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File #: 126896

July 23, 2024

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: **Petition of The York Water Company for Approval of its Lead Service Line
Replacement Program
Docket No. P-2024-**

Dear Secretary Chiavetta:

Enclosed for filing is The York Water Company's ("York Water" or the "Company") Petition for Approval of its Lead Service Line Replacement ("LSLR") Program, which is being filed pursuant to Section 1311(b) of the Public Utility Code and Chapter 56 of the Pennsylvania Public Utility Commission's ("Commission") regulations.

The filing consists of: (1) the Company's Petition; (2) the LSLR Plan (Petition's Exhibit A); (3) the pro forma tariff supplement containing the proposed changes necessary to implement the LSLR Plan (Petition's Exhibit B); and (4) the information required by the Commission under 52 Pa. Code § 53.52(a) (Petition's Exhibit C).

The Company notes that its Service Line Inventory, which is the LSLR Plan's Appendix C, is too large to submit as a PDF. As such, the Company is uploading the Excel version of Appendix C to the Commission's ShareFile. Parties will be provided with the Excel version of Appendix C in this proceeding.

Copies of this filing are being served on the Commission's Bureau of Investigation and Enforcement, the Office of Consumer Advocate, the Office of Small Business Advocate, and the parties of record in the Company's most recent base rate case, as required by 52 Pa. Code § 65.54(a) and as indicated on the Certificate of Service.

Rosemary Chiavetta, Secretary
July 23, 2024
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Respectfully submitted,

A handwritten signature in blue ink, appearing to be "Devin Ryan", written over a light blue horizontal line.

Devin Ryan

DR/dmc
Attachments

cc: Certificate of Service

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of this filing 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).

VIA EMAIL

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Date: July 23, 2024



Devin T. Ryan

Code, 66 Pa. C.S. § 102, and is a utility authorized to continue to use a previously-approved Distribution System Improvement Charge (“DSIC”) mechanism.

2. York Water furnishes water service to the public in all or portions of over 50 municipalities in southcentral Pennsylvania and serves approximately 72,000 water customers.

3. The names, addresses and telephone numbers of York Water’s attorneys for this filing are as follows:

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York Water’s attorneys are authorized to receive all notices and communications regarding this filing.

4. On November 28, 2016, York Water filed a Petition for an Expedited Order Authorizing Limited Waivers of Certain Tariff Provisions and Granting Accounting Approval to Record Cost of Certain Customer-Owned Service Line Replacements to the Company's Services Account at Docket No. P-2016-2577404, to allow for the Company to pay for the replacement of customer-owned service lines (“COSLs”) discovered and to recover the costs associated with those replacements.

5. On March 8, 2017, the Commission issued its Final Order approving York Water's Petition at Docket No. P-2016-2577404, as modified by the Joint Petition for Settlement filed in the proceeding. The Commission's Final Order authorized York Water to replace COSLs under the plan set forth in Supplement No. 122 of the Company's tariff. Tariff Supplement No. 122 became effective on March 16, 2017, and by its provisions remains effective until March 8, 2026. *See* Supplement No. 122 to Water-Pa. P.U.C. No 14.

6. On October 24, 2018, the Governor signed into law Act 120. Act 120, among other measures, amended Section 1311(b) of the Public Utility Code, 66 Pa. C.S. § 1311(b), to allow for public utilities to replace customer-owned lead service lines ("COLSL") and recover those costs through a utility's DSIC if the utility has a DSIC mechanism.

7. On March 14, 2022, the Commission entered its Final Rulemaking Order at Docket No. L-2020-3019521, adopting new regulations to implement the lead service line ("LSL") provisions of Act 120 at Chapter 65 of the Commission's regulations, 52 Pa. Code §§ 65.51-65.62. The Final Rulemaking Order adopted the requirements set forth in Section 1311(b) of the Public Utility Code, instituted timelines for the removal and replacement of all LSLs within public utility service territories, and established the regulatory requirements for LSLR programs, LSLR plans, and tariff revisions implementing LSLR programs.

8. The final Commission regulations concerning LSLRs became effective on July 23, 2022. *See* 52 Pa. Code §§ 65.51-65.62; 52 Pa.B. 4096.

9. Pursuant to Section 65.61 of the Commission's LSLR regulations, York Water and other entities that received prior Commission approval to perform LSLR activities must file an LSLR program in accordance with the Commission's LSLR regulations no later than the effective

date of the rates established under the entity's next base rate case or within 2 years of the effective date of the regulations, whichever comes first. *See* 52 Pa. Code § 65.61.

10. Act 120 establishes a standard for COLSL replacements as well as the recovery of costs associated with those replacements. Public water utilities must file an LSLR program with the Commission that is consistent with the provisions of Sections 65.54 and 65.55 of the Commission's regulations. *See* 52 Pa. Code §§ 65.54 and 65.55.

11. Pursuant to Section 65.54 of the LSLR regulations, a petition seeking approval of an LSLR Program must, among other things, be served upon the Commission, the Office of Consumer Advocate ("OCA"), the Commission's Bureau of Investigation and Enforcement ("I&E"), the Office of Small Business Advocate ("OSBA"), and the parties of record in the Company's most recent base rate case (52 Pa. Code § 65.54(a)).

12. Specifically, under Section 65.55(b) of the Commission's regulations, an LSLR program must include the following elements:

(1) A[n] LSLR plan as described in § 65.56 (relating to LSLR plan requirements).

(2) A pro forma tariff or tariff supplement containing the proposed changes necessary to implement the entity's LSLR program as described in § 65.58 (relating to pro forma tariff or tariff supplement requirements).

(3) Information required by the Commission for filings under 66 Pa.C.S. § 1308 (relating to voluntary changes in rates), including statements required by § 53.52(a) (relating to applicability; public utilities other than canal, turnpike, tunnel, bridge and wharf companies).

13. Under Section 65.56 of the Commission's regulations, 52 Pa. Code § 65.56, an entity's LSLR plan must contain:

(a) A service line inventory that complies with the U.S. Environmental Protection Agency's [{"U.S. EPA"}] regulations at

40 CFR 141.1-143.20 as enforced by the Department of Environmental Protection [("DEP")].

(b) A section addressing LSLR planning and replacements.

(c) A section addressing communications, outreach, and education that complies with the U.S. EPA's regulations at 40 CFR 141.85 (relating to public education and supplemental monitoring and mitigation requirements).

14. Under Section 65.58 of the Commission's regulations, 52 Pa. Code § 65.58, an entity's pro forma tariff or tariff supplement containing the proposed changes necessary to implement the entity's LSLR program must address:

(a) The LSLR program's annual cap on the number of customer-owned LSLs that can be replaced annually;

(b) The demarcation of service lines;

(c) The specifications for, and prohibitions upon, partial LSLRs;

(d) The provision of reimbursements to eligible customers or property owners who replaced their LSL within 1 year before or from LSLR project commencement; and

(e) The provision of a warranty on LSLR work performed by the entity or its contractor of a term of not less than 2 years.

15. Under Section 53.52(a) of the Commission's regulations, 52 Pa. Code § 53.52(a), whenever a public utility files a tariff, revision or supplement effecting changes in the terms and conditions of service rendered or to be rendered, it shall submit all of the following:

(1) The specific reasons for each change.

(2) The total number of customers served by the utility.

(3) A calculation of the number of customers, by tariff subdivision, whose bills will be affected by the change.

(4) The effect of the change on the utility's customers.

(5) The direct or indirect effect of the proposed change on the utility's revenue and expenses.

- (6) The effect of the change on the service rendered by the utility.
- (7) A list of factors considered by the utility in its determination to make the change. The list shall include a comprehensive statement about why these factors were chosen and the relative importance of each. This subsection does not apply to a portion of a tariff change seeking a general rate increase as defined in 66 Pa.C.S. § 1308 (relating to voluntary changes in rates).
- (8) Studies undertaken by the utility in order to draft its proposed change. This paragraph does not apply to a portion of a tariff change seeking a general rate increase as defined in 66 Pa.C.S. § 1308.
- (9) Customer polls taken and other documents which indicate customer acceptance and desire for the proposed change. If the poll or other documents reveal discernible public opposition, an explanation of why the change is in the public interest shall be provided.
- (10) Plans the utility has for introducing or implementing the changes with respect to its ratepayers.
- (11) FCC, FERC or Commission orders or rulings applicable to the filing.

16. York Water's LSLR Program contains all of the requirements enumerated in the Commission's regulations at 52 Pa. Code §§ 53.52(a), 65.55, and 65.56, as summarized in this Petition.

II. YORK WATER'S LEAD SERVICE LINE REPLACEMENT PROGRAM

A. BACKGROUND

17. York Water has developed its LSLR Program in accordance with Chapter 65 of the Commission's regulations, 52 Pa. Code §§ 65.51 *et seq.*, and the Commission's Final Implementation Order entered on March 14, 2022, at Docket No. L-2020-3019521. Included in the Company's LSLR Program are the Company's LSLR Plan, a pro forma tariff supplement containing the proposed changes necessary to implement the LSLR Program, information required by the Commission under 52 Pa. Code § 53.52(a) (related to tariff revisions).

18. The Company’s proposed LSLR Plan proposes a cap of up to 400 replacements per year and would extend the effective date of the Company’s current LSLR Plan until 2037. This replacement rate is expected to enable the Company to replace all LSLs within 25 years, in accordance with the provisions of 52 Pa. Code § 65.53(a). This will allow the Company to continue to reduce and eliminate lead facilities throughout the Company’s systems, which in turn will improve the distribution system’s overall integrity as well as the health of the Company’s customers and the Commonwealth overall.

B. LSLR PLAN

19. York Water’s LSLR Plan contains the following elements and supporting documents as required by Section 65.56 of the Commission’s regulations, 52 Pa. Code § 65.56, and is attached hereto as **Exhibit A**.

1. Service Line Inventory

20. York Water’s current Service Line Inventory is attached as **Exhibit C** to the LSLR Plan.

21. York Water is currently developing its Service Line Inventory, consistent with the U.S. Environmental Protection Agency’s (“U.S. EPA”) regulations at 40 C.F.R. §§ 141.1-143.20.¹

22. In developing the Service Line Inventory, York Water has utilized certain historic records, including building construction data, field notes and observations, and customer observations and documentation. The data in the Company’s Service Line Inventory are not based on assumptions, rather, York Water utilizes various sources of information, including the year the home/structure was built and acquisition records documenting service line material. York Water

¹ On January 15, 2021, the U.S. EPA issued its Lead and Copper Rule Revisions (“LCRR”), which revised the National Primary Drinking Water Regulation for lead and copper pursuant to the Safe Drinking Water Act. The LCRR, among other things, required all water systems to create a publicly accessible LSL inventory and set forth replacement requirements. See 86 FR 4198. The compliance date for the LCRR is October 16, 2024. See 86 FR 31939.

also has record of the Company's last documented use of lead in the construction of service lines, which provides a reliable cut-off date for Company-owned service lines.

23. As of the end of 2019, all known Company-owned LSLs and customer-owned LSLs connected thereto had been replaced. York Water continues to replace LSLs throughout its system when they are uncovered.

24. The Service Line Inventory will be published and available on the Company's website no later than October 16, 2024, in accordance with the U.S. EPA's lead service line regulations.

25. The Company will update its Service Line Inventory as progress is made on completing the inventory and as new water systems are acquired.

2. LSLR Planning and Replacements

a. York Water's Projected Annual Investment and Sources of Financing

26. The Company proposes to maintain the current cap of 400 LSL replacements annually.

27. The average cost of replacement of a company-owned LSL is \$1,752, and the average cost of replacement of a customer-owned LSL is \$2,233.

28. The Company will budget approximately \$1 million annually to account for the up to 400 customer-owned LSLRs per year under the LSLR Program

29. Anticipated sources of financing for the replacements will include the Company's internally-generated funds or through line of credit borrowings. Due to the percentage of York Water customers located in Environmental Justice areas across its service territory, York Water plans to apply to PENNVEST to for additional funding to support service line replacements over the next five years.

b. York Water's Projected LSLRs Per Calendar Year and Description of Projection Development

30. Based on the Company's experience in replacing LSLs since 2016, the Company projects that it will complete approximately 150 LSL replacements per year.

31. Prior to the Company's recent community communications and customer notifications related to LSL replacements, customer interest in investigating their service line materials was modest. However, the Company's ongoing communications plan for LSL replacement is expected to improve the responsiveness of York Water's customer base.

32. The projections for 2026-2037 are consistent with York Water's annual cap proposed in this LSLR Plan.

c. Prioritization Criteria

33. To date, York Water has acted immediately when LSLs are located, with replacement occurring either immediately or within one to two weeks of confirmation. As such, the Company has not experienced a significant backlog of replacement projects that require sorting for priority response.

34. York Water has identified the following prioritization factors in order to determine response priority, in case of backlog: (1) water test results that reveal the presence of lead in exceedance of 15 parts per billion; (2) LSLs discovered during construction; (3) service lines in areas of the service territory with the oldest construction; (4) LSLs identified by customers through community outreach surveys and customer service contacts; (5) service areas within Environmental Justice areas; (6) elementary schools and child care facilities; and (7) service lines serving sensitive populations.

35. A map depicting the areas the Company will target for service line investigation beginning in 2025 is included as Appendix F to the LSLR Plan.

d. Replacement Process

36. Customers who have LSLs are notified via letter. The overall Standard Operating Procedure for the York Water Replacement process and an accompanying Process Flow Chart are included as **Appendix F** to the LSLR Plan.

37. Upon discovery of a lead service line, the replacement process is tracked from date of discovery through the completion of the LSL replacement with the use of Geographic Information System (“GIS”). York Water also tracks the provision of a customer flushing credit to encourage and incentivize flushing water lines. Notification of the LSL discovery is sent to the appropriate Company departments, the flushing credit is applied from the date of discovery, and the replacement is then prioritized.

38. The Company’s process and procedures to obtain acceptance prior to LSLR commencement includes: (a) providing and obtaining a replacement agreement from the homeowner or property owner; (b) providing lead information to the customer along with an offer to sample the water and send it to an accredited lab for testing; and (c) following replacement, providing the same lead information and offer for water sampling to the customer and continuing the flushing credit for six months after replacement.

39. If the customer or landowner refuses to agree to the replacement, York Water will assign a Customer Service Manager to talk with that customer or landowner to encourage agreement, provide a complete disclosure of the Known Hazards of Lead disclosure, and will document the result of that contact. If the point of contact is not the customer, the customer will be notified by mail, including a notification letter explaining that the customer or landowner will have to replace the LSL within one year to be eligible for reimbursement and providing the customer or landowner with the known health hazards of lead disclosure. The Company also will inform the customer and property owner, if the customer is not the property owner, that the failure

to allow the Company to complete the LSLR or to replace the customer-owned LSL concurrent with the entity replacing the entity-owned LSL will lead to termination of water service.² If the Customer Service Manager is able to obtain agreement or the landowner or customer changes their decision, the company will proceed with its process to have the service replaced. Otherwise, the service replacement will be marked “refused,” and the Company may move forward with termination of service.

40. The same process is used in an emergency situation, where contact with the responsible party can be obtained. York Water moves forward with haste to complete the replacement at the time the repair is executed.

e. Lead/Material Recycling and Disposal Efforts

41. The Company has a metals recycling program in place to collect all recyclable metals, including lead, at its Distribution Center facility. York Water is paid approximately \$0.50/lb for lead service material, depending upon the commodity market. The Company’s metal recycling program generates approximately \$30,000 annually, which is recorded as operating revenue and is part of the total revenue requirement in rate cases.

f. Industry Accepted Practices

42. York Water will adhere to industry accepted practices in the replacement of service lines, both Company- and customer-owned.

43. In addition, the Company will require Company personnel and its contractors to comply with any applicable plumbing codes related to customer-side service line replacement.

44. Further, consistent with industry-accepted practices, LSLs will be replaced using open trench excavation or trenchless pull/piercing methods where site conditions allow.

