

Feel the Heat Fund

Year-Round Program to help Fixed Income Customers

For many elderly and disabled customers that are on fixed incomes, winter can be very difficult. Trying to decide whether to buy medicine, food or pay bills is especially hard during the winter months. Working with you and the United Way of York County to provide direct heating assistance to seniors and disabled customers, we can make a huge impact on the lives of those who are unable to pay seasonal bills.

It's easy to contribute to the Feel the Heat Fund

You can make a tax deductible donation to the fund by simply calling our Customer Service Department to let us know how much you would like to contribute each month. We will add that amount to your monthly gas bill. If you prefer, one-time donations may also be made.

Consider what can be done to impact the lives of our fixed-income citizens if every customer (with the means to help) would give \$1 dollar per month - \$12 per year.

“One dollar per month, the price of a cup of coffee, will make a significant impact on the lives of many fixed-income citizens in York County.”

How are the monies to be distributed?

The **United Way of York County (UWYC)** is the lead agency for any funds collected through the Feel the Heat Fund. Periodically, the Authority will turn over 100% of all funds collected to the UWYC for distribution to qualified customers throughout our service area. The UWYC will assume total control of the funds and make all funding decisions based on the following two criteria:

- The funds can only be used to help qualified senior and disabled customers based on federal income guidelines.
- The funds will be used solely for assistance in paying natural gas bills.

Please consider making a pledge. Just \$1 per month will go a long way towards helping others in the community. Call our Customer Service Department at 323-5304 today.

Rate Changes Ahead For Residential Customers

Beginning January 2008, some residential and commercial customers will see rate changes on their monthly gas bill. These changes are being implemented to more fairly reward customers who use natural gas on a year-round basis. We also want to encourage seasonal customers to add summer load in order to obtain the rate discount.

Residential gas rates have historically been based on type of use. For example, customers who use natural gas year-round (i.e. water heater, clothes dryer or cooking) would qualify for a lower rate than those who only use natural gas for heating in the winter.

After analyzing our costs and rate structure, the Authority will change the underlying basis for developing our rates to **consumption**, not type of use. Essentially, customers can qualify for the lowest rate based on how much natural gas is used and not on what appliances are used.

Beginning in January, the Preferred Residential Rate will be 10% below the General Residential Rate (currently the discount is about 5%). To qualify for this discount on all gas used throughout the year, customers must have gas consumption year-round and use a minimum of 9 therms per month. If a customer does not use the minimum consumption in any particular month, the account will be billed for the minimum consumption.

Customers who have year-round use may choose either the Preferred Residential Rate or the General Residential Rate, but our analysis shows that the vast number of customers having a water heater and central heating systems will save a considerable amount of money by staying on the Preferred Residential Rate, even if they are occasionally charged for minimum consumption in the summer months. If you have a question about your specific situation, please contact our Customer Service Department at 803-323-5304.

“HOUSE PIPING” ON THE CUSTOMER SIDE OF THE METER

House piping is classified as any piping located between the meter and the gas appliance and is the property of the home owner. When installing house piping for a natural gas appliance, use a licensed contractor to ensure proper installation. Most HVAC and plumbing contractors are capable of repairing and/or installing gas piping. York County Natural Gas Authority is licensed to perform gas piping on the customer's side of the meter. Some restrictions may apply for installing products the Authority does not sell. For additional information, please contact our Sales Department at 323-5315.



NOVEMBER GAS LOG SALE

During the month of November, all gas log sets will be discounted by \$25.00. To view gas logs in operation, stop by our showroom at 979 W. Main Street in Rock Hill. For additional information visit <http://www.ycnga.com>.



The Perfect Christmas Gift

If you're trying to decide upon that perfect Christmas gift, it's not too late to visit the Authority's appliance showroom. The appliance center, with a large assortment of fire logs, grills, space heaters, gaslights and other products, is located at 979 W. Main Street in Rock Hill. Our hours are 8:30-5:00 Monday-Friday. We accept all major credit cards. Call 323-5315 today!

Lower Your Energy Bills and Conserve Water without Sacrificing Comfort

Did you know that water heating is the third largest energy expense in the average U.S. home, after heating and cooling? Were you aware that a family of four, each showering for five minutes a day, uses 700 gallons of water a week or enough for a three-year supply of drinking water for one person?

With the drought condition we are seeing here in York County, it makes a lot of sense to conserve. Below is a list of easy-to-implement measures for increasing water-heating efficiency:

Repair leaky faucets immediately. A leaky faucet wastes gallons of water in a very short period of time.

Insulate your hot water storage tank and pipes, being careful not to cover the thermostat.

Install low-flow faucet aerators and showerheads, which can reduce hot water consumption by up to half.

Take more showers than baths, since bathing uses 15-25 gallons of hot water and a five-minute shower uses approximately 10 gallons.

Lower the thermostat on your water heater to a setting of 120 degrees, which provides comfortable hot water for most uses and will extend the life of your water heater.

Drain a quart of water from your hot water tank every three months to remove sediment that impedes heat transfer and lowers the efficiency of your water heater.

If your water heater is quite old, you may want to consider purchasing a new, more efficient water heater that eventually will pay for itself in lower monthly water heating costs.

Additional information can be found on the Department of Energy website:

http://www.eere.energy.gov/consumer/your_home/water_heating

Authority Wins National Award

York County Natural Gas Authority received the American Public Gas Association's 2007 Sales and Marketing Award for the Authority's 50th Anniversary/50,000 Customer Celebration. The award was presented at the American Public Gas Association's Annual Conference in Albany, New York on August 7th. Individuals recognized for their efforts in this campaign included Benton Eavenson, Skye Maloney and Melissa Murr.



Account Information at your Finger Tips

E-Bill Notification If we have your email address, we will send you a monthly email with billing summary information and a link to our website where you can view your bill online. You must register at www.ycnga.com to be able to view the bill online.

Electronic Checks We can now process electronic checks online through our E-PAY System. The new feature allows you to create one-time ACH debits from your bank account without the use of a debit card.

Paperless Bills You can now access and print the last 12 months bills online. If you can do without the paper, let us know and help us save some trees. Call us and we will change your billing preference to paperless.

York County Natural Gas Online (EPAY)

York County Natural Gas Online is accessed through our website www.ycnga.com. Once in the website, click on the **EPAY** link. First time customers need to register on the site. To register, click on the "Registration" link. You will need the most current copy of your gas bill to register.



Interactive Voice Response (IVR) System

The Interactive Voice Response system is quickly accessed over the phone. To use this system, dial 980-4877. You will need your account number in order to access your account information and pay your bill.



RINNAI TANKLESS WATER HEATERS

York County Natural Gas Authority is the authorized Rinnai service provider and dealer for York County. Sales, service and installation give our customers the peace of mind to know the job is done right. This product is hands down the most efficient way to heat water. Also, the government gives a \$300.00 tax credit for energy conservation. Visit our showroom at 979 W. Main Street in Rock Hill for more details.



ESTIMATED ANNUAL ENERGY COST COMPARISON*
Rinnai maintains efficiency for the life of the water heater and has an estimated 20-year service life.

Rinnai R85i NG	\$265
Natural Gas 40-Gallon Tank**	\$326
Electric 40-Gallon Tank**	\$453

*Based Upon DOE Average Energy Costs for 2006
**Source: GAMA Consumer Directory of Certified Efficiency Ratings

The employees of York County Natural Gas Authority wish you a safe holiday season. The Authority will observe the following holidays:

Thanksgiving	November 22 - 23
Christmas Holidays	December 24 - 25
New Years Day	January 1
Martin Luther King	January 21

