Chester County Natural Gas Authority

Long-term outlook is for prices to remain stable and low.

Chester County Natural Gas Authority is pleased to announce that the long-term outlook for natural gas prices is very positive. The abundance of new shale formation natural gas supplies in North America has added to this abundance and should keep prices low into the future.

Rates have not been this low since August 2005, before Hurricanes Rita and Karl tria caused rates to increase, due to the disruption of natural gas supplies. With electric rates scheduled to increase in the future, it’s a great time to switch to natural gas.

PROGRAMS AT CCNGA:

1. Rebates of $75.00 each for changing your electric or propane dryer or range to natural gas.
2. Free 40 gallon water heater to replace your electric or propane water heater.
3. Free Delivery and Installation on appliances purchased from CCNGA.
4. Discounted Rate for customers that use natural gas year-round (Rate 1 & Rate 10).
5. Financial assistance for natural gas water heater installation or purchase of replacement water heater.
6. Water heater insurance program.
7. Pre-Paid Labor Program.
8. Pre-Paid Parts Program.
9. You own Personnel Service Technician to advise you on installing and/or using natural gas in your home.

Call Chester Office 803-385-3157 or Great Falls Office 803-482-2442 for details.

LIHEAP - LOW INCOME HEATING ENERGY ASSISTANCE PROGRAM

LIHEAP is a federally-funded program to help eligible low income households meet their home heating and/or cooling needs. The Federal Government has not fully funded LIHEAP for the winter of 2011-2012. For more information and assistance please contact:

Carolina Community Actions, Inc
109 McAliley Street
Chester, SC 29706
Phone: (803) 385-5205

Rinnai Tankless Water Heater

The Rinnai Tankless Water Heater is the most efficient way to heat water. Go to: www.foreverhotwater.com

www.chestergas.com

A WORD ABOUT SAFETY AND AWARENESS FROM YOUR NATURAL GAS SUPPLIER

Chester County Natural Gas Authority (CCNGA) operates pipelines near your home. The purpose of these pipelines is to provide natural gas service to our customers in a safe and efficient manner. Chester County Natural Gas Authority provides reliable service with an excellent safety record.

Damage Prevention Awareness – Excavating and other activities associated with construction or landscaping is the leading cause of damage to buried pipelines. For your safety and the safety of our pipeline, state law requires you to notify CCNGA through a one-call system prior to excavating or performing earth-moving activities. When planning to dig, simply dial 811 to contact Palmetto Utility Protection Service (PUPS). PUPS can also be reached at 1-888-721-7877. A minimum notice of 72 business hours prior to excavating is required in South Carolina. Remember, DO NOT DIG before calling PUPS!

Leaks on natural gas pipelines are rare, however, despite the best efforts to prevent pipeline leaks, they can occur. Signs of a leak include:

- The smell of rotten eggs
- Dead or discolored vegetation
- A hissing or roaring sound
- Dirt or debris blowing up into the air
- Flames if a leak has ignited

If you notice any of these conditions:

- Shut off any machinery or equipment to avoid creating sparks
- Leave the area immediately and warn others to stay away
- Contact your local fire department (911) and call Chester County Natural Gas Authority during business hours at 803-385-3157 or after business hours at 803.385.3158. Do not use a telephone at or near the leak site to place this call
- Give your name, phone number, a description of the leak, and your location
- Do not strike a match or start an engine
- Do not operate a cell phone or electric switch in the area

For additional information about this topic or, for any other way we may be of service, please contact our office at 803.385.3157.
Would you like a free natural gas water heater? You can get one today at CCNGA!

Based on information published by the American Gas Association, residential customers who use natural gas for water heating will save about $150 per year in energy costs compared with customers who use a similar electric unit. CCNGA will provide to you, at absolutely no cost, a new 40 gallon upright natural gas water heater for your new home or to replace your existing electric or propane water heater. The customer is responsible for installation. You should select a plumber who will perform the complete job, gas and water, in compliance with the Southern Gas and Plumbing Code. Notify CCNGA when installation is complete so a CCNGA Service Technician can inspect the installation and you can begin to enjoy the benefits of a money-saving natural gas water heater.

Need Financial Assistance for Natural Gas Water Heater Installation or Purchase? We can help.

Customers desiring to purchase and install a natural gas water heater may qualify for a $250.00 voucher from Chester County Natural Gas Authority. This voucher can be used toward the purchase of a water heater, water heater enclosure, concrete pad, or labor for installation. If the voucher is used toward the purchase of merchandise, the voucher amount will be deducted from the total cost of the merchandise. If the voucher is to be used for labor, a check will be issued to the homeowner after the installation is completed and has been inspected by a CCNGA representative. The voucher is collected back from the customer at a rate of $5.00 per month through a monthly charge on the customer’s natural gas bill. There are no interest charges. Call our office in Chester or Great Falls today for more information regarding this beneficial program.

The Competition between electricity and natural gas for hot water

The competition between electricity and natural gas is very one-sided. The cost of producing a gallon of hot water is so much cheaper with natural gas than it is with electricity. If you have a choice you should always choose natural gas.

Natural gas is a much faster means of heating water than electricity. This means that, size for size, a natural gas water heater is capable of producing more hot water more quickly than an electric water heater.

Electric tank water heaters are slightly cheaper than natural gas tank water heaters, but natural gas is typically up to half as expensive as electricity as a fuel for heating water. The savings in operating cost will cover the additional cost within the first year of operation. The difference in the actual cost of heating water is so great that natural gas wins every time.

Natural gas tankless water heaters are even cheaper to operate than the natural gas tank water heater. Tankless water heaters heat water only on demand and are more energy efficient. The tankless water heaters are somewhat higher to purchase, but the savings in operating cost helps with the upfront cost.

Third Party Notification Program

A third party notification program is offered by CCNGA. At the time an account is established, if requested, a customer service representative will provide the official form to be used by a customer to designate a third party to be notified in the event the account has not been paid and is scheduled for disconnection.

DIAL 811 - CALL PALMETTO UNDERGROUND PROTECTION BEFORE YOU DIG!

Don’t let your enjoyable day be interrupted by cutting a natural gas line, power line, cable television or telephone cable. If you are planting a shrub, installing a mailbox, installing drain lines, or performing any other type of digging, call first and have all the utilities marked in the area where you plan to dig. Simply dial 811 to speak to Palmetto Underground Protection at least 72 hours in advance of the planned work.

Help Thy Neighbor Fund

Warm Hearts Lead to Warm Homes

The Help Thy Neighbor Fund is a sanctioned program funded by Chester County Natural Gas Authority’s customers and other donors to assist families and individuals who have special hardship or financial difficulty in paying their natural gas heating bills in the Chester County Natural Gas Authority service territory. Support for this fund is provided through monthly donations from customers. This is strictly a volunteer program; it is up to you if you want to make a monthly donation. A donation of $1.00, $2.00, $5.00, or even $10.00 per month from each gas customer could go a long way to help those less fortunate.

Annually, around January 1st, Chester County Natural Gas Authority will send 100% of the funds collected from customers to qualified local relief agencies that distribute LIHEAP funds and other assistance. The funds will only be used in Chester County Natural Gas Authority’s service territory.

A customer requesting assistance at the relief agency must meet the following requirements: (1) Must be the person responsible for the home heating expenses. (2) Must live in Chester County Natural Gas Authority’s service territory. (3) Must be facing an immediate financial emergency that prevents you from paying your home heating bill. (4) The customer cannot be receiving government aid through the Low-Income Home Energy Assistance Program (LIHEAP) at the time they apply for Help Thy Neighbor Heating Funds.

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