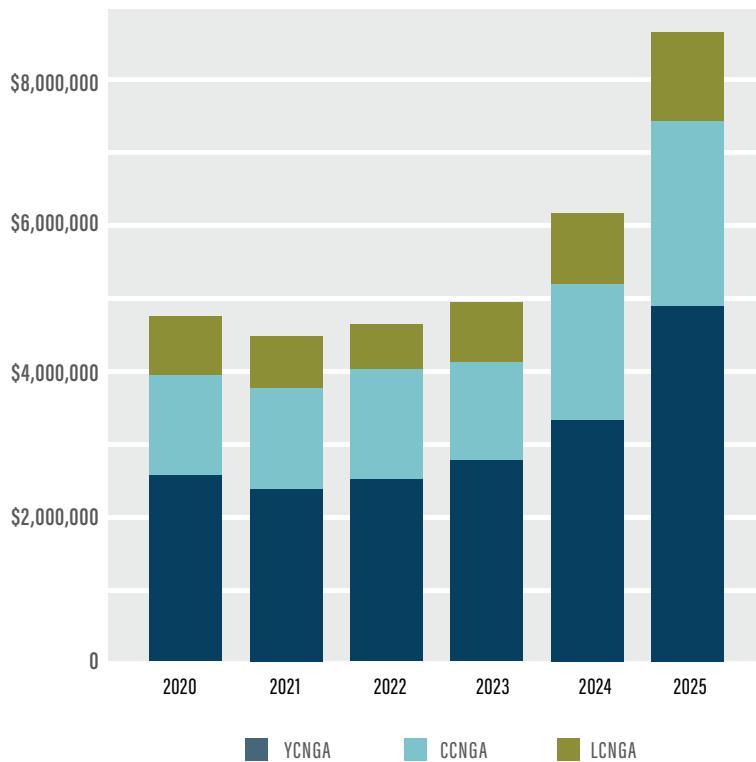
1,726,055  
YCNGA

## STRATEGIC PLANNING

PEG completed its 30-Year Strategic Capacity Outlook (2025–2055), assessing peak-day demand, growth projections, and infrastructure expansion needs across member systems. The study provides a roadmap for continued reliability and investment through mid-century.

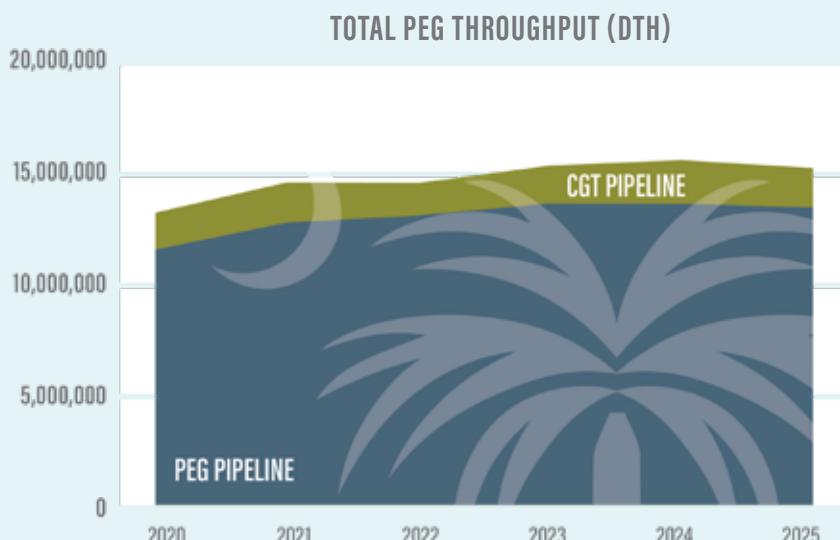
The group also monitored FERC rate case proceedings for both Carolina Gas Transmission and Williams Transco pipelines, which will influence future capacity strategies and transportation costs.

### PREPAY GAS SAVINGS - OVER 6 YEARS



### FINANCIAL PERFORMANCE & COST SAVINGS

Through disciplined management of gas supply, prepay agreements, and capacity releases, PEG and its member authorities achieved more than \$36.5 million in total savings in Fiscal Year 2025.