² To the best of the Company’s knowledge, York Water has not had to terminate water service for this reason to date.

g. Integration of Acquired Systems in the LSLR Plan

45. York Water investigates the presence of LSLs during its acquisition process in two phases. In Phase 1, York Water seeks to gather all documentation and records available related to the assets from the seller and other public records, including historic information related to service lines, construction plans, and system mapping when available. Under Phase Two, if the seller is unable to produce sufficient records or the records provided are not reliable, York Water will conduct a physical inspection of the facilities and will work to map all of the assets and load the findings into its GIS. Service line material and location are included in Phase Two of this process and in the information incorporated in the Company's GIS.

46. With respect to prior acquisitions, the Company may not be in possession of confirmed service line material data or information. With respect to those acquisition assets, York Water will use GPS to incorporate all newly added service lines into the Company's GIS, adding these new services to the Service Line Inventory.

3. Communications, Outreach, and Education.

47. York Water's communications activities listed and described in this section are in accordance with the U.S. EPA regulations at 40 C.F.R. § 141.85.

48. A description of all printed and broadcast materials the Company plans on distributing to further its COLSL replacement efforts are included in the LSLR Plan, and copies of the material are attached as **Appendix D** to the LSLR Plan. These materials may change, be updated from time to time, or new materials added as the LSLR Program evolves.

49. In January 2024, York Water launched a new website that contains enhanced lead information disclosure and lead service line program information.³ In addition, in March 2024,

³ Available at <https://www.yorkwater.com/water-quality/lead-information/>; <https://www.yorkwater.com/water-quality/service-line-survey/>.

York water launched several communication tools on the Company's website, which include a customer survey related to service line material.

50. On June 26, 2024, the Company sent letters to all 53 municipalities within the York Water service territory requesting that they share educational materials with their residents on their respective websites in an effort to support completion of the Company's service line survey. As of the date of this filing, a number of municipalities had already supported the Company's request.

51. Other community outreach efforts include engaging customers at community events, a multi-week social media campaign related to the Service Line Inventory, and an email blast to customers related to identifying service line material.

C. PRO FORMA TARIFF SUPPLEMENT

52. York Water's pro forma tariff supplement containing the proposed changes necessary to implement the LSLR Program contains the following elements as required by Section 65.58 of the Commission's regulations, 52 Pa. Code § 65.58, and is attached to this Petition as **Exhibit B**.

1. The LSLR Program's Annual Cap On The Number Of Customer-Owned LSLs That Can Be Replaced Annually

53. York Water's pro forma tariff supplement states that Company will replace up to 400 COLSLs per year under the Company's LSLR Program.

2. The Demarcation of Service Lines

54. York Water's pro forma tariff supplement specifies that the Customer's service line extends from the customer's property to the curb stop or curb line or such point as designated by the Company.

3. The Specifications For Partial LSLRs

55. York Water's pro forma tariff supplement specifies that no customer or property owner may install a partial LSL and that a partial LSL will result in termination of service until such time as the Company can replace the Company-owned LSL.

56. In addition, the supplement requires that a customer, or property owner where the customer is not the property owner, who elects to replace the COLSL themselves, must replace the COLSL concurrent with the Company replacing the Company-owned LSL, provided that the customer or property owner shall provide the Company at least 90 days' notice prior to replacing the COLSL.

4. The Provision Of Reimbursements To Eligible Customers Or Property Owners Who Replaced Their LSL

57. York Water's pro forma tariff supplement provides for the reimbursement of eligible customers or property owners, if the customer is not the property owner, who replaced their LSL consistent with the tariff and the Commission's regulations.

5. The Provision Of A Warranty On LSLR Work Performed By The Entity Or Its Contractor Of A Term Of Not Less Than 2 Years

58. York Water's pro forma tariff supplement provides a two-year warranty to the customer or property owner, if the customer is not the property owner, on the workmanship and materials of the LSLR and the restoration of surfaces. The two-year warranty begins upon the re-establishment of water service to the property after the LSLR has occurred.

D. REQUIREMENTS OF SECTION 53.52(a) OF THE COMMISSION'S REGULATIONS

59. In addition, the Company has provided the information and supporting data required by 52 Pa. Code § 53.52(a), related to revisions and supplements to a utility's tariff, which is attached to this Petition as **Exhibit C**.

E. MODIFIED LTIP

60. York Water's current LTIP, which was approved by Commission Order entered on January 13, 2022, at Docket No. P-2021-3028879, includes details about the Company's existing LSLR Plan and is incorporated herein by reference. Upon Commission approval of this Petition, York Water will include the updated LSLR Plan as a separate and distinct component of the Company's LTIP.

III. CONCLUSION

WHEREFORE, The York Water Company respectfully requests that the Pennsylvania Public Utility Commission approve the Company's Lead Service Line Replacement Program, finding that it contains all the necessary items identified in 52 Pa. Code §§ 53.52(a) and 65.51 *et seq.*, and the Commission's Final Implementation Order entered on March 14, 2022, at Docket No. L-2020-3019521.

Respectfully submitted,



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Dated: July 23, 2024

Counsel for The York Water Company

EXHIBIT A



**“That good York water”
SINCE 1816**

**THE YORK WATER COMPANY
LEAD SERVICE LINE REPLACEMENT PLAN**

Original Plan Effective March 16, 2017

Updated July 2024



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THE YORK WATER COMPANY
LEAD SERVICE LINE REPLACEMENT PLAN

Updated July 2024

Introduction

Effective March 16, 2017, The York Water Company (“York Water” or the “Company”) became the first Class A water utility in the Commonwealth to receive Pennsylvania Public Utility Commission (“Commission”) approval to pay for customer-owned lead service line replacements (“COLSLR”) and to recover the costs of COLSLRs in future rate proceedings, as provided in the Commission-approved settlement at Docket No P-2016-2577404. Since March 16, 2017, York Water has implemented its Lead Service Line Replacement Plan (“LSLR Plan”) in accordance with its compliance tariff supplement submitted pursuant to that Commission-approved settlement (“LSLR Tariff Supplement”). A copy of the LSLR Tariff Supplement is attached hereto as **Appendix A**. The complete York Water tariff can be found at: www.yorkwater.com/wp-content/uploads/tariff.pdf.

York Water has a 2016 Consent Order and Agreement (“COA”) in place with the Pennsylvania Department of Environmental Protection (“PA DEP”). This COA required York Water to replace all known Company-owned lead services lines (“LSL”) (approximately 1,660 LSLs) by the end of 2020. York Water completed the replacement of all of its Company-owned LSLs by the end of 2018, compressing the replacement schedule from four years to two. York Water provided quarterly progress reports to PA DEP through June 2022, at which point, all *known* Company-owned LSLs and customer-owned LSLs connected thereto had been replaced. York Water continues to replace LSLs throughout its system as set forth herein.

The material terms of the LSLR provisions in the LSLR Tariff Supplement include:

- York Water shall make payments toward the cost of up to 400 customer-owned lead service line replacements annually;
- Replacements will be processed/completed on a first-come-first-served basis; provided that if water test results reveal an exceedance of 15 parts per billion (“ppb”), then York Water may prioritize such customer for replacement;
- Reimbursements will be provided for customers who paid for replacement of a customer-owned LSL within four years of March 8, 2017, the amount of which would depend on when the replacement took place and would not exceed the actual cost on the invoice;
- The LSLR Tariff Supplement shall be effective for nine years from March 8, 2017, *i.e.*, until March 8, 2026; and



- Provisions for reporting, customer education and outreach, and evaluation of funding opportunities of customer-owned LSLRs.

This LSLR Plan contains the all the elements and supporting documents as required by Section 65.56 of the Commission’s regulations, 52 Pa. Code § 65.56. Citations to the relevant regulatory provisions are provided herein.

Definitions

Refer to the York Water tariff definitions and the definitions contained in 52 Pa. Code §§ 65.1 and 65.52. See also the Company’s *pro forma* tariff supplement attached hereto as **Appendix B**.

Pro Forma Tariff Supplement [52 Pa. Code § 65.55(b)(2)]

The most significant revision in this LSLR Plan to the LSLR Tariff Supplement is the proposed extension of the time period for York Water to complete the replacement of LSLs in its service territory and to complete its Service Line Inventory. The proposed and updated *pro forma* tariff supplement is attached hereto as **Appendix B**. This supplement retains the terms of the 2017 LSLR Tariff Supplement provisions but proposes to extend the end of the LSLR program from 2026 to 2037. This extension reflects the regulatory limits and will allow York Water to complete this extensive, capital intensive work while helping to mitigate the rate impact on customers. The Company fully anticipates completing its LSLR work before the 2037 date. However, York Water seeks to provide one singular revision to the tariff, as allowed by current requirements.

Upon Commission approval of this LSLR Plan, York Water will include the LSLR Plan in a modified LTIP as a separate and distinct component of the LTIP. [52 Pa. Code § 65.54(b)]

Final Commission Order [52 Pa. Code § 65.55(c)]

The Commission issued a Final Order on March 8, 2017, authorizing York Water to replace customer LSLs until 2026 under the Plan set forth in Tariff Supplement No 122. If York Water seeks to further update or revise its LSLR Plan beyond the update to the LSLR Tariff



Supplement contained in **Appendix B** hereto, the Company is required to submit such Plan revisions to the Commission in a subsequent base rate case. [52 Pa. Code § 65.55(d)]

Service Line Inventory [52 Pa. Code § 65.56(a)(1)]

York Water has been working to compile an accurate Service Line Inventory since 2017. A current copy of the Service Line Inventory is attached hereto as **Appendix C**. The Service Line Inventory currently identifies the material of 28,878 customer-owned service lines, including:

- 35 lead service lines
- 0 galvanized requiring replacement lines
- Approx. 4,000 copper lines
- 41 PVC lines
- Approx. 21,800 not lead lines
- 49,300 unknown material

The total number of customer-owned service lines in the York Water Systems is approximately 75,100.

The above summary reflects the current state of the Service Line Inventory. However, York Water continues to reduce the percentage of unknown customer-owned service lines and replace the lead service lines in the system. York Water has utilized certain historic records, including building construction data, field notes and observations, and customer observations and documentation, in compiling its current inventory. York Water is also utilizing various sources of information, including the year the home/structure was built and acquisition records documenting service line material from sellers. Moreover, York Water has record of the Company's last documented use of lead for service lines, which provides a reliable cut-off date for the Company-owned service line material.

This Service Line Inventory will go live to the public and will be available on the Company's corporate website no later than October 16, 2024. It will comply with the U.S. Environmental Protection Agency ("U.S. EPA") regulations and will be updated as regulatory requirements evolve in future years. The Service Line Inventory identifies material types on both the Company-owned and customer owned sides of the service lines and it can be sorted digitally.



Further, this Service Line Inventory database was connected to the Company’s Geographic Information System (“GIS”) in 2024, which allows for: (1) spatial tracking and data entry by field personnel across the Company; and (2) efficient management of replacement projects. The GIS pulls data in weekly from the customer information database. York Water is working now to determine whether it can make the communication functionality exist in both directions, so that the customer information database can pull information from the GIS as well. If York Water can accomplish this functionality, the Company will better align the two sets of data.

As York Water acquires new systems, the Company has created a policy and practice through which it confirms the location and works to identify the service line material and diameter of each service line being added to the York Water system. This information is entered into the GIS by Engineering and Operations personnel.

Lead Service Line Replacements [52 Pa. Code § 65.56(b)]

Annual data related to LSLRs completed since 2017 is as follows:

Year	Customer-Owned LSLRs Completed	Company-Owned LSLRs Completed
2017	144	135
2018	137	104
2019	322	21
2021	68	14
2022	32	6
2023	36	5

The average cost of a Company-owned LSLR is \$1,752, and the average cost of a customer-owned LSLR is \$2,233, which reflect the current averages since the Company began replacing LSLs in 2017. In accordance with York Water’s LSLR Tariff Supplement, the Company is authorized to conduct up to 400 customer-owned LSLRs per year. York Water does not plan to alter that ceiling in the tariff. Although the Company has seen a decrease over the past few years in the number of customer-owned lead services that have been found, the Company will budget approximately \$1 million annually to account for the up to 400 customer-owned LSLRs per year under the LSLR Tariff Supplement. However, the



Company generally anticipates approximately 150 LSLRs will be completed annually, based on the Company's experience since 2016. [52 Pa. Code §65.56(b)(1) and (b)(2)]

Prior to the Company's recent efforts to engage customers and the communities in its LSLR efforts, customer interest in investigating their service lines was modest. However, the Company's continued persistent communications plan for lead and copper service lines should continue to improve the responsiveness from the customer base. A copy of the current portion(s) of the Communications plan is attached as **Appendix D**.

Lead Monitoring – Water Quality

Pursuant to 52 Pa. Code § 65.59(b)(11), York Water complies with all applicable lead monitoring requirements established by the PA DEP for each of the Company's distribution systems. The most recent Lead and Copper Rule Sample Results, from 2022, are attached hereto as **Appendix E**. Because York Water has been complying with lead monitoring requirements for more than six consecutive monitoring cycles/periods, the Company is on a reduced triennial monitoring schedule for lead (every 3 years). [52 Pa. Code § 65.59(b)(10); 25 Pa. Code § 109.1103 (Monitoring Requirements)] The next round of monitoring will begin in 2025. Additionally, Water Quality Parameter ("WQP") samples are collected and reported to the PA DEP on a quarterly basis to ensure the Company continuously meets and ensures optimized corrosion control treatment ("OCCT") is maintained throughout the year. All WQP samples have been at the correct levels over the past year, indicating that the OCCT has been consistently maintained. York Water has not had any violations, excursions, exceedances, or failures of treatment, related to lead over the past year.

Prioritization Plan: In 2018, prioritization planning began when York Water identified particular portions of its water service territory where lead services are more likely to exist. Pursuant to that, The City of York, Spring Garden Township and Springettsbury Township were identified and targeted for customer education and post card notifications.

Also in 2018, the Company undertook an ambitious plan to replace all pre-1940 water main in its system, which includes joints and services. That was a 10-year priority plan, and the Company is working in year 5 of that project scope. York Water is approximately 50% done with implementing this replacement project.



To date, York Water has acted immediately when customer-owned or Company-owned LSLs are located, with replacement occurring either immediately or within one to two weeks of confirmation. As a result, the Company has not experienced a significant backlog of replacement projects that require sorting for priority action or response. However, if the Company does reach a point where it cannot act as quickly on all confirmed LSLs, York Water has identified the following prioritization factors to apply in order to determine response priority [52 Pa. Code § 65.56(b)(3)]:

- **Immediate Response – Water Test Results:** Where a water test result reveals an exceedance of 15 ppb, York Water prioritizes these replacements for immediate response pursuant to Rule 3.4.2.4 of the Company’s tariff.
- **Immediate Response – Field Discovery:** York Water continues to prioritize the replacement of LSLs upon field discovery during construction. See **Appendix F**, York Water Standard Operating Procedure.
- **Factor – Oldest Portions of Service Territory:** Service lines within the oldest parts of the Company’s system, including Hellam Borough and Township, Mount Wolf Borough, Manchester Borough and Township, North York Borough, Spring Garden Township, Springettsbury Township, West York Borough, West Manchester, and York City. York Water personnel have heightened awareness to assist in identifying LSLs while conducting daily work and construction activities in these areas. Any LSLs discovered in these areas are replaced on site immediately or within two weeks, depending upon context of the confirmation.
- **Factor – Lines Identified by Customer Surveys:** LSLs identified by customers through the Company’s community outreach surveys and customer service contacts. These customers are exhibiting heightened interest and concern regarding their service line material due to their action. York Water’s current policy is to respond and replace LSLs within 30 days of confirmation, where possible.
- **Factor – Environmental Justice Areas:** Across York Water’s service territory, the Company has seven areas designated by the Commonwealth as Environmental Justice areas, which have been added to the GIS. These Environmental Justice areas include Manchester Borough, North York Borough, Spring Garden Township, Springettsbury Township, West Manchester Township, West York Borough, and York City. York Water



prioritizes these service areas because these customers rate high in a 30+ point screen for communities that contain and are exposed to higher levels of environmental contaminants. Environmental Justice areas contain a more racially and culturally diverse and economically challenged population compared to regional and statewide averages. Because lead is an environmental contaminant that effects public health and educational/cognitive performance, York Water believes it can best support the health and wellbeing of its communities by prioritizing the identification and replacement of LSLs in these areas. Lead exposure may occur from other sources, but York Water’s LSLR efforts can offer support to these customers today.

