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File #: 202339

December 28, 2023

***VIA ELECTRONIC FILING***

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Pennsylvania Public Utility Commission, et al. v. The York Water Company - Water  
Division  
Docket Nos. R-2022-3031340, et. al**

**Pennsylvania Public Utility Commission, et al. v. The York Water Company -  
Wastewater Division  
Docket No. R-2022-3032806, et al.**

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Dear Secretary Chiavetta:

This report is submitted pursuant to Paragraph 55 of the Joint Petition for Approval of Settlement of All Issues, which the Pennsylvania Public Utility Commission (“Commission”) approved by its Order entered on January 12, 2023, in the above-captioned base rate proceeding. Specifically, Paragraph 55 states the following:

55. York Water will establish a database to document all customer disputes, and formal and information complaints, as those terms are defined in 52 Pa. Code 56.2, for both water and wastewater operations. The database shall include customer account information, address, date of dispute or complaint, the type of issues raised by the dispute or complaint, and the resolution of the dispute or complaint. *The Company shall document its development of the database in a compliance filing within twelve (12) months of a final order in this proceeding.*

The York Water Company (“York Water” or the “Company”) has complied with Paragraph 55. Through the Company’s existing Oracle customer database, York Water Customer Service Representatives can now log a broad range of complaints or disputes in Oracle. In 2023, York

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Water developed additional complaint/dispute records and created service requests and Work Orders. The service requests capture account information, date, type of complaint/dispute, resolution of the complaint/dispute, and relevant notes. Complaints and disputes also can be extracted from Oracle in spreadsheet form or by looking at individual customer accounts.

Before full implementation, York Water's Customer Service Representatives were provided with both a written standard operating procedure and in-person training on how, where, and when to record complaints/disputes in the Oracle system. Initial stage of implementation and use indicates that the system is functioning as desired and designed.

Due to these actions, the Company's Customer Service department and other management can better track complaints, disputes, and resolutions, the Company's customer service records are more robust, and York Water can generate reports that better inform the Company's decisions related to customer care and service.

Please contact Vernon Bracey, VP Customer Service, [vernonb@yorkwater.com](mailto:vernonb@yorkwater.com) if you have further questions related to this report.

Respectfully submitted,



Devin Ryan

DR/dmc  
Attachments

cc: Certificate of Service

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

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Date: December 28, 2023



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