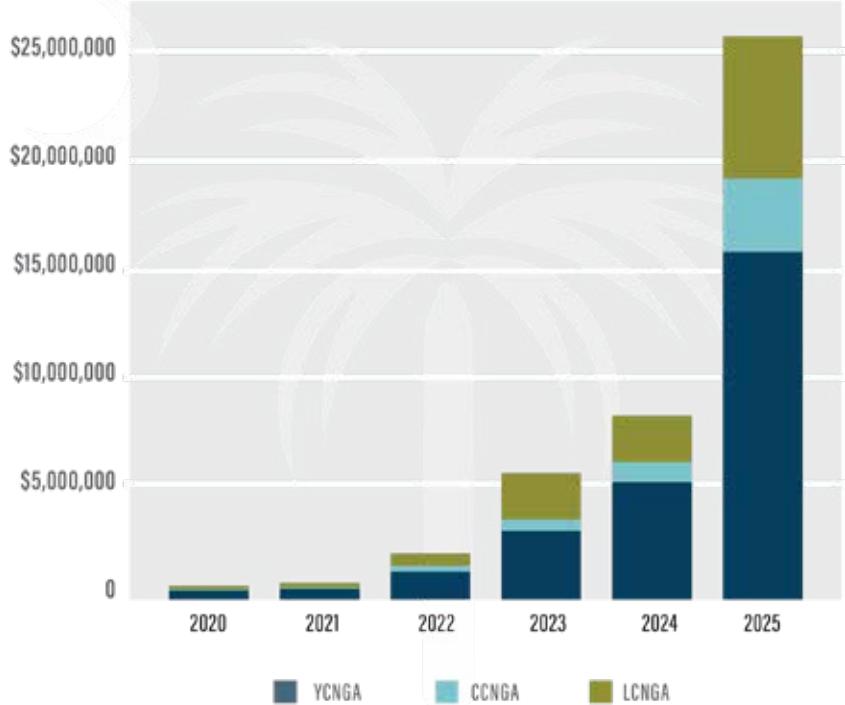


### RECORD PEAK DAYS FY25 (DTH)

	CCNGA	LCNGA	PEG
January 21, 2025	18,209	28,917	127,310
January 22, 2025			

YCNGA's record peak day (80,762) was not exceeded in 2025

## CAPACITY RELEASE SAVINGS - OVER 6 YEARS

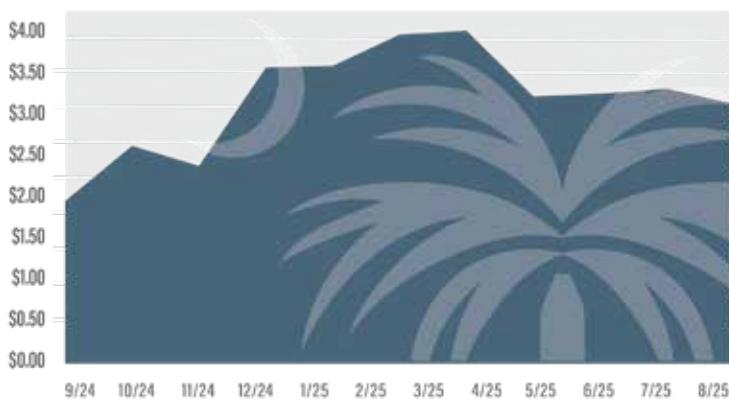


## PEG MEMBER SAVINGS

(12 MONTHS ENDING AUGUST 2025)

	CHESTER	LANCASTER	YORK	PEG TOTAL
Gas Supply Hedges	\$ 130,480	\$ 442,271	\$ 1,221,658	\$ 1,794,408
Prepay	\$ 2,534,499	\$ 1,239,213	\$ 4,896,676	\$ 8,670,388
Capacity Release	\$ 3,327,774	\$ 6,059,621	\$ 15,834,546	\$ 25,221,941
PEGFA Administrative Fee	\$ 109,923	\$ 97,936	\$ 304,515	\$ 512,374
PPG Pool #4	\$ 83,614	\$ 74,496	\$ 231,632	\$ 389,741
<b>Total Savings</b>	<b>\$ 6,186,290</b>	<b>\$ 7,913,536</b>	<b>\$22,489,026</b>	<b>\$36,588,853</b>