- **Factor – Elementary Schools and Child Care Facilities:** These facilities serve a particularly sensitive portion of the population that is more vulnerable to the negative effects of lead by ingestion at lower exposure thresholds than the average citizen.
- **Factor – Sensitive Populations:** Where customers residing in a property with a LSL include either elderly (over 70 years) or young children (up to 6 years), these lines will be prioritized for replacement to prevent further exposure to these sectors of the population due to the documented impact on these populations.

The current work plan map for LSLRs is included in **Appendix F** to this LSLR Plan. It is expected that York Water will initiate targeted service line investigation in the areas marked on the map beginning in 2025.

Replacement Process: Customers who have LSLs are notified via letter, copies of which are included in **Appendix F**. The overall Standard Operating Procedure for the York Water Replacement process and an accompanying Process Flow Chart are also included in **Appendix F** to this LSLR Plan. Generally speaking, York Water will adhere to industry accepted practices in the replacement of service lines, both Company- and customer-owned. In addition, the Company will require Company personnel and its contractors to comply with any applicable plumbing codes related to customer-side service line replacement. Further, consistent with industry-accepted practices, LSLs will be replaced



using open trench excavation or trenchless pull/piercing methods where site conditions allow [52 Pa. Code § 65.56(b)(8)].

As the **Appendix C** documents indicate, upon discovery of a lead service line, the LSLR process is tracked from the date of discovery through the completion of the LSLR with the use of GIS and a shared spreadsheet. Also tracked in York Water's system is the provision of a customer flushing credit to encourage and incentivize flushing water lines. Once an LSL is identified, notification is sent to the appropriate departments, the flushing credit is applied from the date of discovery, and replacement is then prioritized. Below is an overview of the Company's processes and procedures to obtain acceptance prior to LSLR commencement [52 Pa. Code § 65.56(b)(5)-(6)]:

- A replacement agreement is provided to and obtained from the homeowner or property owner. A copy of the Replacement Consent Agreement is attached hereto as **Appendix G**. [Fully described below and in Appendices, 52 Pa. Code § 65.56(b)(6)(iii)-(iv)]
- Lead information is provided to the customer along with an offer to sample the water and send it to an accredited lab for testing.
- Following replacement, the same lead information and offer for water sampling are provided to the customer, and the flushing credit is continued for six months after replacement.
- If the customer or landowner refuses to agree to the replacement, York Water will assign a Customer Service Manager to talk with that customer or landowner to encourage agreement, provide a complete disclosure of the Known Hazards of Lead disclosure (**Appendix H** hereto) and will document in the LSLR Inventory the result of that contact. If the contact is not the customer, the customer will be notified by mail, including a notification letter explaining that the customer or landowner will have to replace the LSL within one year to be eligible for reimbursement and providing the customer or landowner with the known health hazards of lead disclosure. [52 Pa. Code §65.56(b)(10)(ii)-(iii)] The Company also will inform the customer and property owner, if the customer is not the property owner, that the failure to allow the Company to complete the LSLR or to replace the customer-owned LSL concurrent with the



entity replacing the entity-owned LSL will lead to termination of water service.¹ If the Customer Service Manager is able to obtain agreement or the landowner or customer changes their decision, the company will proceed with its process to have the service replaced. Otherwise, the service replacement will be marked “refused,” and the Company may move forward with termination of service.

The same process is used in an emergency situation, where contact with the responsible party can be obtained. York Water moves forward with haste to complete the replacement at the time the repair is executed.

Recycling and Disposal [52 Pa. Code § 65.56(b)(7)]

York Water has a metals recycling program in place. The Company collects all recyclable metals, including lead, at its Distribution Center facility in a dedicated location. Once that container is full, it is brought to a local metal recycler. At this time, York Water is investigating whether selection of one recycling partner is beneficial and more efficient for our recycling procedures. This material includes lead service material, for which York Water is paid approximately \$0.50/lb,² depending upon the commodity market. Depending upon the metals markets, the Company’s metal recycling program generates approximately \$30,000 annually, which will be used to help fund the LSLR Program, which is recorded as operating revenue and is part of the total revenue requirement in rate cases.

Plan Financing

All customer-owned LSLR projects since 2017 have been recorded as a regulatory asset. The costs are initially funded through the Company’s internally-generated funds or through line of credit borrowings. Costs incurred through the 2018 base rate case were included in rates and amortized over four years. Costs incurred from that point through the 2022 base rate case are included in rates and are being amortized over four years (currently). Costs incurred since that point are included as a regulatory asset and will be included in the next base rate

¹ To the best of the Company’s knowledge, York Water has not had to terminate water service for this reason to date.

² This is a rough estimate, as metals are commodities, and the recycling rates change daily.



case. Due to the percentage of York Water customers located in Environmental Justice areas across the Company's service territory, York Water plans to apply to PENNVEST to provide supporting funding of a certain percentage of the service line replacements over the next 5 years.

Acquisitions [52 Pa. Code § 65.56(a)(2), (b)(9)]

York Water has been enhancing its acquisition process through deeper collaboration between personnel in Departments across the Company. The Company's due diligence is divided into two major phases: (1) during negotiation of the Asset Purchase Agreement ("APA"); and (2) between APA and Closing. In Phase 1, York Water seeks to gather all documentation and records available related to the assets from the seller and other public records. In this phase, some sellers will provide York Water with historic information related to service lines, construction plans, and system mapping, if available. Under Phase 2, if the seller is unable to produce sufficient records or the records provided are not reliable, York Water will conduct a physical inspection of the facilities and will work to map all of the assets and load the findings into GIS. Service line material and location are included in Phase 2 and in the information sent to GIS.

Under this LSLR Plan, York Water will follow the process described above and as described in more detail in **Appendix E**.

With respect to prior acquisitions, generally pre-2023, the Company may not currently have confirmed service line material data or information. With respect to those acquisition assets, York Water will GPS locations of all newly added service lines in its GIS and will add these new services to the overall total of customer service lines in the Service Line Inventory. However, going forward, the Company does not anticipate creating a high percentage of new 'unknown' service lines in the Service Line Inventory.

Communications, Outreach and Education [52 Pa. Code § 65.56(c)]

Documents, materials and links from York Water's lead service line communications and outreach program are attached hereto in **Appendix D**. From 2016 to present, York Water has disseminated and made available lead information disclosure information and information regarding lead service line replacements, including pamphlets, bill stuffers, website



content, press releases, media spots (print and television). Detailed instructions and a convenient QR code link have been made available to customers via one page guide, poster, post card and municipal letter/websites. The survey tool and website information have been made available on nearly all materials, from the survey, one page guide, poster, post card, paper and paperless bill messaging, website pop-up, email to customers, municipal and customer letters, and in all social media posts.

Until late 2023, all of this work and content was conducted absent an in-house communications professional. The Company's existing management staff created and implemented the Plan, as represented in part in **Appendix D** hereto.

In the fourth quarter of 2023, York Water hired a communications professional in-house who has been responsible for updating and refreshing the Company's lead information disclosure and LSLR program messaging, educational materials, and the manner of and frequency with which the Company communicates with customers and the public regarding the LSLR program. As of January 2024, the following has been added to the Company's LSLR Plan communications program:

- **Between 2016-2024**
Public outreach, educational content, customer communications, and information issued related to lead services is provided in **Appendix D**.
- York Water has included the following message on printed bills **January 2024-July 2024** and on paperless bills **July-September 2024** (2 billing cycles):
“We need your help to identify the material of your service line. Please visit www.yorkwater.com/water-quality/service-line-survey to learn more and to submit your information. If you have any questions, The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.”
- In January 2024, York Water launched a new website that contained enhanced lead information disclosure and lead service line program information. This information can be found at the following links:
 - <https://www.yorkwater.com/water-quality/lead-information/>
 - <https://www.yorkwater.com/water-quality/service-line-survey/>



- In March 2024, a number of specific communication tools were launched on the Company's website – www.yorkwater.com:
 - March 25, 2024, a customer survey was issued and QR code linked to website to allow customers to fill out survey related to service line material.
 - The Company added a new page with specific information relating to and providing more information about the Service Line Survey.
 - The Company added a one-page guide: How to Check York Water Service Line for Lead (this was condensed and refined from prior information).
- Also in March 2024, several specific community-based communication tools were prepared:
 - A poster with a QR code to guide customers directly to the Service Line Survey.
 - A flyer on Lead and the Company's LSLR program, to be handed out to customers and at community events such as Go Green in York City.
 - A post card was created with a QR code for community and customer distribution.
- Beginning in April 2024, weekly internal meetings have been held between the Director of Special Initiatives and Communications regarding continued refinements and enhancements to the LSLR Plan communications and education action plan. These meetings will continue weekly, for now, but may be shifted to bi-monthly as the Service Line Inventory project progresses.
- In April 2024 the Company initiated active distribution of the new community communication tools at volunteer/community opportunities and at its main office.
- Community Opportunities for flyers and engagement, including the opportunity to answer questions related to the LSLR efforts:
 - April 2024 – Go Green in the City
 - York Fair – July 19-28
 - York Central Market August/September 2024
 - Sasquach Run September 2024
 - First Friday Events August, September, October (will resume in Spring)



- On June 24, 2024, a pop-up notification was added to the website. This provides a direct link to the Service Line Survey page for every site visitor.
- On June 26, 2024, a letter was sent to all 53 municipalities within the York Water service territory requesting that they share *Helpful Resources* with the residents on their respective websites in an effort to support completion of the Service Line Survey. As of July 11, 2024, a number of municipalities have already supported the request. Some examples include:
 - The Township of Manchester, York County:
<https://www.mantwp.com/york-water-company-service-line-inventory/>
 - Reading Township, Adams County:
https://reading.adamscountypa.gov/getmedia/9a68d6d1-6c76-4579-8bd7-33ea743c2131/YWC-Municipality-Letter_June-2024.pdf
 - Hanover Township, York County:
<https://www.hanoverboroughpa.gov/CivicAlerts.aspx?AID=391>
- On June 28, 2024, a multi-week social media campaign specific to the completion of the Service Line Survey was launched:
 - Posts on Facebook, Instagram and Twitter
 - One unique post will be shared every two weeks as a reminder and to encourage the completion of the Service Line Survey.
 - The planned posts under this social media campaign are scheduled as follows
- Post 1: June 30, Post 2: Monday July 8, Post 3: July 24, Post 4: August 6, Post 5: August 22, Post 6: September 5, and Post 7: September 16
- On July 1, 2024, an email blast requesting support from customers to complete the Service Line Survey was issued to customers, which included a link to a detailed letter with directions on how to identify service line material. This customer contact resulted in over 800 customer responses, and over 200 customer calls to our Customer Service Department regarding LSLRs. Below is the text of the email:

*"Dear York Water Customer,
We need your help to identify your service line. This line is owned by you, but we would like to replace it if it is lead at no cost to you. We have prepared detailed instructions on how to check your service line in this letter and on The York Water Company website here.*



If you are unable to identify the service line or cannot access the information online, The York Water Company team is ready to support. Contact our Customer Service team at customer.service@yorkwater.com or by calling 717-845-3601.

We thank you for your trust and continued support.

Sincerely,

The York Water Company

- In the summer of 2024, follow up calls to municipalities began in an effort to confirm collaboration and support in public outreach and education. Additionally, York Water forwarded the *Lead Information* handout to municipalities via email.
- In August 2024, the Company will conduct media outreach regarding the LSLR program and will partner with willing media outlets to gain television and press coverage of issues related to lead, including the dangers of lead and the Company's LSLR Plan.
- A message notification will be included on digital bills issued for the July/September 2024 billing cycles.
- In August 2024, a second email will be sent to customers reminding them to complete the Service Line Survey.
- Additional actions or activities specifically focused toward:
 - Updates to both the lead information and service line survey pages on www.yorkwater.com.
 - Creation of more engaging tools to encourage customers to participate in the survey.
 - Areas with lower customer response but older systems.
 - Targeted mailing to day care facilities with *Lead Information* and link to survey.
 - Targeted mailing to school district superintendents with *Lead Information* and link to survey.
 - September 2024, additional media outreach with a structured demonstrative story.



More tools and strategies will be developed as the program to complete the replacements continues, until ultimate identification and elimination of all lead service lines is accomplished. Plan Updates like this one will be submitted annually going forward. York Water has been doing this work and enhancing the Company's program since 2016, and York Water will continue to do so.

Conclusion

York Water has been working persistently and consistently since 2016 on its LSLR Program. The Company has experienced vacillating customer interest in the program but hopes that sustained and creative efforts will enable the completion of the Service Line Inventory. The Company's ability to replace LSLs when encountered has been both beneficial and efficient and has prevented the accumulation of backlog replacement projects. The Company anticipates that with enhanced public communication, York Water will see an increase in identified customer-owned LSLs over the next 5 years.

Appendix A

THE YORK WATER COMPANY

RATES, RULES AND REGULATIONS

GOVERNING THE DISTRIBUTION OF WATER IN

THE CITY OF YORK

BOROUGHS OF EAST PROSPECT, GLEN ROCK, HALLAM, JACOBUS, JEFFERSON, LOGANVILLE, MANCHESTER, MOUNT WOLF, NEW FREEDOM, NEW SALEM, NORTH YORK, RAILROAD, SEVEN VALLEYS, SHREWSBURY, SPRING GROVE, WEST YORK, YORK HAVEN AND YORKANA, AND TOWNSHIPS OF CODORUS, CONEWAGO, EAST MANCHESTER, HELLAM, HOPEWELL, JACKSON, LOWER WINDSOR, MANCHESTER, NEWBERRY, NORTH CODORUS, NORTH HOPEWELL, PARADISE, SHREWSBURY, SPRINGGETTSBURY, SPRINGFIELD, SPRING GARDEN, WASHINGTON, WEST MANCHESTER, WEST MANHEIM, WINDSOR, AND YORK, IN YORK COUNTY, PENNSYLVANIA, AND THE BOROUGHS OF ABBOTTSTOWN AND CARROLL VALLEY, AND TOWNSHIPS OF BERWICK, CUMBERLAND, OXFORD, HAMILTON, READING, MOUNT PLEASANT, UNION, AND STRABAN IN ADAMS COUNTY, PENNSYLVANIA, AND TOWNSHIPS OF GREENE, HAMILTON, AND LETTERKENNY IN FRANKLIN COUNTY, PENNSYLVANIA, AND TOWNSHIP OF WEST DONEGAL IN LANCASTER COUNTY, PENNSYLVANIA.

ISSUED: March 15, 2024

EFFECTIVE: April 1, 2024

By: Joseph T. Hand
President and CEO
130 East Market Street
York, Pennsylvania



NOTICE

THIS TARIFF MAKES INCREASES IN EXISTING RATES.

(See Page No. 2)

RULES (Continued)

3. Service Connections (Continued)

Company's Service Line in Advance of Street Improvement

- 3.3 If the Owner of a parcel of ground desires a service line installed to the curb in advance of street improvement and/or where there is no present demand for a supply of water, such Owner may be required to make a payment which will not exceed the estimated cost of installing the Service Line, which payment shall be refunded if and when service is initiated. All or any part of the payment that is not refunded within 10 years following the payment to the Company will be retained by the Company.

Customer's Service Line

- 3.4 Each Customer's Service Line shall be installed and maintained by or on behalf of such Customer at his expense. The Company may specify the size, kind and quality of the material used in the Customer's Service Line and may approve the location and depth thereof, and it shall be equipped at an accessible point within the Premises with a stop and waste cock of a pattern and material approved by the Company.

Failure to maintain the Customer Service Line may be grounds for termination of service.

