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June 17, 2021

**Ms. Alexandra Chiaruttini**

**CAO and General Council**

**The York Water Company**

**130 East Market Street, Box 15089**

**York, Pennsylvania 17405**

[alexc@yorkwater.com](mailto:alexc@yorkwater.com)

RE: Management and Operations Audit of The York Water Company, D-2020-3021861

Dear Ms. Chiaruttini:

The Commission appreciates the cooperation extended by the officers and employees of The York Water Company (Company) to our Bureau of Audits’ staff during the recent Management and Operations Audit. We seek the Company’s further cooperation in implementing the recommendations cited in the audit report.

As you know, the staff analyzed and evaluated management performance in eight functional areas at the Company during the audit. Staff identified four area as needing minor improvement (see Chapters: VI – Water and Wastewater Operations, VII – Emergency Preparedness, VIII – Purchasing and Materials Management, and IX – Customer Service). These areas offer the potential for increased effectiveness and/or reduced costs and should be the focus of the Company’s implementation efforts.

At its Public Meeting of June 17, 2021, the Commission acknowledged receipt of The York Water Company’s June 2021 Implementation Plan and released it, along with the audit report, to the public. The Commission notes that the Company’s Implementation Plan indicates acceptance of all seven recommendations. Receipt of this Implementation Plan does not constitute acceptance by the Commission of the actions already taken, those actions to be taken, or any explanations and cost/benefit analyses provided. The Company’s implementation actions, together with the explanations and analyses, will be reviewed by the Commission at a later date.

Accordingly, the Commission directs The York Water Company to:

* Proceed with the June 2021 Implementation Plan, and
* Submit implementation progress reports annually, by July 1st, for the next three years.

The Commission’s direction to proceed with the Implementation Plan should not be construed as approval of the plan.

Ms. Alexandra Chiaruttini

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**** Sincerely,

Rosemary Chiavetta

Secretary

Contact Person: John Clista

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