## MONTHLY CLOSING PRICE OF NYMEX NATURAL GAS



## NOTABLE ACHIEVEMENTS

## Carolinans Natural Gas Coalition Chairman's Award for Leadership



Mike Enoch, Executive Director of Patriots Energy Group, was honored for his 40+ years spent advancing the role of natural gas, influencing policy to benefit the industry, and encouraging public gas systems to join the mission of Carolinas Natural Gas Coalition.

## APGA Personal Achievement Award

Recognizing an individual who has made substantial contributions toward the goals of APGA and the natural gas industry, Mike is the first two-time recipient of this prestigious honor.

## SUMMARY

Fiscal Year 2025 marked another strong year for Patriots Energy Group. Infrastructure upgrades, integrity testing, and exceptional system performance during extreme weather underscore PEG's commitment to safe, dependable operations.

# THE TEAM BEHIND THE WORK

The progress and success highlighted throughout this report are the direct result of the hard work and dedication of the YCNGA team. We are proud to recognize each team member whose skill, professionalism, and commitment to service helped power Fiscal Year 2025.

## EXECUTIVE LEADERSHIP

Jimmy Sprouse	President & CEO
Jeff Deason	Chief Financial Officer
Mike Enoch	PEG Executive Director
Wes Burton	Senior Director of Regulatory Compliance & Government Relations

## ACCOUNTING & ADMINISTRATION

Caroline Brown	Billing Coordinator
Amy Cassidy	Insurance Claims Coordinator
Pam Clark	Accountant
Sherell Harmon	Director of Finance
Terri Jackson	Human Resource Generalist
Andrea Jenkins	Accounts Payable Specialist
Marcia Locklair	Accounting & Payroll Specialist
Ebony Nyegaard	Accounting Manager
Savana Sprouse	Executive Assistant & Engagement Coordinator

## ACCOUNT MANAGEMENT

Kim Ballard	Dispatcher
Kim Baucom	Account Management Rep
Janet Bellamy-Swain	Account Management Rep
Katie Branch	Dispatcher
Billy Carpenter	Account Management Rep
Nickie Darrington	Account Management Rep
Pam Hamilton	Account Management Rep
Sharna Jackson	Account Management Rep
Autumn Mobley	Account Management Rep
Fran Nunn	Director, Account Management
Angie Robbins	Account Management Rep
Suzanne Robinson	Account Management Rep
Andrea Rodriguez	Account Management Rep
Lois Ruffin	Account Management Rep
Meghan Ryerson	Account Management Rep
Cheryll Searcy	Account Management Rep
Anna Symonds	Account Management Rep
Kari Tojdowski	Account Management Supervisor

## APPLIANCE SALES & INSTALLATION

Sarah Barnes	Sales Associate
Brandon Berger	Appliance Sales Manager
Fulton Brown	Appliance Install Supervisor
Melissa Buddin	Appliance Sales Supervisor
Adam Church	Appliance Installation Technician
Randy Deas	Sales Associate
Fred Dunn	Appliance Service Technician
Ian Hinson	Appliance Install Crew Leader
Chris Huffstetler	Appliance Installation Technician
Sandra King	Service & Warranty Coordinator
Brantley Moore	Appliance Installation Technician
Bryan Mullis	Appliance Installation Technician
Cayla Whitesides	Installation Sales Coordinator
Steven Wyatt	Appliance Installation Technician

## BUSINESS DEVELOPMENT

Barry Duncan	Director of Business Development, Marketing & Sales
Benton Eavenson	Business Development Rep
Joel Talley	Residential Development Rep