3.4.1 Phase 1 Replacements of Lead Customer-Owned Service Lines (C)

Notwithstanding Rule 3.4, York Water may replace lead customer-owned service lines that are discovered when the Company replaces lead Company-owned service lines that exist in the Company's system ("Phase 1 replacements"). If a lead customer-owned service line that qualifies as a Phase 1 replacement is leaking or otherwise defective at the time it is discovered, the customer will not be required to repair the line prior to it being replaced by York Water. Subsequent to replacing the customer-owned service line, the customer's ownership of and duty to maintain the service line will continue as provided under Rule 3.4. York Water shall replace these customer-owned service lines at its initial cost and shall recover the costs in future rate proceedings as provided in the Commission-approved order and settlement at Docket No. P-2016-2577404.

(C) Indicates Change

RULES (Continued)

3. Service Connections (Continued)

3.4.2 Phase 2 Replacements of Lead Customer-Owned Service Lines

(C)

3.4.2.1 Notwithstanding Rule 3.4, York Water may, from time to time, replace lead customer-owned service lines whenever they are discovered, regardless of the material used for the Company-owned service line (“Phase 2 replacements”). If a lead customer-owned service line that qualifies as a Phase 2 replacement is leaking or otherwise defective at the time it is discovered, the customer will not be required to repair the line prior to it being replaced by York Water. Subsequent to replacing the customer-owned service line, the customer’s ownership of and duty to maintain the service lines will continue as provided under Rule 3.4. If the customer chooses to use his or her own plumber/contractor to replace the customer-owned service line, the Company shall make a payment to the customer towards the replacement cost of the lead customer-owned service line up to an amount not to exceed the lesser of the actual replacement cost or the Company’s average contracted cost for replacing the customer-owned lead service in the year the replacement is made, based upon the length of the service line replacement. The Company may offer to engage its own contractors to undertake the replacement and then bill the customer for any difference between the actual cost and the maximum payment amount. The cost incurred by York Water for these Phase 2 replacements shall be recoverable in future rate proceedings as provided in the Commission-approved order and settlement at Docket No. P-2016-2577404. When the replacement is undertaken by the Company, the customer shall be permitted to pay any difference between the actual cost and the allowed average cost as a lump sum, or as an amount added to the customer bill, to be paid over a reasonable period not to exceed one year. If the difference is included on the customer bill, the provisions of 52 Pa. Code § 56.23 shall apply, and the Company shall not terminate for non-payment of the amount included on the customer’s bill. The Company shall not charge interest on any payment period for the difference, other than interest for late payment. If the Company is unable to collect the difference from a customer and the difference or any portion is written off as uncollectible, York Water will be permitted to include the uncollected amount in the mechanism for recovery of the cost of replacing the customer-owned lead service lines as provided in the Commission-approved order and settlement at Docket No. P-2016-2577404.

(C) Indicates Change

RULES (Continued)

3. Service Connections (Continued)

3.4.2.2 If York Water uses its own contractors to replace the lead customer-owned service line, there will be a 12-month warranty from the contractor, and the customer will be required to sign an agreement authorizing York Water or its contractors to enter the customer's property to replace the service line. The Company will restore the property as nearly as practicable to its former condition. (C)

3.4.2.3 York Water shall only make payments toward the cost of up to 400 Phase 2 replacements each year from March 8, 2017; provided, however, that York Water may petition the Commission to increase this number if it demonstrates that 400 per year is inadequate to replace all requests for replacement. In the event less than 400 customer-owned services are replaced in a year, the difference between 400 and the actual number replaced shall be added to the number of Phase 2 replacements that may be undertaken in subsequent years. In the event the number of eligible Phase 2 replacements exceed the number of replacements authorized under this Rule 3.4.2.3, York Water will process requested replacements on a first-come, first served basis; provided, however, that if water test results reveal an exceedance of 15 parts per billion ("ppb"), then York Water may prioritize such customer for replacement. (C)

3.4.2.4 If a customer has replaced their customer-owned lead service line within four years of March 8, 2017 (on or after March 8, 2013), and the Company's representative visits the site and determines that the service line has been replaced, and the customer provides the Company with a paid invoice, a certification from a certified plumber, and other documentation as determined by the Company to demonstrate that a lead customer-owned service line was replaced, the Company will offer a cash payment as follows: between 3 and 4 years from March 8, 2017: 20% of Company's current contractor lump sum rate; between 2 and 3 years: 40%; between 1 and 2 years: 60%; and in the past year: 80%. Payment not to exceed actual cost on invoice. (C)

3.4.2.5 Rule 3.4.2 shall be effective for nine years from March 8, 2017. York Water may petition the Commission to extend the term of this tariff rule, as provided in the Commission-approved order and settlement at Docket No. P-2016-2577404. (C)

(C) Indicates Change

RULES (Continued)

3. Service Connections (Continued)

3.4.3 Reporting, Customer Outreach, and Funding for Phase 1 and Phase 2 Replacements (C)

York Water shall provide reports, undertake customer outreach and seek out opportunities for funding of customer-owned lead service line replacements as provided in the Commission-approved order and settlement at Docket No. P-2016-2577404.

Separate Trench Required

- 3.5 Customer's Service Line shall not occupy the same trench with, or be placed within 18 inches of any sewer pipe or any facility of any other public service company, except that a common trench may be ledged for the service if approved by the Company, and shall not pass through any Premises other than those serviced by such Customer's Service Line.

(C) Indicates Change

Appendix B

THE YORK WATER COMPANY
RATES, RULES AND REGULATIONS
GOVERNING THE DISTRIBUTION OF WATER IN
THE CITY OF YORK

BOROUGHS OF EAST PROSPECT, GLEN ROCK, HALLAM, JACOBUS, JEFFERSON, LOGANVILLE, MANCHESTER, MOUNT WOLF, NEW FREEDOM, NEW SALEM, NORTH YORK, RAILROAD, SEVEN VALLEYS, SHREWSBURY, SPRING GROVE, WEST YORK, YORK HAVEN AND YORKANA, AND TOWNSHIPS OF CODORUS, CONEWAGO, EAST MANCHESTER, HELLAM, HOPEWELL, JACKSON, LOWER WINDSOR, MANCHESTER, NEWBERRY, NORTH CODORUS, NORTH HOPEWELL, PARADISE, SHREWSBURY, SPRINGGETTSBURY, SPRINGFIELD, SPRING GARDEN, WASHINGTON, WEST MANCHESTER, WEST MANHEIM, WINDSOR, AND YORK, IN YORK COUNTY, PENNSYLVANIA, AND THE BOROUGHS OF ABBOTTSTOWN AND CARROLL VALLEY, AND TOWNSHIPS OF BERWICK, CUMBERLAND, OXFORD, HAMILTON, READING, MOUNT PLEASANT, UNION, AND STRABAN IN ADAMS COUNTY, PENNSYLVANIA, AND TOWNSHIPS OF GREENE, HAMILTON, AND LETTERKENNY IN FRANKLIN COUNTY, PENNSYLVANIA, AND TOWNSHIP OF WEST DONEGAL IN LANCASTER COUNTY, PENNSYLVANIA.

ISSUED: XXXX

EFFECTIVE: XXXX

By: Joseph T. Hand
President and CEO
130 East Market Street
York, Pennsylvania



NOTICE

Filed in compliance with the order of the Pennsylvania Public Utility Commission of October 27, 2022, at Docket No. M-2012-2293611.

(See Page No. 2)

Supplement No. XXX
To
Water-Pa. P.U.C. No. 14
XXXXX Revised Page No. 2

The York Water Company
York, Pennsylvania

Canceling
XXXXX Revised Page No. 2

LIST OF CHANGES MADE BY THIS SUPPLEMENT

This tariff supplement makes changes to incorporate the changes necessary to implement the Lead Service Line Replacement Program approved at Docket No. P-2024-_____.

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(C) Indicates Change

RULES 1. Definitions (Continued) (C)

Service Line Valve: A device owned, maintained and controlled by the Company that can be turned to an opened or closed position for the purpose of controlling the supply of water to a mobile home unit and is comparable in function, ownership and responsibility to a curb stop.

Customer-owned Lead Service Line: The portion of the lead service line extending from the curb, property line or entity connection to the Company's water meter or, if the Company's meter is located outside of the structure or water is not metered by the Company, at the first shutoff valve located within the interior of the structure.

(C) Indicates Change

RULES (Continued)

3. Service Connections (Continued) (C)

3.4.2.2 For customer-owned lead service line replacements conducted before the Commission's approval of the Company's Lead Service Line Replacement ("LSLR") Petition filed on July 23, 2024, where York Water used its own contractors to replace the lead customer-owned service line, there will be a 12-month warranty from the contractor, and the customer will be required to sign an agreement authorizing York Water or its contractors to enter the customer's property to replace the service line. The Company will restore the property as nearly as practicable to its former condition. For customer-owned lead service line replacements conducted on or after the Commission's approval of the Company's LSLR Petition filed on July 23, 2024, the Company (or its contractor) shall provide a warranty to the customer or property owner, if the customer is not the property owner, for a period of two years on the workmanship and materials of the LSLR and the restoration of surfaces. The 2-year warranty shall commence upon the re-establishment of water service to the property after the LSLR has occurred. The maximum coverage under the warranty shall be only to repair or replace the Customer side service line if the failure was due to the workmanship or materials of the LSLR, and restoration of surfaces which shall mean restoration as reasonably as practicable to the condition that existed prior to the LSLR. The Company will not be liable for any damages beyond the maximum coverage of the 2-year warranty as described in this Rule 3.4.2.2. If a repair is required and qualifies under the warranty, the customer or property owner consents and grants license to York Water or its contractor to access the property and complete the repair as needed.

3.4.2.3 York Water shall only make payments toward the cost of up to 400 Phase 2 replacements each year; provided, however, that York Water may petition the Commission to increase this number if it demonstrates that 400 per year is inadequate to replace all requests for replacement. In the event fewer than 400 customer-owned lead service lines are replaced in a year, the difference between 400 and the actual number replaced shall be added to the number of Phase 2 replacements that may be undertaken in subsequent years. In the event the number of eligible Phase 2 replacements exceed the number of replacements authorized under this Rule 3.4.2.3, York Water will process requested replacements on a first-come, first served basis; provided, however, that if water test results reveal an exceedance of 15 parts per billion ("ppb"), then York Water may prioritize such customer for replacement.

(C) Indicates Change

RULES (Continued)

3. Service Connections (Continued) (C)

3.4.2.4 If a customer has replaced their customer-owned lead service line within four years of March 8, 2017 (on or after March 8, 2013), and the Company's representative visits the site and determines that the service line has been replaced, and the customer provides the Company with a paid invoice, a certification from a certified plumber, and other documentation as determined by the Company to demonstrate that a lead customer-owned service line was replaced, the Company will offer a cash payment as follows: between 3 and 4 years from March 8, 2017: 20% of Company's current contractor lump sum rate; between 2 and 3 years: 40%; between 1 and 2 years: 60%; and in the past year: 80%. Payment not to exceed actual cost on invoice.

3.4.2.5 If no shutoff valve exists along a specific length of pipe within a structure, the Company may install a shutoff valve which will serve as the point of demarcation between the property's service line and the property's interior water distribution piping.

3.4.2.6 Rule 3.4.2 shall be effective until March 8, 2037. York Water may petition the Commission to extend the term of this tariff rule.

(C) Indicates Change

Appendix C

Appendix D

The York Water Company
Service Line Survey Communications Plan for submission
3/2024-present/ongoing

The following is a summary of all communications prepared or planned to support the Service Line Survey. Also included below is supporting content are images of materials aligning with the plan.

COMMUNICATIONS PLAN

Note: blue shading indicates completed or implemented item.

	Date Published	Communication Tool	Tool Description/Purpose	Direct link to content (if available)
1.	Completed/ Published: 3/25/2024	Survey	Developed in ArcGIS Survey123 Linked to the web page	
2.	Completed/ Published: 3/25/2024	Web page	Created and published on yorkwater.com	https://www.yorkwater.com/water-quality/service-line-survey/
3.	Completed/ Published: 3/25/2024 8/2024-9/2024	How to Check One Page Guide	Created and Shared: On yorkwater.com At community events Inclusion in customer bills	https://www.yorkwater.com/wp-content/uploads/YWC-Flyer_How-to-Check-Your-Water-Service-Line-for-Lead_final_07.2024.pdf
4.	Completed/ Published: 3/25/2024	Poster with QR Code to web page	Created and Shared at community events; will be used ongoing	
5.	Completed/ Published: 3/2024	Post Card	<i>Prepared for distribution to customers and community</i>	
6.	On going (Began 4/2024)	Weekly Team Meetings	Weekly meeting with Director of Special Initiatives and Communications team began. Purpose of meeting is continue refinement and enhancements to the communications and education plan. Meetings will continue weekly and progress to	

			bi-monthly as the inventory project progresses.	
7.	On going (Began 4/2024)	In Person during community events	Sharing materials in person at the following events: - 4/27/2024: Go Green in the City - 7/19-28/2024: York Fair - 8/2024 and 9/2024: Central Market - 9/2024: Sasquatch Run 8/2024, 9/2024, 10/2024, Spring 2025: First Friday Events	
8.	Completed/ Published: 4/10/2024- 5/26/2024	Paper Bill Message	2 full billing cycles (4/10/2024-5/26/2024)	
9.	Completed/ Published: 5/2024 7/2024	Lead Information Handout	“Lead Information” Handout was created as an update to “Lead and Your Drinking Water” Use by Customer Service Team to inform customers in person or via mail when sending Notification Letters (see #17, below). Will share with Municipalities for use.	
10.	Completed/ Published: 6/24/2024	Website Pop up	Will be used online to inform customers that the survey is open and direct to Service Line Survey	
11.	Sent via email: 6/26/2024	Municipality Letter	Sent to ALL municipalities (53 in total) in the service territory.	

	7/22/2024		<p>Emailed from Shea Juergens directly.</p> <p>Follow up calls will begin in effort to conform collaboration and support</p>	
12.	Completed/ Publishing beginning 6/28/2024	Social Media	<p>Multiple posts that will be scheduled routinely to remind community to complete the Service Line Survey.</p> <ul style="list-style-type: none"> • Post 1: Friday, June 30 • Post 2: Monday, July 8 • Post 3: Wednesday, July 24 • Post 4: Tuesday, August 6 • Post 5 (content TBD; likely Post 2 copy + image): Thursday, August 22 • Post 6 (content TBD; likely Post 3 copy + image): Thursday, September 5 • Post 7 (content TBD; likely Post 4 copy + image): Monday, September 16 	
13.	Completed/ Published: 7/1/2024	Email to Customers	<p>Email all customers requesting help to identify service line and complete the service line survey. Links to Customer Letter (below) and the York Water website for more information.</p>	
14.	Completed/ Published: 7/1/2024	Customer Letter	<p>Prepared to inform customers of the Service Line Survey and share additional details</p>	

	Second mailing scheduled for 8/2024			
15.	Completed/ Published: 7/5/2024- 9/5/2024	Paperless bill Message	2 full billing cycles (7/5/2024-9/5/2024)	
16.	Planned: Late 7/2024 9/2024	Media Outreach	Planned media outreach through willing tv and print media to share issues, dangers of lead, ask for completion of service line inventory and inform of LSLR program. Additional media outreach with structured demonstrative story	
17.	Refreshed/ Put into use: 7/2024	Notification Letters	Six distinct Notification Letters were updated and distributed as appropriate by Customer Service. The letters included: <ul style="list-style-type: none"> • Company and Customer-side Lead Notification • Company and Customer-side Lead Replaced • Company-side Lead Notification • Company-side Lead Replaced • Customer-side Lead Notification • Customer-side Lead Replaced 	
18.	Planned	Targeted Mailing to Day Care Centers within service territory	Letter will inform of dangers of lead and link to the service line survey for completion	

19.	Planned	Targeted Mailing to School District Superintendents within service territory	Letter will inform of dangers of lead and link to the service line survey for completion	
20.	Planned: 3/2025	2024 Annual Report	Will include the topic in the 2024 Annual Report	

SUPPORTING CONTENT

1. Survey

York Water Service Line Survey

We need your help to identify your service line material. Please submit the information requested below right away. Visit www.yorkwater.com/water-quality/service-line-survey/ for more information.

