

Exhibit ‘M’



The York Water Company

"That good York water"
SINCE 1816

November 27, 2013

Dear SYC Wastewater Customer:

The York Water Company recently entered into an agreement to purchase the SYC WWTP, L.P. (SYC) Wastewater Collection and Treatment System. SYC wastewater customers are already water customers of The York Water Company.

York Water will soon apply to the Pennsylvania Public Utility Commission for a Certificate of Public Convenience in order to serve the wastewater needs of SYC's wastewater customers in Springfield and Shrewsbury Townships. Once approved, our goal is to provide a smooth transition to all of our new wastewater customers. We're working with the Pennsylvania Department of Environmental Protection to secure the necessary permits and will begin surveying the SYC Wastewater Collection System, locating and marking manholes and inventorying sewer assets.

As a current SYC Sewer customer, there is nothing you will need to do in order to initiate wastewater service nor will you incur any additional costs. Once approved by the Pennsylvania Public Utility Commission and upon receipt of the necessary permits from the Pennsylvania Department of Environmental Protection, you will receive a follow-up letter informing you of the transition date. Until that time, you are still customers of SYC and you should contact their office for any sewer related questions.

Once you are a wastewater customer of York Water and subject to approval by the PA PUC, you will be billed monthly at a rate similar to those currently in effect for SYC. Subject to PA PUC approval, customers will be charged a monthly flat rate of \$112.00 plus \$15.44 per 1000 gallons of water consumed above 10,500 gallons monthly (350 gallons per day). This is approximately the same rate that is currently in effect, though you will be billed monthly versus the current quarterly billing cycle. York Water intends to combine your water and wastewater fees on a single, monthly bill. If you are currently enrolled in York Water's Timely Automatic Payment "TAP" plan that allows us to automatically deduct the amount of your water bill directly from your bank account, TAP will similarly apply to your wastewater account.

The York Water Company has been locally owned and operated since 1816. We now provide water/wastewater service to 46 municipalities in York and Adams Counties and we look forward to providing the same superior service to our new wastewater customers in Springfield and Shrewsbury Townships. Please read the back of this letter for Commonly Asked Questions. If you have any questions about this information or need additional information about the transition of wastewater service through The York Water Company, please don't hesitate to contact me at jth@yorkwater.com or one of the Company's helpful customer service representatives at (717) 845-3601.

Sincerely,

J.T. Hand
Chief Operating Officer

The York Water Company

SYC WWTP, L.P. Wastewater Project

November 27, 2013

Dear SYC WWTP, L.P. Wastewater Customer:

The York Water Company has entered into an agreement to purchase the SYC WWTP, L.P. (SYC) wastewater collection and treatment system; the sewer system. The following are commonly asked questions:

- 1. Why did SYC sell the sewer system?** One of the reasons that the sewer system is being sold is because environmental regulations are making it more difficult for small wastewater systems to operate. The ownership of SYC reviewed the options and determined that selling the system to The York Water Company is the best alternative for the long term needs of their Springfield and Shrewsbury Township wastewater customers.
- 2. When do I become a sewer customer of The York Water Company?** Probably not for another 2-3 months or so. We will send out a "Welcome Packet" when that date gets closer.
- 3. Who must stay connected to the sewer system?** All current customers of SYC sewer system will automatically become wastewater customers of The York Water Company. Reserved capacity EDUs as defined in SYC's current, PUC approved tariff shall remain in effect.
- 4. What must I do to become a sewer customer of The York Water Company?** Nothing. If you are a sewer customer of SYC your service will automatically transfer to The York Water Company.
- 5. I see York Water employees around the area, what are they doing?** We will have workers and contractors marking the location of facilities, manholes, sanitary cleanouts and laterals and inventorying equipment.
- 6. Are there any transfer fees?** No.
- 7. How much will my sewer service cost?** SYC currently bills you quarterly at a fixed rate of \$335.55 plus \$15.44 per 1000 gallons of water consumed above 350 gallons per day in the quarterly billing cycle based upon quarterly water consumption. Subject to Pennsylvania Public Utility Commission (PUC) approval, York Water expects to bill monthly for wastewater service at a fixed rate of \$112.00 per month plus \$15.44 per 1000 gallons of water in excess of 350 gallons per day in the monthly billing cycle based upon monthly water consumption. Subject to PA PUC approval, for reserved capacity EDUs not actually used in the discharge of domestic sanitary discharge during the month, the wastewater service charge will be \$50 per quarter, though it may be prorated to a monthly rate.
- 8. Who do I call for information?**
You will still be an SYC sewer customer for the next 2-3 months, so if you have any questions regarding your existing sewer service, you should contact them. If you want to talk about this transition with a York Water representative, you can contact our Customer Service Department at 717-845-3601 or toll free at 1-800-750-5561 or email us at customer.service@yorkwater.com.