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"In our business, it is the little things that count. We are big in the little things!"



www.fhnga.com



311 S. Pendleton Street
PO Box 189
Easley, SC 29640
(864) 859-6375

OFFICE HOURS:
M-F 8:00 am to 5:00 pm
Seneca Office: (864) 882-8126
After Hours: 1-800-573-5556
Automated: 1-855-288-0675

Welcoming You to FHNGA

Fort Hill Natural Gas Authority is happy to welcome you as a new customer, and that you have chosen natural gas for your home. We want to make the transition to natural gas as easy as possible.

True to our belief that “it’s in the little things,” we hope this guide will provide everything you need to know about your natural gas service. As an added incentive, we want to give you an opportunity to receive money back. Please look closely at the enclosed rebate information for our offered rebates and how to obtain them.

For questions, please do not hesitate to contact one of our representatives at **864.859.6375**. Our representatives are more than happy to assist you in any way, and look forward to serving you with exceptional service.



Payment Options

Bill Payment Options



24-Hour Online Access: www.fhnga.com



Automated Telephone Access: 1-855-288-0675



In Person:

Easley: 311 S. Pendleton St.

Seneca: 1031 By Pass 123



By Mail:

Mail to: PO Box 189, Easley, SC 29640



24-Hour Kiosk:

Located in the drive-thru at our Easley and Seneca Office



Appliances and Payment Plans

Appliances We Sell:

- Tank and Tankless Water Heaters
- Stoves
- Dryers
- Grills
- Space Heaters
- Outdoor Lights

Appliance Payment Plan:

12 MONTH FINANCING

NO INTEREST

ONLY 10% DOWN

AS LOW AS \$40.00/MONTH

(WITH APPROVED CREDIT)

Natural Gas
TANKLESS
Water Heater



\$ 113.75
PER MONTH

OR

Natural Gas
TANK
Water Heater



\$ 40.15
PER MONTH
(40 Gallon Tank)

**Disclaimer: Cost is for a standard water heater. Additional options can affect the cost. Prices are subject to change based on type and brand.



Rebates

WE COULD ALL USE EXTRA CASH....

Change your present electric or propane heat and/or water heater to Natural Gas and receive **CASH REBATES!**

\$350

Rebate for **PRIMARY HEAT, WATER HEATER, and (1) ADDITIONAL APPLIANCE**

\$150

Rebate for **WATER HEATER**

\$100

Rebate for **PRIMARY HEAT**



R.V.U.R

What is R.V.U.R?

R.V.U.R is Residential Volume User Rate which is a \$0.06 reduction on the residential rate each month if you have installed **ALL** three of these:

1. Furnace
2. Water Heater
3. Dryer

And **ONE** Minor Appliance Consisting of:

- Stove/Oven
- Logs
- Pool Heater
- Grill and Gas Lights
(count as one minor appliance)



Energy Saving Tips



SAVING ENERGY *Saves Money*

Here are some **KEY**
Energy Saving Tips that
can SAVE you MONEY



Clean or Replace Air Filters

Every 30 to 60 days during the heating season, clean or replace the filters in your heating system.



Heat Vents

Do not place furniture in front of vents. Warm air coming out of the vents should have a free and unobstructed path.



Lower the Thermostat

Lowering the thermostat 7 to 10 degrees for 8 hours per day can save as much as 10% on your energy usage. Installing programmable thermostats in your house can automate this.



Dress for Comfort

Wear sweaters and layers of clothing in cold weather. Use extra blankets if necessary.



Weather-strip and Caulk

Apply weatherstripping around doors and windows.



Fireplaces

Don't build a fire when the furnace is on. If you do use the fireplace, turn the thermostat down.



Ventilation Fans

Don't keep ventilation fans running in the bath or kitchen, these fans vent valuable heated or cooled air.

If you smell gas, act fast...

Get to a safe location,
away from the suspected
leak, call 9-1-1, and Fort
Hill Natural Gas toll-free
Emergency Line:

1-800-573-5556

24-hours a day, 7 days a
week.



Natural Gas Safety

Natural gas is one of the safest energy sources for residential, commercial, and industrial uses. However, like all energy sources, natural gas must be given proper safety precautions. Because it is colorless and odorless, a distinct "rotten-egg" smell is added to detect in case of leaks. Fort Hill Natural Gas Authority and our customers have built an impressive safety record, and you can continue to help us by following the safety precautions below:



RECOGNIZE

THE SIGNS OF A LEAK

- Rotten egg smell
- Blowing or hissing sound



REACT

LEAVE THE LOCATION IMMEDIATELY

- **DO NOT** use any switch or device that could create a spark and ignite gas—including cell phones, telephones, light switches, garage door openers, etc.
- **DO NOT** use an open flame, matches or lighters
- **DO NOT** try to locate the source of the leak
- **DO NOT** try to shut off any natural gas valves or appliances—Leave that to the experts
- **DO NOT** start or move vehicles
- **DO NOT** re-enter a building or return to the area of suspected leak until our employees have said it is safe.



REPORT

FROM A SAFE LOCATION

- Go to a safe location away from the suspected leak. **Call 9-1-1** and Fort Hill Natural Gas at **1-800-573-5556**.



It's the Law! Call 811 Before You Dig...

South Carolina 811 NOTICE CALENDAR						
SUN	MON	TUE	WED	THU	FRI	SAT
	Locate called in	Day 1	Day 2	Day 3	Good to excavate	
		Locate called in	Day 1	Day 2	Day 3	Good to excavate
			Locate called in	Day 1	Day 2	Weekends & Holidays are excluded
Weekends & Holidays are excluded	Day 3	Good to excavate				

Safe digging is everyone's responsibility. Notifying South Carolina 811 of your planned excavation is one of the best ways to protect yourself and others from physical injury, fines, and prevent the interruption of utility services.

3 Ways to Make a Request



Go to **SC811.com**



Download the **SC811 Mobile App**



Call toll-free: **888-721-7877** or **811**