1. Enter the address of the property you are surveying for your Account Number. This may be your home.
2. Describe your water service line material. The material is used to bring water to your property and the material is made of a different material than the water main. The material is made of:
 - 3. Enter the length of the service line in feet. This length is the distance from the water main to the meter.
 - 4. Enter the type of your service line material. This is the material that is used to bring water to your property. The material is made of a different material than the water main. The material is made of:
 - 5. Enter the material of the service line material. This is the material that is used to bring water to your property. The material is made of:

You may also provide information for Water Quality. This information is optional.

York Water Account Number*

Please provide your York Water Account Number exactly as it appears on your York Water bill. If you do not have a York Water Account Number, please contact Customer Service at 781-326-7222.

Service Address*

Please provide the address of the property you are surveying for your Account Number.

2. Web page

Service Line Survey - The York W. X +

<https://www.yorkwater.com/water-quality/service-line-survey/>

HOME | CUSTOMER SERVICE | WATER QUALITY | COMMUNITY | INVESTOR RELATIONS | NEWS & UPDATES | CONTACT US

SERVICE LINE SURVEY

Home » Water Quality » Service Line Survey

We need your help to identify the service line material to your home or business.

The York Water Company owes drinking water to more than 78,000 customers in Adams, Franklin, York, and Lancaster counties. Our water travels through York Water Company owned mains, and in most cases, continues to your property as a customer's home or business.

In 2018, York Water began a large-scale effort asking our customers to identify the type of material the material serves their homes or businesses (building) so that we can replace all service lines that are made of lead. A new Federal rule requires regulated water utilities, including York Water, to phase out an inventory of all service line materials. You can learn more here about the U.S. Environmental Protection Agency's (EPA) Lead and Copper Rule Revisions. If your service line material is lead, the York Water Company team is in touch with you to schedule the replacement of the service line - at no cost to you - for customer.

We have already identified and replaced hundreds of lead service lines, but we know there are thousands of service lines still unknown and this is where our customers come to play. We need your help to identify your service line material!

WATER SERVICE LINE

Water Main | Service Line | House

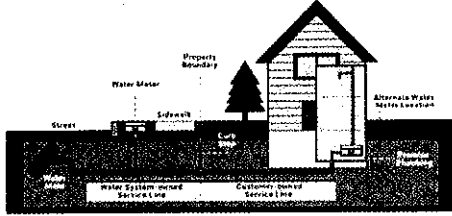
Priority Property | Address Book | Account Book | Service Line

- Emergency
- Current Outages
- Pay My Bill
- My Account
- Alerts
- Start / Stop Service
- Customer Service
- EPA Water Sense Partner
- News & Updates

3. How to Check One Page Guide

How to Check Your Water Service Line for Lead

The York Water Company's water mains are not made of lead, however, the water service line running from the water main to your home may be. We are asking for your help to identify the material of your customer-owned service line. If it is lead, York Water can schedule replacement of that service line at no cost to you.



Source: https://www.yorkwater.com/eng/infocenter/infocenter/infocenter/CRS_SLI_Workbook_2021_v1.pdf

Service Lines

York Water owns the service line segment from the water main to the curb stop and discontinued the use of lead on the company side prior to 1940. The service line from the curb stop into the home is the responsibility of the property owner and may be made of lead, copper, galvanized steel, or plastic pipe. Sample images of possible pipe materials can be found to the right.

You can determine the service line material by testing the service line pipe where it connects to the water meter in the basement or first floor of your home. It is a simple process. You will find all the information you need below. The entire process should only take 10 minutes of your time.

Possible Pipe Materials



Steps to Check Your Service Line Material

Step 1: Gather a key or a coin and a strong refrigerator magnet. Then, find your water meter. The meter is usually located in a basement or in a meter pit outside. Look at the pipe that connects to your meter from the curb or the outside wall.

Step 2: Carefully scratch the pipe with the key or coin. If the pipe is painted, gently scrape off the paint to expose the metal before you scratch it. Do not use a knife or sharp tool. Take care not to make a hole in the pipe. If the pipe scratches easily and turns a shiny silver color, the pipe may be lead or galvanized steel.

Step 3: Place the magnet on the pipe. If the magnet sticks, the pipe is galvanized steel. If the magnet does not stick, the pipe is likely a lead pipe.

Step 4: Share your findings with York Water by completing the York Water Service Line Inventory Survey. The York Water Service Line Inventory Survey can be found at yorkwater.com/service-line-inventory-project or by scanning the QR code.



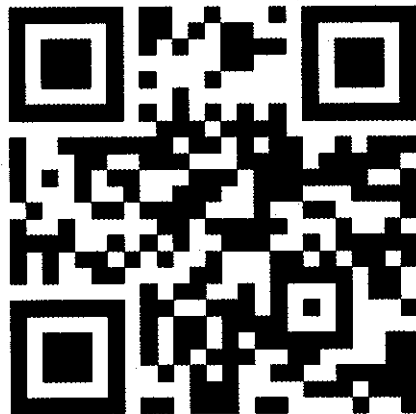
Have questions or need support as you complete these steps? Our Customer Service team is here to help. They can be reached at 717-845-3601 or customer.service@yorkwater.com



4. Poster with QR Code to web page

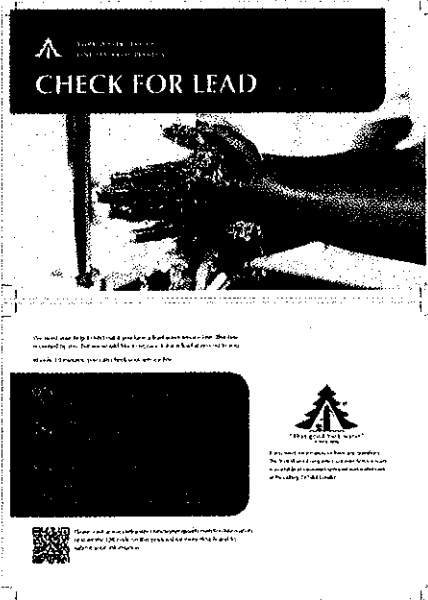
The York Water Company Needs Your Help Complete the Service Line Survey Today

To learn more and submit your information scan the QR code or visit www.yorkwater.com/service-line-survey.



If you need information or have any questions, The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.

5. Post Card



6. [Weekly Team Meetings]

7. [In person during community events]

8. Paper Bill Message

Thank you for paying your bill. Your prompt payments are greatly appreciated.

We need your help to identify the material of your water service line. Please visit www.yorkwater.com/water-quality/service-line-survey to learn more and to submit your information. If you have any questions, The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.

9. Lead Information Handout

Lead Information

Provided by The York Water Company



What is Lead?

Lead is a naturally occurring element found in small amounts in the earth's crust. While it has some beneficial uses, it can be toxic to humans and animals, causing health effects.

Who is at Risk?

Children
Lead is particularly dangerous to children because their growing bodies absorb more lead than adults do, and their brains and nervous systems are more sensitive to the damaging effects of lead. Babies and young children can also be more highly exposed to lead because they often put their hands and other objects that can have lead from dust or soil on them into their mouths. Children may also be exposed to lead by eating and drinking food or water containing lead or from dishes or glasses that contain lead. Inhaling lead dust from lead-based paint or lead-contaminated soil or from playing with toys with lead-based paint.

Adults, Including Pregnant Women

Adults may be exposed to lead by eating and drinking food or water containing lead or from dishes or glasses that contain lead. They may also breathe lead dust by spending time in areas where lead-based paint is deteriorating, and during renovation or repair work that disturbs painted surfaces in older homes and buildings. Working in a job or engaging in hobbies where lead is used, such as making stained glass, can increase exposure as can certain folk remedies containing lead. A pregnant woman's exposure to lead from these sources is of particular concern because it can result in exposure to her developing baby.

How Lead Gets into Drinking Water

Lead can enter drinking water when plumbing materials that contain lead corrode, especially where the water has high acidity or low mineral content that corrodes pipes and fixtures. The most common sources of lead in drinking water are lead pipes, faucets, and

fixtures. In homes with lead pipes that connect the home to the water main, also known as lead service lines, these pipes are typically the most significant source of lead in the water. Lead pipes are more likely to be found in older cities and homes built before 1985. Among homes without lead service lines, the most common problem is with brass or chrome-plated brass faucets and plumbing with lead solder.



York Water's Program to Reduce Lead

- Corrosion Control Treatment**
 - The water is treated to make it less likely to allow lead to dissolve into the water.
- Lead Service Line Replacement Program**
 - York Water replaces company-owned lead service lines as they are discovered and will replace customer-owned lead service lines at no cost to the customers.
- Public Education**
 - Lead information is provided to homeowners along with flushing guidelines when lead service lines are discovered.
 - We are encouraging our customers to help us identify their service line material and submit that information to us.

Additional Information

- The York Water Company Website: www.yorkwater.com
- The York Water Company Customer Service: 717-845-3601
- United States EPA: [Learn about Lead | US EPA](#)
- Actions to Reduce Lead: EPA: [Actions to Reduce Lead Infographic](#)
- Lead in Drinking Water: EPA: [Lead in Drinking Water Infographic](#)

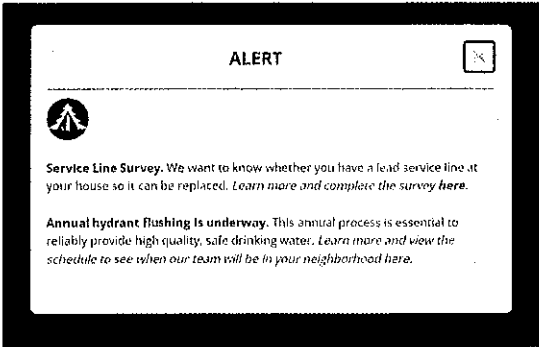


10. Website Popup

Website Pop up

(Note: this will be accompanied by the notice of annual hydrant flushing through August 2024 or when annual work is completed.)

Service Line Survey. We want to know whether you have a lead service line at your house so it can be replaced. Learn more and complete the survey here. (link to <https://www.yorkwater.com/water-quality/service-line-survey/>)



11. Municipal Letter



The York Water Company

June 2024

To York Water's service territory municipalities,

Water utilities across the United States are working to comply with the Environmental Protection Agency's (EPA) Lead and Copper Rule Revisions. We are completing a water service line inventory that identifies the lead service lines on the customer-owned side of the water service. If a lead service line is confirmed, York Water will replace those lines at no cost to the customer.

York Water is reaching out to customers asking for their help in identifying their service line material. Information on how to determine the material type is included within the materials we are providing and is available on our website.

The intent of this letter is to inform you that we are providing this communication to your residents, in anticipation of potential inquiries and to provide you with The York Water Company's contact information for this project. We also ask you to assist us to eliminate lead water services by posting the Helpful Resources below on your municipal website.

Helpful Resources:

1. [Revised Lead and Copper Rule US EPA](#)
2. www.yorkwater.com/water-quality/service-line-survey
3. [York Water Service Line Inventory Survey](#)



If there are opportunities for us to participate in upcoming community events where we can have representatives present to spread the word about our lead line replacement project, please reach out to let us know by contacting me at the email address below.

Thank you for your attention to this matter. Please reach out with any questions to [psuzak](mailto:psuzak@yorkwater.com) or our customer service team by emailing customer.service@yorkwater.com or calling 717-845-3501.

Sincerely,

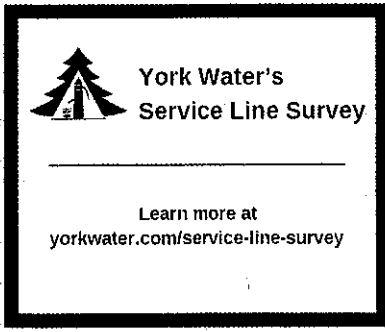
Shea Juergens
Director, Special Initiatives
shea@yorkwater.com
717-714-6230

12. Social Media

Post 1:

York Water, along with all regulated water utilities, must develop an inventory of all service line material in our territory. If you are a customer of York Water, we need your help to identify the service line material to your home or business. Learn more and complete the survey here. (link to <https://www.yorkwater.com/water-quality/service-line-survey/>)

IMAGE:

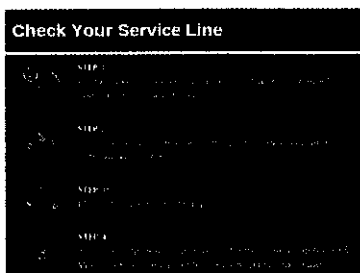


Post 2

COPY:

It takes only 10 minutes to check your service line for lead. To learn more and complete the survey, visit our website. (link to <https://www.yorkwater.com/water-quality/service-line-survey/>)

IMAGE:

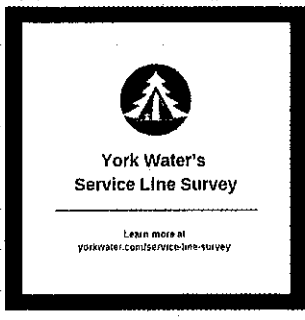


Post 3

COPY:

We want to know if your service line material is lead. If it is, we will replace it. Complete the Service Line Survey today. Learn more and complete the survey here. (link to <https://www.yorkwater.com/water-quality/service-line-survey/>)

IMAGE:

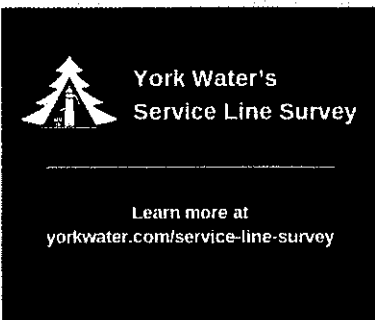


Post 4

COPY:

Tell your friends and family that if they have a lead water service line, we will replace it. Take a photo and share it with us through the Service Line Survey tool. To learn more and complete the survey, visit our website. (link to <https://www.yorkwater.com/water-quality/service-line-survey/>)

IMAGE:



13. Email to Customers

From: The York Water Company [customer.service@yorkwater.com] <noreply@everbridge.net>
Sent: Monday, July 1, 2024 3:18 PM
To: [REDACTED]
Subject: Check for Lead: York Water Service Line Survey



Dear York Water Customer,

We need your help to identify your service line. This line is owned by you, but we would like to replace it if it is lead at no cost to you. We have prepared detailed instructions on how to check your service line in this [letter](#) and on The York Water Company [website here](#).

If you are unable to identify the service line or cannot access the information online, The York Water Company team is ready to support. Contact our Customer Service team at customer.service@yorkwater.com or by calling 717-845-3601.

We thank you for your trust and continued support.

Sincerely,

The York Water Company

This e-mail is intended for the individual named in the subject line. If you are not the named individual, please do not disseminate, distribute, or act on the information contained in this e-mail. If you have received this e-mail in error, please notify the sender immediately by e-mail at customer.service@yorkwater.com.

14. Customer Letter



The York Water Company

Dear York Water Customer,

We need your help to identify your service line. This line is owned by you, but we would like to replace it if it is lead at no cost to you.

Water service lines include two sections: the water system-owned service line or the "company-side" and the customer-owned service line or the "customer-side". The "company-side" is the pipe from the water main in the street to the curb stop and is owned by The York Water Company. The "customer-side" is the pipe that goes from the curb stop (see curb stop location below) to the house or business and is owned by the customer. The York Water Company does not have records for the customer side of the service lines. *This is where your help is needed.*



Source: https://files.dsp.state.pa.us//s3-us-east-1.amazonaws.com/yorkwater/management/Regulatory/CRM_BLI_Vyotbook_2013_v4.pdf

Check your service line today – it should only take about 10 minutes. What you need to do:

1. Follow the simple steps on the back of this letter or on our website – www.yorkwater.com/water-quality/service-line-survey.
2. Navigate to the York Water Service Line Inventory Survey to enter your information.

