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## Here we GROW again

### Billing Schedule Changes Planned for July

In September of 2004, we expanded the number of billing cycles from eight to sixteen. By adding eight cycles, we were able to achieve the optimal number of billing cycles, reduce our meter reading costs and decrease the time between meter reading and billing.

In 2008, we will continue to bill sixteen times per month, but changes need to be made within some billing cycles and routes to accommodate the continued growth we are experiencing in York County. The expected changes are summarized in the chart below.

#### Summary of Billing Schedule Changes

For customers in Rock Hill Cycle 18 Route 26, shown as 18-26 on your bill statement, the DUE DATE will move up to the 28th and the BANK DRAFT DATE will move up to the 21st of the month.

For customers in Rock Hill Cycle 19 Route 30, shown as 19-30 on your bill statement, the DUE DATE will move up to the 24th and the BANK DRAFT DATE will move up to the 16th of the month.

For customers in Clover Cycle 22 Route 50, shown as 22-50 on your bill statement, the DUE DATE will move back to the 18th and the BANK DRAFT DATE will move back to 11th of the month.

For most remaining customers, the DUE DATE will move up 2-4 days with a possibility of a BANK DRAFT DATE change. Some customers will see no change at all.

Visit our website at [www.ycnga.com](http://www.ycnga.com) for detailed information.

These changes are scheduled to occur during the July billing period to lessen any possible impact. We apologize in advance for any inconvenience; however, these changes help keep gas rates low and not making them could cause rates to rise as meter reading costs increase.

Please call our Customer Service Department at 323-5304 if you have questions about how you are individually affected or see the information posted on our website at [www.ycnga.com](http://www.ycnga.com).

### Underground Piping Installation

During the spring and summer, the Authority receives many requests to install underground gas lines to supply swimming pool heaters, generators and patio grills. The base cost of this service is \$200.00. In addition, there is a \$2.00 charge per foot of pipe installed. Other charges may be applicable. If you have a need for underground piping, call 323-5305 for more information.

## Get the Lowest Residential Gas Rate

### Ask Us How

Beginning in January of 2008, the Preferred Residential Rate, our lowest, was changed to provide a larger discount (10%) from the General Residential Rate. The Preferred Residential Rate is first and foremost to reward customers who use natural gas on a year-round basis. There are two qualifications for a residential customer to be on the preferred rate and get the discount on all natural gas consumed all year. First, the customer must have natural gas appliances that have consumption year-round such as a gas light, clothes dryer, stove, water heater or grill. Second, the consumption should be a minimum of 9 therms per billing period. If the consumption goes below that threshold, then the customer is not meeting the qualifications for the year-round savings and will be billed for the minimum amount that month.

#### Why change the way the rate is calculated?

After analyzing our costs and rate structure, the data showed that the residential rate structure was inconsistent with the consumption patterns of our residential customers primarily because the rates were based on the type of use and not how much gas was being consumed. Under the old rate structure, many customers did not qualify for the lowest rate even though they were using more gas in the summer than other customers who did qualify. With the new rate structure, customers can qualify for the lowest rate based on the consumption pattern, not on the type of appliances installed.

This rate structure more fairly rewards customers who use natural gas on a year-round basis and hopefully encourages customers on the General Residential rate to add summer consumption to obtain a substantial discount.

#### Choose your rate plan

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

#### To our General Residential rate customers

For those customers who are not on the Preferred Residential Rate, you can start saving 10% on your gas bill by installing a year-round natural gas appliance. Please call our Sales and Installation Department at 323-5315 for information about year-round appliances such as water heaters, clothes dryers, stoves or grills. These appliances will save you hundreds of dollars in life-time operating costs and also qualify you for the Preferred Residential Rate.



### Call PUPS at 811 Before You Dig!

It's that time again. Time to get out and start on those spring outdoor projects. But, if the project involves digging, please call 811 before you dig. In South Carolina, the law requires anyone who is digging to call Palmetto Utility Protection Services (PUPS). The purpose of the call is to notify all utilities to locate their facilities. Not only does this procedure save your local utility companies from making costly repairs, it also ensures your safety. Remember, call before you dig. It's the law. For more information, go to [www.sc1pups.org](http://www.sc1pups.org).