## CONSTRUCTION

Adam Alfred	Construction Field Rep
Keith Carroll	Construction Coordinator
Michael Carruth	Senior Manager, Operations
James Carter	Locator
Charlie Dixon	Locator
Bobby Fewell	Construction Field Rep
Caleb Floyd	Construction Crewman
Jimmy Gardner	Locate Supervisor
David Getsinger	Locator
Jack Gettys	Construction Crew Leader
Melvin "Bo" Hall	Construction Foreman
Jeremy Hopkins	Construction Crewman
Caleb Hudson	Construction Foreman
Tim Hughes	Construction Crewman
James Jackson	Construction Field Rep
Terrell Jackson	Locator
Jimmy Kirkland	Locator
Dwayne Lawrence	Locator
Jonathan Lawrence	Locator
Skye Maloney	Right of Way Administrator
Josh Miller	Construction Supervisor
Will Mullis	Construction Crew Leader
Patrick O'Dell	Locator
Spencer Osborn	Construction Crewman
Daniel Reeves	Locator
Randy Sailors	Construction Crewman / Valve Maintenance
Rob Southwell	Locator
Jeff Sturgis	Construction Inspector
Jamie Swygart	Construction Crewman
Jason Talkington	Construction Foreman
Dan Thomas	Construction Crewman
Chris Tollison	Construction Crewman
Justin Totherow	Construction Crewman
Heath White	Locator

## ENGINEERING

Jessica Aquilone	Engineering Services Coordinator
DJ Carnes	Project Coordinator
Stephen Comer	Director of Project Management
Michael Fisher	Engineering Technician
Marc Fortner	Project Coordinator
Amanda Gallagher	Director of Engineering
Patrick Gregory	GPS Field Technician
Levi Hagerdon	Project Engineer
Ryan Huffstetler	Engineering Technician
Lee McKenzie	Cathodic Protection Technician
Chris Nolen	Asset Management Coordinator
Grayson Smith	Right-of-Way Maintenance Coordinator
Anisha Thomas	System Records Supervisor
Melissa Walters	GIS Technician

## GAS CONTROL

Josh Breedlove	Gas Control Supervisor
Evon Houser	Gas Controller
Kelly Kilpatrick	Gas Controller
James Liebrecht	Gas Controller
Lauren Miller	Director of Gas Supply
Josh Sprouse	Gas Controller

## INFORMATION TECHNOLOGY (IT)

Todd Gricol	Director of IT
Brian Roach	System Analyst
Xay Xiong	Systems Administrator

## MARKETING

Sherrie Long	Graphic Designer
Hannah Smith	Marketing Manager

## METER READING

Morris Harris	Supervisor, Meter Reading
John Joseph	Meter Reader
Tammy Perry	Meter Reader

## MEASUREMENT & REGULATION (M&R)

Travis Bullard	Measurement Technician
Jason Caveny	Measurement Technician
Trey Dacus	Director of Operations
Brent Mackey	Compressor Technician
Bill McSwain	Measurement & Regulation Supervisor
Daniel Smith	Electronics Technician
Jon Snipes	Measurement Technician
Kristin Sotir	Administrative Assistant
Adam Whitesides	Compressor Station Technician
Dennis Willoughby	Senior Measurement Technician

## REGULATORY COMPLIANCE (SAFETY)

Nic Kimsey	Damage Prevention & Safety Coordinator
Allie Neal	Safety & Compliance Manager

## SERVICE

Colton Ballard	Meter Service Technician
Michael Buchanan	Meter Service Technician
Richard Chamberlain	Meter Service Technician
Joe Duncan	Meter Service Technician
Von Gordon	Senior Service Technician
Jamie Hollis	Meter Service Supervisor
Tyrone Jackson	Meter Service Technician
Grant Mattison	Meter Service Technician
Chance Pickett	Meter Service Technician
David Sturgis	Meter Service Technician
Justin Talkington	Meter Service Technician

## WAREHOUSE

Matthew Blackwell	Warehouse & Facilities Supervisor
Ernest Chambers	Inventory Control Specialist
Mike McMullen	Inventory Control Specialist
Todd Page	Meter Warehouse Coordinator



# York County Natural Gas

A U T H O R I T Y

979 WEST MAIN STREET | ROCK HILL, SOUTH CAROLINA

[ycnga.com](http://ycnga.com)