If you are unable to identify the service line or cannot access the information online, contact The York Water Company team at customer.service@yorkwater.com or by calling 717-845-3601.

If you believe that you have a lead service line, you can inform us by entering your information or calling customer service. We will follow up with you once we have received your completed information. All lead service lines will be replaced by The York Water Company at no cost to you, our customer. By self-identifying your service line, it could eliminate the need for further appointments with York Water and/or excavating in your yard. Don't delay, identify today!

We appreciate your support as we work to collect the information of all 78,000 York Water customers.

Sincerely,

Matt Scarpato
Vice President Operations

15. Paperless Bill Message

From: York Water <PaperlessCommunications@yorkwater.com>
Date: Wed, Jul 10, 2024, 7:27 PM
Subject: Your June invoice from The York Water Company is available online

This is an automated message. Please do not respond to the sending account listed above. If you require assistance, please email The York Water Company Customer Service Team at customer.service@yorkwater.com

Dear York Water Customer:

Your paperless bill with The York Water Company is available online. A summary, payment and other information can be found below.

We thank you for your trust and prompt attention to your invoice.

If you have questions or require assistance, please contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601. They will be happy to help you.

The York Water Company

INVOICE SUMMARY:

CUSTOMER NAME
Account Number: 1XXXX-2XXXX

Service Address:
CUSTOMER ADDRESS
YORK, PA 17402-4517

Date Processed: 06/13/2024
Amount Due: \$00.00
Date Due: 07/08/2024

INVOICE DETAILS AND PAYMENT INFORMATION:

A detailed invoice, along with online payment options are available online. Please go to the **Paymentus** website <https://ipn.paymentus.com/cp/yorkw>

If this is your first-time using the system, you will be required to create a user profile. To create a user profile, click on "Register Now" to get started.

If you wish to pay by check, mail your payment to:
The York Water Company
PO BOX 3009
Lancaster, PA 17604-3009

Please remember to include your full account number (included above) in the memo portion of your check prior to mailing.

We encourage you to sign up for our Timely Automatic Payment (TAP) program. It is the one method of paying your bill that is both free and paperless. Learn more and enroll in TAP, go to <https://www.yorkwater.com/TAP>

IMPORTANT INFORMATION

We need your help to identify the material of your water service line. Please visit www.yorkwater.com/service-linesurvey to learn more and to submit your information.

If you have any questions, The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.

Stay up to date with the latest news and information by visiting us at www.yorkwater.com

16. Media Outreach (Planned for late 7/2024)

17. Notification Letters (6 in total)

Company and Customer-side Lead Notification

Important Notice About Your Water



Date:

Address:

Dear Customer:

As part of York Water's routine improvements to ensure the quality and pressure of your water service, we are upgrading our infrastructure.

The **company-owned and customer-owned** portions of your water service line may be made of lead.

The York Water Company is in the process of planning the replacement of the service line. However, some work requires a street permit and a sufficient PA One Call prior to beginning excavation. As soon as the necessary permit is received and PA One Call locations completed, we will begin replacing the service line.



As a service to our customers and to reduce your exposure to lead, York Water is offering to replace your lead service line at **no charge**. If you would like York Water to replace your lead service line, you will need to sign the agreement that was provided to you which gives us permission to perform the work. Once installed, the service line will continue to be owned by you, and any future maintenance will be your responsibility.

Although we will be removing the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. We will also be providing you with a 200-gallon per month credit until the service line is replaced to allow you to flush your pipes (please see flushing instructions below).

For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-645-3601.

Once signed, please return the agreement by email to customer.service@yorkwater.com, or visit us at 130 East Market Street, York, PA. If you're a tenant, please contact the property owner to sign the agreement.

The York Water Company

Flush Your Pipes

When we have confirmed you have a lead service line, we suggest you flush your household plumbing daily **BEFORE** you consume tap water or use hot water, to reduce the amount of potential for lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

- Start by flushing the coldest available tap to where the water comes into the house (such as an outside spigot or utility sink).
- Remove faucet aerator, if present, and bypass any home treatment unit if present. Fully open the cold water tap and let the water run for at least five (5) minutes.

Next, flush the remainder of the house:

- Remove faucet aerators from all cold water taps in the home (and any filter devices).
- Beginning at the lowest level, fully open all of the faucets in the home.
- Let the water run for five (5) minutes.
- Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

Company and Customer-side Lead Replaced

Important Notice About Your Water



Date:

Address:

Dear Customer:

As follow-up to our previous communication regarding your water service line that was potentially made of lead, York Water has replaced the water service line from the company's main on the street to your meter.

Although we have removed the **company-owned and customer-owned** portions of the lead service line, there may be other pipes and fixtures inside your house that

could be adding lead to your water. We have also enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. Your request should be submitted three to six months after replacement of your service line. We will also be providing you with a 200-gallon credit for six months due to the replacement of your lead service line to allow you to flush your pipes (please see flushing instructions below).



For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-645-3601.

The York Water Company

Flush Your Pipes

When we have confirmed you have a lead service line, we suggest you flush your household plumbing daily **BEFORE** you consume tap water or use hot water, to reduce the amount of potential for lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

- Start by flushing the coldest available tap to where the water comes into the house (such as an outside spigot or utility sink).
- Remove faucet aerator, if present, and bypass any home treatment unit if present. Fully open the cold water tap and let the water run for at least five (5) minutes.

Next, flush the remainder of the house:

- Remove faucet aerators from all cold water taps in the home (and any filter devices).
- Beginning at the lowest level, fully open all of the faucets in the home.
- Let the water run for five (5) minutes.
- Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

Company-side Lead Notification

Important Notice About Your Water



Date:

Address:

Dear Customer:

As part of York Water's routine improvements to ensure the quality and pressure of your water service, we are upgrading our infrastructure.

The company-owned portion of the water service line from the main in the street to the company shut-off valve (generally located near the curb) may be made of lead.

The York Water Company is in the process of planning replacement of this service line. However, repair work requires a street permit and a Service PA One Call prior to beginning excavation. As soon as the necessary permits are received and PA One Call notices completed, we will begin replacing the service line.



Although we will be removing the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. In addition, you will find flushing instructions below.

For more information, visit our website at www.yorkwater.com, hover over "Water Quality," and select "Lead Information" or contact our Customer Service team at customerservice@yorkwater.com or 717-845-3001.

The York Water Company

Flushing Instructions

When we have confirmed you have a lead service line, we suggest you flush your household plumbing daily **BEFORE** you consume tap water or use hot water, to reduce the amount of potential lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

1. Start by finding the closest available tap to where the water comes into the house (such as an outside spigot or utility sink).
2. Remove faucet aerator, if present, and bypass any home treatment unit if present. Fully open the cold water tap and let the water run for at least five (5) minutes.

Next, flush the remainder of the house:

3. Remove faucet aerators from all cold water taps in the home (and any filter devices).
4. Beginning in the lowest level, fully open all of the faucets in the home.
5. Let the water run for five (5) minutes.
6. Turn off each tap starting at the highest level of the house. Check and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

Company-side Lead Replaced

Important Notice About Your Water



Date:

Address:

Dear Customer:

As follow-up to our previous communication regarding the company-owned portion of your water service line that was potentially made of lead, York Water has replaced this portion of the water service line from the company's main in the street to the company shut-off valve.

Although we have removed the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions.



We will also be providing you with a 200-gallon credit for six months due to the replacement of your lead service line to allow you to flush your pipes (please see flushing instructions below).

For more information, visit our website at www.yorkwater.com, hover over "Water Quality," and select "Lead Information" or contact our Customer Service team at customerservice@yorkwater.com or 717-845-3001.

The York Water Company

Flushing Instructions

When we have confirmed you have a lead service line, we suggest you flush your household plumbing daily **BEFORE** you consume tap water or use hot water, to reduce the amount of potential lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

1. Start by finding the closest available tap to where the water comes into the house (such as an outside spigot or utility sink).
2. Remove faucet aerator, if present, and bypass any home treatment unit if present. Fully open the cold water tap and let the water run for at least five (5) minutes.

Next, flush the remainder of the house:

3. Remove faucet aerators from all cold water taps in the home (and any filter devices).
4. Beginning in the lowest level, fully open all of the faucets in the home.
5. Let the water run for five (5) minutes.
6. Turn off each tap starting at the highest level of the house. Check and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

Customer-side Lead Notification

Important Notice About Your Water



Date:

Address:

Dear Customer,

As part of York Water's routine improvements to ensure the quality and pressure of your water service, we are upgrading our infrastructure.

The customer-owned portion of the water service line from the company shut-off valve (generally located near the curb) to your meter may be made of lead.

As a service to our customers and to reduce risk of exposure to lead, York Water is offering to replace your lead service line at no charge. If you would like York Water to replace your lead service line, you will need to sign the agreement that was provided in person which gives us permission to perform the work. Once installed, the new service line will continue to be owned by you, and any future maintenance will be your responsibility.



Although we will be removing the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. In addition, you will find flushing instructions below.

For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601.

Once signed, please return the agreement by email to customer.service@yorkwater.com, or visit us at 130 East Market Street, York, PA. If you are a tenant, please contact the property owner to sign the agreement.

The York Water Company

Flushing Instructions

When we have confirmed you have a lead service line, we suggest you flush your household plumbing daily BEFORE you consume tap water or use hot water, to reduce the amount of potential lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

1. Start by finding the closest available tap to where the water comes into the house (such as an outside spigot or utility sink).
2. Remove faucet aerator, if present, and bypass any home treatment unit if present. Fully open the cold water tap and let the water run for at least five (5) minutes.

Next, flush the remainder of the house:

3. Remove faucet aerators from all cold water taps in the home (and any filter devices).
4. Beginning in the lowest level, fully open all of the faucets in the home.
5. Let the water run for five (5) minutes.
6. Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all tags and drains to prevent overflow.

Customer-side Lead Replaced

Important Notice About Your Water



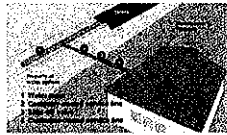
Date:

Address:

Dear Customer,

As follow-up to our previous communication regarding the customer-owned portion of your water service line that was potentially made of lead, York Water has replaced this portion of the water service line from the company shut-off valve (generally located near the curb) to your meter.

Although we have removed the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have also enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions.



We will also be providing you with a 200-gallon credit for six months due to the replacement of your lead service line to allow you to flush your pipes (please see flushing instructions below).

For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601.

The York Water Company

Flushing Instructions

When we have confirmed you have a lead service line, we suggest you flush your household plumbing daily BEFORE you consume tap water or use hot water, to reduce the amount of potential lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

1. Start by finding the closest available tap to where the water comes into the house (such as an outside spigot or utility sink).
2. Remove faucet aerator, if present, and bypass any home treatment unit if present. Fully open the cold water tap and let the water run for at least five (5) minutes.

Next, flush the remainder of the house:

3. Remove faucet aerators from all cold water taps in the home (and any filter devices).
4. Beginning in the lowest level, fully open all of the faucets in the home.
5. Let the water run for five (5) minutes.
6. Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all tags and drains to prevent overflow.

18. *Targeted Mailing to Day Care Centers and Elementary Schools (Planned 2024)*

19. *Targeted Mailing to School District Superintendents (Planned 2024)*

20. *2024 Annual Report (Planned 3/2025)*

Pre-2016

(1) Introduction.

The United States Environmental Protection Agency (USEPA) and The York Water Company are concerned about lead in your drinking water. Although most homes have very low levels of lead in their drinking water, some homes in the community may have lead levels above the EPA action level of 15 parts per billion (ppb), or 0.015 milligrams of lead per liter of water (mg/L). Under Federal law we were required to have a program in place to minimize lead in your drinking water by December 31, 1996. This program includes corrosion control treatment, source water treatment, and public education. If you have any questions about how we are carrying out the requirements of the lead regulation please give us a call at 845-3601. This brochure explains the simple steps you can take to protect you and your family by reducing your exposure to lead in drinking water.

(2) Health Effects of Lead.

Lead is a common metal found throughout the environment in lead-based paint, air, soil, household dust, food, certain types of pottery porcelain and pewter, and water. Lead can pose a significant risk to your health if too much of it enters your body. Lead builds up in the body over many years and can cause damage to the brain, red blood cells and kidneys. The greatest risk is to young children and pregnant women. Amounts of lead that won't hurt adults can slow down normal mental and physical development of growing bodies. In addition, a child at play often comes into contact with sources of lead contamination - like dirt and dust - that rarely affect an adult. It is important to wash children's hands and toys often, and to try to make sure they only put food in their mouths.

(3) Lead in Drinking Water.

Lead in drinking water, although rarely the sole cause of lead poisoning, can significantly increase a person's total lead exposure, particularly the exposure of infants who drink baby formulas and concentrated juices that are mixed with water. The EPA estimates that drinking water can make up 20 percent or more of a person's total exposure to lead.

Lead is unusual among drinking water contaminants in that it seldom occurs naturally in water supplies like rivers and lakes. Lead enters drinking water primarily as a result of corrosion, or wearing away, of materials containing lead

in the water distribution system and household plumbing. These materials include lead-based solder used to join copper pipe, brass and chrome plated brass faucets, and in some cases, pipes made of lead that connect your house to the water main (service lines). In 1986, Congress banned the use of lead solder containing greater than 0.2% lead, and restricted the lead content of faucets, pipes and other plumbing materials to 8.0%.

When water stands in lead pipes or plumbing systems containing lead for several hours or more, the lead may dissolve into your drinking water. This means the first water drawn from the tap in the morning, or later in the afternoon after returning from work or school, can contain fairly high levels of lead.

(4) Steps You Can Take in the Home to Reduce Exposure to Lead in Drinking Water.

Despite our best efforts mentioned earlier to control water corrosivity and remove lead from the water supply, lead levels in some homes or buildings can be high. To find out whether you need to take action in your home, have your drinking water tested to determine if it contains excessive concentrations of lead. Testing the water is essential because you cannot see, taste, or smell lead in drinking water. Some local laboratories that can provide this service are listed at the end of this booklet. For more information on having your water tested, please call 845-3601.

If a water test indicates that the drinking water drawn from a tap in your home contains lead above 15 ppb, then you should take the following precautions:

(A) Let the water run from the tap before using it for drinking or cooking any time the water in a faucet has gone unused for more than six hours. The longer water resides in your home's plumbing the more lead it may contain. Flushing the tap means running the cold water faucet until the water gets noticeably colder, usually about 15-30 seconds. If your house has a lead service line to the water main, you may have to flush the water for a longer time, perhaps one minute, before drinking. Although toilet flushing or showering flushes water through a portion of your home's plumbing system, you still need to flush the water in each faucet before us-

ing it for drinking or cooking. Flushing tap water is a simple and inexpensive measure you can take to protect your family's health. It usually uses less than one or two gallons of water and costs less than 42 cents per month. To conserve water fill a couple of bottles for drinking water after flushing the tap, and whenever possible use the first flush water to wash the dishes or water the plants. If you live in a high-rise building, letting the water flow before using it may not work to lessen your risk from lead. The plumbing systems have more, and sometimes larger pipes than smaller buildings. Ask your landlord for help in locating the source of the lead and for advice on reducing the lead level.

(B) Try not to cook with, or drink water from the hot water tap. Hot water can dissolve more lead more quickly than cold water. If you need hot water, draw water from the cold tap and heat it on the stove.

(C) Remove loose lead solder and debris from the plumbing materials installed in newly constructed homes, or homes in which the plumbing has recently been replaced, by removing the faucet strainers from all taps and running the water from 3 to 5 minutes. Thereafter, periodically remove the strainer and flush out any debris that has accumulated over time.

(D) If your copper pipes are joined with lead solder that has been installed illegally since it was banned in 1986, notify the plumber who did the work and request that he or she replace the lead solder with lead-free solder. Lead solder looks dull gray, and when scratched with a key looks shiny. In addition, notify your State Department of Environmental Resources, Harrisburg Regional Office, (717) 705-4700 or the Federal Environmental Protection Agency, (800) 438-2474 about the violation.