## Rinnai Tankless Water Heaters

### These are the facts

Water heating consumes more residential energy nationally than all other uses except for heating and air conditioning.

#### Electricity is the least efficient way to heat water.

Based on national fuel price averages of \$1.46/therm and \$0.09/kwh, the cost per 100,000 BTU's is \$1.46 for natural gas and \$2.46 for electricity. In addition, electric water heaters have only a fraction of the capacity of gas water heaters. So if you like expensive, short showers, with cold water at the end, use electric; otherwise, natural gas is the better choice.

**Rinnai**  
Tankless Water Heating System

- Endless source of hot water
- Lower monthly operation cost
- Digital temp control prevents scalding
- Longer warranty and life expectancy
- Takes no floor space

**YORK COUNTY NATURAL GAS**  
979 West Main Street, Rock Hill  
323-5315 www.ycnga.com

### Go tankless and save

Modern gas fired tankless water heaters are the best alternative available to today's homeowners to reduce their residential energy consumption.

A typical gas fired tankless water heater costs about 2-1/2 times as much as a standard tank type water heater. However it will pay for itself in just a few years or less, and will last twice as long as a tank type water heater.

If you are considering a tankless water heater Rinnai is clearly your best choice. On average, a new Rinnai is installed somewhere in North America every 3.75 minutes.

Rinnai has shipped over 30 million tankless water heaters world wide. York County Natural Gas is the dealer of choice for Rinnai Tankless water heaters in the York County area.

## ATTENTION HEAT ONLY CUSTOMERS!

### Keep Your Gas Service Active and SAVE

If you are thinking of turning off your gas service for the summer - DON'T DO IT! Turning off for the summer will actually cost you about twice the amount of money as keeping the service active all year. This is because a \$90.00 service fee is charged to cover the cost of making two trips to your house: one trip is made to turn off the service in the spring and the other is made for the turn on in the fall. Also, if you want to participate in our equalized billing program (see below), the service must be active year-round.

### Feel the Heat Fund Update

Thanks to all customers who have contributed to the Feel the Heat Fund. Keep in mind that the fund is used to help elderly and disabled residential customers with natural gas bills. The United Way of York County (UWYC) makes all funding decisions based on strict guidelines. The Authority serves as a means of collecting funds. Periodically, all monies collected are transferred to UWYC for aid to our senior and disabled customers.

Winter Period	Distributed By UWYC	Customers Served
2005-2006	\$3,145	15
2006-2007	\$1,926	12
2007-2008	\$1,574	13

#### It's not too late to contribute to the 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.

### Account Information at your Fingertips

**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](http://www.ycnga.com) to be able to view the bill.

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

**Paperless Bills** - You can access and print your bills for the last 12 months online. If you can do without the paper, call us and let us know that you want to go to paperless.

**York County Natural Gas Online (E-PAY)** - Access your account information online with York County Natural Gas Online through our website [www.ycnga.com](http://www.ycnga.com). Once in the website, click on the E-PAY 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 323-5306. You will need your account number to access your account information or pay your bill.

## Equalized Billing Signup (available until Friday, May 23rd) Call 323-5304 today!

Want to know how much your gas bill will be every month? Want to avoid those higher gas bills in the winter months? Do what thousands of other customers have done. Take part in our Equalized Billing Program (EBP) and set up an equal monthly payment all year long.

#### To find out how much your monthly payment would be:

- Call our Customer Service Department at 803-323-5304 and press option 1.
- We will calculate your equal payment amount based on the billing history at the service address. You must have lived at the requested address for 12 months to be eligible for the program.
- We will generate and mail the plan for your review and authorization. You must sign the plan and return it to us before the equalized billing plan can be activated on your account.
- The plan begins to bill in June.

#### How does the Equalized Billing Program (EBP) work?

The equalized billing plan is set up to bill you in equal amounts for eleven (11) months beginning in June. In the 12th month, (May 2009), we calculate the difference between the actual gas charges and the actual payments received. If your actual charges were more than your payments, you will be billed for the difference. If your actual charges were less than your payments, a check will be mailed to you.

#### Note to Our Current Equalized Billing Customers

If you are already using our Equalized Billing Program, we will analyze your account after the May reconciliation bill. If changes are needed, we will adjust the equal payment amount accordingly. There is no need to call. The new payment amount will be shown on the June billing statement.