(E) Determine whether or not the service line that connects your home or apartment to the water main is made of lead. The best way to determine if your service line is made of lead is by either hiring a licensed plumber to inspect the line or by contacting the plumbing contractor who installed the line. You can identify the plumbing by checking the city's record of building permits

which should be maintained in the files of the City, Boro or Township office in your area. A licensed plumber can at the same time check to see if your home's plumbing contains lead solder, lead pipes, or pipe fittings that contain lead. The public water system that delivers water to your home should also maintain records of the materials located in the distribution system. If the service line that connects your dwelling to the water main contributes more than 15 ppb to drinking water, after our comprehensive treatment program is in place, we are required to replace the line. If the line is only partially controlled by The York Water Company we are required to provide you with information on how to replace your portion of the service line, and offer to replace that portion of line at your expense and take a follow-up tap water sample within 14 days of the replacement. Acceptable replacement alternatives include copper, steel, iron, and plastic pipes.

(F) Have an electrician check your wiring. If grounding wires from the electrical system are attached to your pipes, corrosion may be greater. Check with a licensed electrician or your local electrical code to determine if your wiring can be grounded elsewhere. DO NOT attempt to change the wiring yourself because improper grounding can cause electrical shock and fire hazards.

The steps described above will reduce the lead concentration in your drinking water. However, if a water test indicates that the drinking water coming from your tap contains lead concentrations in excess of 15 ppb after flushing, or after we have completed our actions to minimize lead levels, then you may want to take the following additional measures:

(A) Purchase or lease a home treatment device. Home treatment devices are limited in that each unit treats only the water that flows from the faucet to which it is connected, and all of the devices require periodic maintenance and replacement. Devices such as reverse osmosis systems or distillers can effectively remove lead from your drinking water. Some activated carbon filters may reduce lead levels at the tap, however all lead reduction claims should be investigated. Be sure to check the actual performance

of a specific home treatment device before and after installing the unit.

(B) Purchase bottled water for drinking and cooking. You can consult a variety of sources for additional information. Your family doctor or pediatrician can perform a blood test for lead and provide you with information about the health effects of lead. State and local government agencies that can be contacted include:

(1) The York Water Company at 845-3601 can provide you with information about your community's water supply and a list of local laboratories that have been certified by EPA for testing water quality;

(2) Your local City, Boro, or Township office can provide you with information about building permit records that should contain the names of plumbing contractors that plumbed your home; and

(3) PA Department of Environmental Resources at (717) 705-4700 can provide you with information about the health effects of lead and how you can have your child's blood tested.

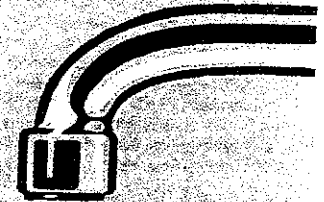
The following is a list of some State approved laboratories in your area that you can call to have your water tested for lead:

Analytical Lab Services, Inc. - 205-5280

Microbac Laboratories Inc. - 763-0582

Parte del proposito de esta aviso es notificarle de los posibles efectos adversos a su salud por causa del plomo en su agua. Si le gustaria obtener este aviso en Espanol, por favor comuniquese con nosotros al telefono - 845-3601.

Lead And Your Drinking Water



Some homes in this community have elevated lead levels in their drinking water. Lead can pose a significant risk to your health. Please read this notice for further information.



The York Water Company

130 EAST MARKET STREET, BOX 15089
YORK, PENNSYLVANIA 17405-7089

2016

«PARTY_NAME»
«B_ADDR1»
«B_ADDR2»
«B_CITY» «B_STATE» «B_ZIP»

Your Account Number
«CUSTOMER_NUMBER»

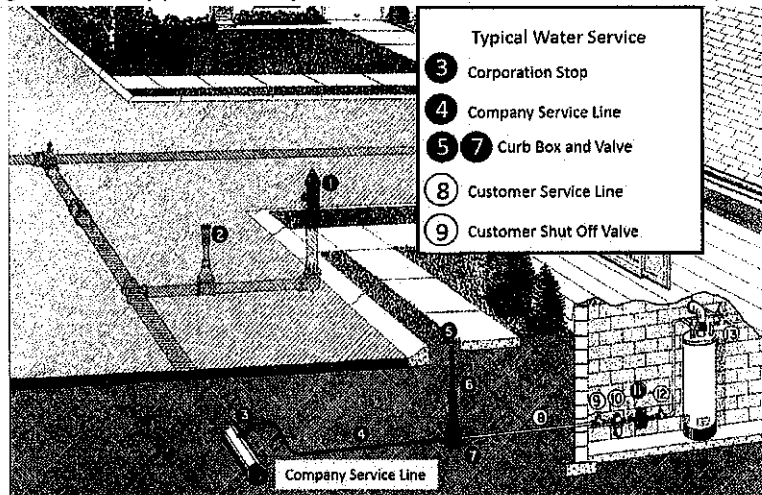
October 21, 2016

Re: Our Records Indicate you have a York Water Lead Service Line

Dear York Water Customer,

York Water recently completed routine testing for lead and copper in our distribution system. After reviewing the results of the testing, we have concluded that some homes in our community have elevated lead levels in their drinking water. Approximately 3% of our customers have company-

owned lead service lines and our samples indicate that customers with lead service lines may have a higher probability of elevated lead levels. According to our records, your property was constructed before 1934 (which is the last year York Water installed lead service lines) and the Company's Service Line that supplies your property is made of lead. This information is also available at our website at www.yorkwater.com under the "lead information" button where you can enter your customer account number (located on the upper right of this letter).



What does this mean?

Under the Safe Drinking Water Act, EPA set the action level for lead in drinking water at 15 parts per billion (ppb). This means utilities like York Water must ensure that water from the customer's tap does not exceed this level in at least 90 percent of the homes sampled (represents the 90th percentile value). In the case of our recent sampling, York Water exceeded the action level by 1 ppb with a 90th percentile value of 16 ppb.

- Water that leaves our filter plant and flows thru our water mains does not have lead and is of the highest quality.

- This news may only impact our customers that have a lead service line. Because we stopped installing lead service lines in 1934 and have replaced many of the original lines, less than 3% of the properties in our service area (including yours) have a York Water lead service line.

It is important to note that just because you have a lead service line, it does not mean you have a problem. A small portion of lead service lines may be exceeding the action level, but we don't know which lines could be exceeding the level until your property is tested. York Water is offering to test your water, at no charge, to verify how much lead may be coming from the pipes. Please fill out the attached card and mail it in and we'll schedule a test at your property. As we get test results back, we'll make sure if a property does have a higher reading, we'll notify you and we'll schedule your lead service line for early replacement. In the meantime, simple flushing will solve the problem. We will automatically provide a 200 gallon/month flushing credit on your water bills until we can get our lead service line replaced.

How do I flush my line?

First thing in the morning, or first thing when you come home from work, either flush your tap for 3 minutes, or flush a toilet and then run your faucet for 2 minutes, with a goal of flushing out 3 gallons of water. This flushing will greatly reduce any lead that may have accumulated in your pipes.

The enclosed pamphlet, *Lead and Your Drinking Water*, describes the health effects of lead and steps you can take to reduce exposure to lead in drinking water.

What is York Water doing to reduce exposure to lead in drinking water?

- York Water is committed to reducing our community's exposure to lead. Over the years we have replaced many lead service lines and our goal is to completely replace all of them (including yours) in the next 4 years. We will replace the complete lead service line (from the water main to your house) at no charge to you.
- If you would like your water tested, please complete the enclosed postcard and return it to York Water. We will schedule and deliver a sample kit with sample bottles and instructions to your home. There is no cost for this service.
- York Water realizes we are asking some of our customers to run their water in accordance with the enclosed guidelines to flush out lead. We will automatically provide a credit of 200 gallons per month to customers with Company lead service lines until the Company replaces the lead service line.

For More Information

Call us at 717-845-3601 or visit our website at www.yorkwater.com. For more information on reducing lead exposure around your home and the health effects of lead, visit EPA's website at: www.epa.gov/lead, call the National Lead Information Center at 800-424-LEAD, or contact your health care provider.

**The York Water Company
130 East Market Street
York, PA 17401**

Media
Contact: Mandy Arnold
marnold@gavinadv.com
Phone: 717-580-2724



FOR IMMEDIATE RELEASE

York Water Detects Increase in Lead in Limited Number of Properties Built Prior to 1935 with Last Remaining Lead Service Lines

(October 25, 2016) York, Pennsylvania — The York Water Company completed its triennial lead and copper testing in accordance with DEP and EPA guidelines and is reporting an increase in lead in a limited number of customers' water. The test of 50 high-risk homes allows 5 samples to exceed the action level of 15 parts per billion (PPB). Routine testing found that six properties with Lead Service Lines exceeded the action level. The testing showed that a small portion of the houses built before 1935 with lead service lines were the only ones that exceeded the action level.

As of 2016, only about 3% of York Water customers — approximately 1,660 properties — still had company-owned lead service lines. York Water has sent informational letters to these customers explaining how they can reduce lead in their water, get a free water test, and get an update on York's lead service line replacement plan. York Water will provide these homes a credit for 200 gallons per month for flushing, and schedule replacement of the full lead service line, without charge to the customer, over the next 3 to 4 years.

Most all of the other York Water customers that have copper, plastic, or steel lines and were built after 1934 are likely not impacted, however, York Water will be sending all customers a Lead Information pamphlet over the next month.

The water that leaves York Water's filter plant does not contain lead. Lead can get into a property's drinking water because of a lead service line, leaded solder in a property, or lead in plumbing fixtures. York Water stopped installing lead service lines in 1934.

"As a community partner for more than 200 years, York Water is committed to addressing lead in our community, which is why we've been consistently making improvements to service lines over the past 25 years," said Jeffrey Hines, President and CEO of The York Water Company. Today, fewer than 3% of properties in our service area have company-owned lead service lines. While water that leaves our filter plant and passes through our water mains does not contain lead, properties served by lead service lines older than 1935, including pipes owned by the property owner, may contribute to increased lead levels."

"We take lead very seriously," Hines continued. "While this routine sample testing exceeded the action level by only 1 part per billion, York Water has instituted an expedited plan to speed up the replacement process of the last remaining York Water lead service lines in our service area. In addition, we are working to educate our customers in pre-1935 houses on precautionary water line flushing."

Going above and beyond the requirements by the DEP, York Water is committing to a goal of: replacing all of the company-owned and the attached customer-owned lead services within 4 years at no charge to the customer; by providing those customers with a 200 gallon flushing credit; and offering free water testing for those customers.

Customers who are not sure if they have a lead service line may visit www.YorkWater.com and click on Lead Information to enter their account number and find out if their property has a company-owned lead service line. If you live in an apartment that was built before 1935, and do not pay the water bill, you should contact your landlord. York Water's website also shows how a customer with a home built before 1935 can check their plumbing to see if they have a customer-owned lead service line and steps they should take to reduce lead.

All customers' properties that have been tested have already been notified of their results. Those that exceeded the action level were sent information and a contact number at York Water to discuss ways to reduce lead in their drinking water using recommended flushing processes. York Water has also initiated discussions with those customers for full lead line replacement.

York Water is committed to answering customers' questions and providing information on proper precautions. Recommended precautions for customers with lead service lines include:

- Flushing pipes before drinking by running water for at least 3 minutes (about 3 gallons) if the water lines have not been used for more than 6 hours
- Using only cold water for drinking, cooking and eating
- Using certified water filters and treatment devices

For more information on lead in the water and to see if a property has a Lead Service Line, please visit www.YorkWater.com.

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NEWS

York Water Co. says lead found in homes built before 1935

by: **Luis Cruz**

Posted: Oct 25, 2016 / 04:23 PM EDT

Updated: Oct 25, 2016 / 04:23 PM EDT

SHARE



YORK, Pa. (WHTM) – The York Water Company says elevated levels of lead have been found in a limited number of its customers' water.

In a press release Tuesday, the company said it is now carrying out a plan to replace lead service lines from at least 1,660 York properties built before 1935.

A recent routine test found that six homes built before 1935 had lead service lines that exceeded the action level.

The company said it stopped installing lead service lines in 1934 due to lead getting into a property's drinking water.

"We take lead very seriously," said Jeffrey Hines, President and CEO of The York Water Company. "While this routine sample testing exceeded the action level by only 1 part per billion, York Water has instituted an expedited plan to speed up the replacement process of the last remaining York Water lead service lines in our service area.

Informational letters have also been sent to customers explaining how they can reduce lead in their water, get a free water test, and get an update on York's lead service line replacement plan.

York Water said it will give impacted homes a credit for 200 gallons per month for flushing, and schedule replacement of the full lead service line, without charge to the customer, over the next 3 to 4 years.

Homes with copper, plastic, or steel lines and built after 1934 are likely not impacted, according to the company.

Customers who are unsure if they have a lead service line are encouraged to visit [YorkWater.com](https://www.yorkwater.com). **Get breaking news, weather and traffic on the go. Download our News App and our Weather App for your phone and tablet.**

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York Water Co. finds some lead contamination

Sean Philip Cotter York Dispatch

Published 6:53 p.m. ET Oct. 25, 2016 | Updated 8:56 a.m. ET Jan. 2, 2017

York Water Co. plans to replace all of the lead lines it owns over the next four years after tests found elevated levels of the contaminant in some area buildings' drinking water.

During its EPA-mandated water sampling, which water companies have to do every three years, York Water found in September that six of the 50 buildings it tested had more than 15 parts per billion of lead in their tap water, according to Jeff Hines, the company's president.

Hines said the houses the company tested were 50 of the 1,660 properties that make up the 3 percent of properties York Water serves where the company-owned lines running onto the property are still made of lead.

"It's among all of what they call our 'high-risk homes,'" he said. Hines said that more than half of those homes are in York City, with scatterings in the immediately surrounding municipalities and in the Mount Wolf and Manchester area north of the city.

Hines explained the various parts of the delivery system where it's possible for lead to get into the water. These days, the big water mains that carry the liquid under the roads aren't lead, but some of the pipes that go from the main lines onto properties are. And those pipes are in two parts: From the water main to the curb or property line, the pipe is owned by the company, and then the rest of the way into the building, the pipe is owned by the property owner.

That 3 percent number is talking about the company-owned part of the lines running from the mains, said Hines, whose company serves about 65,000 properties, mostly in York County.

York Water is one of the fewer than 5 percent of water systems around the state found in 2016 to have "actionable" levels of lead — meaning that 10 percent or more of the samples came back with 15 ppb or greater, according to the Pennsylvania Department of Environmental Protection.

And that's what the company is now replacing. Hines said his company is going to swap out 25 percent of those company-owned parts of the lines over the next four years, at which point the organization will have eliminated all the lead pipes it owns. York Water also will replace the corresponding customer-owned lead parts of any of the pipes it works on.

Hines said York Water doesn't know how many of the customer-owned parts of the lines are made of lead. He doesn't think it's many but recommends people check. If the pipes going into their houses are silver in color and magnets don't stick to them, they're probably made of lead. If that's the case, customers should contact York Water and get the tap water tested. If the kit shows elevated levels of lead — above 15 ppb — York Water will give the customers credit for 200 gallons of water a month to regularly flush the line to keep the lead content down.

Any customers who have homes built in 1935 or later are likely fine, he said. If there are elevated levels of lead in the water, flush the system regularly by running water at night and in the morning, and use cold water, which is less likely to pick up lead, for anything that's going to be consumed. Hot water is more likely to bring lead with it, and subsequently boiling the water doesn't get rid of lead, according to the EPA.

The EPA and the Centers for Disease Control and Prevention both say there's no safe level of lead in drinking water, especially for children. Kids who consume lead — through drinking water, eating lead paint or any other way — can suffer brain damage, neurological problems, kidney failure and more.

York kids' confirmed lead levels high

The EPA mandates that water suppliers such as York Water do this kind of test every three years. Last time, none of the properties were above 15 ppb, Hines said. He said that the 90th percentile of the 50 properties tested in 2013 was 4 ppb. But now that more than five were above 15 ppb, York Water has to test every six months.

The 90th percentile this year was 16 ppb, he said.

Hines said he thinks there's a couple of reasons for the increase. He said two of the properties they tested were "very atypical homes," in that they used only a 10th the water that the average home uses. That means the lines aren't getting flushed out nearly as much.

"The water just sat there" in the lead pipe, which means it's more likely to absorb some of the lead, he said.

Also, when York Water ran its tests it was the hottest September on record. Hines and the EPA both say that warmer water is more likely to pick up lead from the pipes it's running through.

The city of Flint, Michigan, drew a national spotlight to the issue of lead in water over the past year. To put the York-area numbers in perspective with that, some tests by Virginia Tech researchers indicated levels of lead in some Flint homes' water above 5,000 ppb — a high-

enough rate that it met the federal definition of toxic waste. Many more homes also turned up in the multiple hundreds or even thousands of parts per billion.

— *Sean Cotter covers York City for The York Dispatch. Contact him at atscotter@yorkdispatch.com or on Twitter at [@SPCotterYD](https://twitter.com/SPCotterYD).*

Michigan governor on Flint water: 'I let you down'

Evening Sun

Lillian Reed lreed@eveningsun.com

Published 3:35 p.m. ET Oct. 26, 2016 | Updated 10:35 a.m. ET Oct. 27, 2016

Some York Water Company customers may have been exposed to high levels of lead this year, according to a company news release.

York Water Company, which recently completed its state-mandated lead testing for 2016, found six properties had water that exceeded the federal and state threshold for lead of 15 parts per billion.

One part per billion is the equivalent of about one drop in an Olympic-sized swimming pool.

The U.S. Environmental Protection Agency states exposure to lead above 15 parts per billion, which accumulates over time in the blood stream, can cause kidney damage, an increased risk of cancer and development issues in children, who are particularly vulnerable to the substance.

The company tested 50 high-risk homes, five of which are permitted under the law to exceed the 15 parts per billion.

READ: 'No getting away from lead' in Adams Co. water

Since six properties exceeded the action level, York Water Company must take action to address the lead levels, according to state laws.

Failure to complete any of the required follow-up actions could lead to future violations, said Department of Environmental Protection representative John Repetz in an email Wednesday.

To address lead, water systems can adjust how corrosive the water is and replace any lead service lines between the water plant and a home, including customer-owned lead service lines. Excessively corrosive water reacts with lead service lines, causing the lead to leach into the drinking water.

The company will also have to continue testing samples once every six months until two consecutive monitoring rounds show that at least 90 percent of the sampled homes fall below 15 parts per billion.

The six properties found to contain excess lead in their water were built before 1935 and still have lead service lines in use. Customers were notified of the spike in lead and will be given a 200-gallon flushing credit and offered free water testing, the release states.

Evening Sun

we take lead very seriously Hines said in the release.

The company is expediting the replacement of the last remaining lead service lines in its service area, Hines said. The company hopes to replace all of the company-owned and customer-owned lead service lines within three to four years.

Customers who are not sure if they have a lead service line are asked to visit the company's website to enter their account number under the Lead Information page. Those living in apartments built before 1935 are asked to contact their landlords.

This article has been updated to include information from the Pennsylvania Department of Environmental Protection.

Recommendations for reducing lead in water

Flush pipes before drinking by running water for at least 3 minutes (about 3 gallons) if the water lines have not been used for more than six hours.

Use only cold water for drinking, cooking and eating

Using certified water filters and treatment devices.

LEARN MORE: York Water Co. answers questions below:

**The York Water Company
130 East Market Street
York, PA 17401**



FOR IMMEDIATE RELEASE

York Water Update on Lead:

Will send customers a pamphlet with important information about lead in drinking water

(November 28, 2016) York, Pennsylvania — This is an update of York Water's lead testing program. As announced last month, recent testing has found elevated levels of lead in drinking water in some homes/buildings in York, particularly those homes with lead service lines built before 1935. Lead can cause serious health problems, especially for pregnant women and young children. Even if you do not have a pre-1935 home, lead may enter the drinking water from various sources in your plumbing and all our customers will be receiving an informative Lead Information pamphlet over the next few weeks to help answer any questions they may have.

The water that leaves York Water's filter plant does not contain lead. Lead can get into a property's drinking water because of a lead service line, leaded solder in a property, or lead in plumbing fixtures. York Water stopped installing lead service lines in 1934.

Although the primary source of lead exposure are lead-based paint and lead-contaminated dust or soil, the U.S. Environmental Protection Agency estimates that 10 to 20 percent of a person's potential exposure to lead may come from drinking water.

"We take lead very seriously," said Jeffrey Hines, President and CEO of The York Water Company. "While this routine sample testing exceeded the action level by only 1 part per billion, York Water has instituted an expedited plan to speed up the replacement process of the last remaining York Water lead service lines in our service area. In addition, we are educating all of our customers on other potential sources of lead in their plumbing by providing them with an informational pamphlet in their water bills over the next month."

The York Water Company completed its triennial lead and copper testing in accordance with DEP and EPA guidelines and is reporting an increase in lead in a limited number of customers' water. The test of 50 high-risk homes allows 5 samples to exceed the action level of 15 parts per billion (PPB). Routine testing found that six properties with lead service lines exceeded the action level. The testing showed that a small portion of the houses built before 1935 with lead service lines were the ones that exceeded the action level.

As of 2016, only about 3% of York Water customers — approximately 1,660 properties — still had company-owned lead service lines. York Water has sent informational letters to these customers explaining how they can reduce lead in their water, get a free water test, and get an update on York's lead service line replacement plan. York Water will provide these homes a credit for 200 gallons per month for flushing, and schedule replacement of the full lead service line, without charge to the customer, over the next 3 to 4 years.

"As a community partner for more than 200 years, York Water is committed to addressing lead in our community, which is why we've been consistently making improvements to service lines over the past 25 years," added Hines. While water that leaves our filter plant and passes through our water mains does not contain lead, properties served by lead service lines older than 1935, including pipes owned by the property owner, and other sources of leaded plumbing may contribute to increased lead levels."

Going above and beyond the requirements by the DEP, York Water is committing to a goal of: replacing all of the company-owned and the attached customer-owned lead services within 4 years at no charge to the customer; by providing those customers with a 200 gallon flushing credit; and offering free water testing for those customers.

Customers who are not sure if they have a lead service line may visit www.YorkWater.com and click on Lead Information to enter their account number and find out if their property has a company-owned lead service line. If you live in an apartment that was built before 1935, and do not pay the water bill, you should contact your landlord. York Water's website also shows how a customer with a home built before 1935 can check their plumbing to see if they have a customer-owned lead service line and steps they should take to reduce lead.

All customers' properties that have been tested have already been notified of their results. Those that exceeded the action level were sent information and a contact number at York Water to discuss ways to reduce lead in their drinking water using recommended flushing processes. York Water has also initiated discussions with those customers for full lead line replacement.

According to the EPA lead can cause serious health problems if too much enters your body from drinking water or other sources, especially for pregnant women and children 6 years or younger. It can cause damage to the brain and kidney, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

If a water test indicates that the drinking water drawn from a tap contains lead above 15 ppb, or if you would like to reduce potential lead at your tap, then you should take the following precautions:

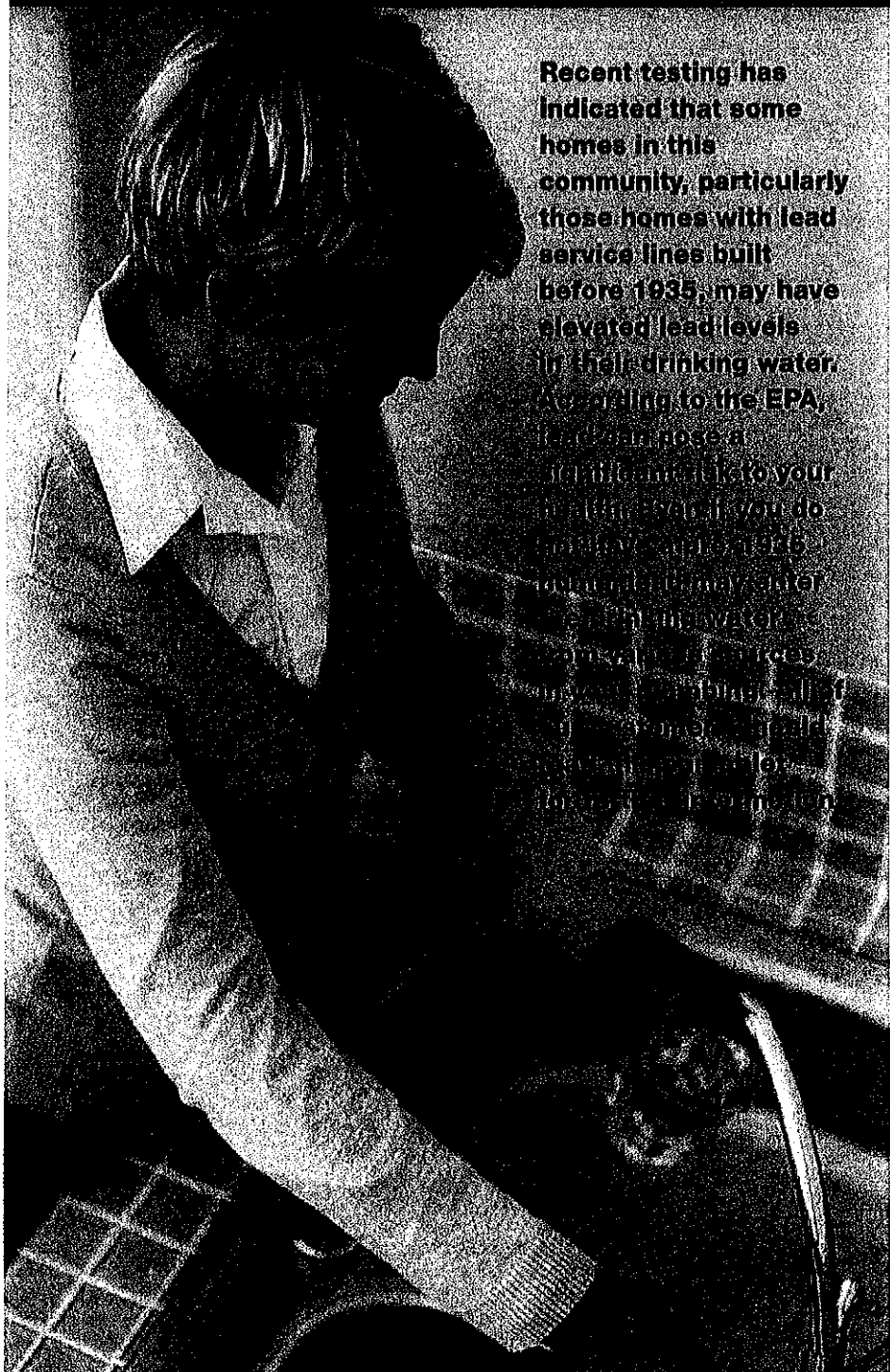
- **Run your water to flush out lead.** Run water for 15-30 seconds to flush lead from interior plumbing. If you have a lead service line, running the water for at least 3 minutes (about 3 gallons) if the water lines have not been used for more than 6 hours
- **Use cold water for cooking and preparing baby formula.**
- **Do not boil water to remove lead.** Boiling water will not reduce lead.
- **Look for alternative drinking water sources or treatment of water.**
- **Identify and replace plumbing fixtures containing lead.**
- **Have an electrician check to see if wires are improperly grounded to your pipe.**
- **Your family doctor or pediatrician can test your child's blood level for lead and provide information on the health effects of lead.**

For more information on lead in the water or to see if a property has a Lead Service Line, please visit www.yorkwater.com to find out how to get your water tested for lead or for more information on steps York Water is taking to address the lead action level exceedance. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's website at www.epa.gov/lead or contact your health care provider.

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THE YORK WATER COMPANY

Sidde stalle for este avise og correspond. I bag vedle af guld



Recent testing has indicated that some homes in this community, particularly those homes with lead service lines built before 1935, may have elevated lead levels in their drinking water. According to the EPA, lead can pose a significant risk to your health, even if you do not have a lead service line. It may enter your drinking water from other sources, such as solder, pipe fittings, and brass. If you are concerned about lead in your drinking water, you should contact your local health department for more information.



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IMPORTANT INFORMATION ABOUT LEAD IN YOUR DRINKING WATER

York Water found elevated levels of lead in drinking water in some homes/buildings. Lead can cause serious health problems, especially for pregnant women and young children. Please read this information closely to see what you can do to reduce lead in your drinking water.

Health Effects Of Lead: According to the US EPA:

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

Sources of Lead

Lead is a common metal found in the environment. Drinking water is one possible source of lead exposure. The main sources of lead exposure are lead-based paint and lead-contaminated dust or soil, and some plumbing materials. In areas like York, many older homes contain lead-based paint. Lead can be found in certain types of pottery, pewter, brass fixtures, food, and cosmetics. Other sources include exposure in the workplace and exposure from certain hobbies (lead can be carried on clothing or shoes). Lead is found in some toys, some playground equipment, and some children's metal jewelry.

Lead in drinking water can increase a person's total lead exposure, particularly the exposure of infants who drink baby formulas and concentrated juices that are mixed with water.

How Lead Enters Our Water

Unlike most drinking water contaminants, lead is unusual in that it seldom occurs naturally in water supplies like rivers and lakes. Lead enters drinking water primarily as a result of the corrosion, or wearing away, of materials containing lead in the distribution system and household plumbing. These materials include lead-based solder used to join copper pipe, brass and chrome-plated brass faucets, and in some cases, pipes made of lead that connect your house to the water main (Lead Service Line). When water stands in lead pipes or plumbing systems containing lead for several hours or more, the lead may dissolve into your drinking water. This means the first water drawn from the tap in the morning, or later in the afternoon after returning from work or school, can contain fairly high levels of lead. In 1986, Congress banned the use of lead solder containing greater than 0.2% lead.

Most faucets purchased prior to 1997 were constructed of brass or chrome-plated brass, which contain up to 8% lead. In 2014, all new faucets sold are defined as "lead free" and contain no more than a weighted average of 0.25% lead in relation to wetted surface.

A property that had a house built on it before around 1935 may have a lead service line. Recent tests indicate that higher lead levels may be more likely to occur in houses with lead service lines. As of 2016, about 3% of York's customers have company-owned lead service lines. Although only a small percentage of lead service lines may be exceeding the action level, York Water is programming to replace all company-owned lead service lines by 2020.

If a water test indicates that the drinking water drawn from a tap in your home contains lead above 15 ppb, or if you would like to reduce lead levels, then you should take the following precautions:

1. To flush, let the water run from the tap before using it for drinking or cooking. The longer water resides in your home's plumbing, the more lead it may contain. If the water has sat unused for more than 6 hours, flushing the tap means running the cold water faucet until the water gets noticeably colder, usually about 15-30 seconds. If your house has a lead service line to the water main, you may have to flush the water for a longer time, about 3 gallons of water, which should take about 3 minutes, before drinking. Toilet flushing or showering flushes water through a portion of your home's plumbing system, but you still need to flush the water in each faucet about 15-30 seconds before using it for drinking or cooking.

2. Use cold water for cooking and preparing baby formula. Do not cook with or drink water from the hot water tap. Do not use water from the hot water tap to make baby formula. Lead dissolves more easily in hot water.

3. Do not boil water to remove lead. Boiling water will not reduce lead.

4. Look for alternative sources or treatment of water. The NSF Consumer Affairs Office has specific information about lead treatment at: <http://www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/lead-in-drinking-water>

5. Identify if your plumbing fixtures contain lead.

There are lead check swabs that can detect lead on plumbing surfaces such as solder and pipes. These swabs can be purchased at plumbing and home improvement stores. Consider having lead-containing pipes and fixtures replaced, or use the precautions listed above.

6. If grounding wires from the electrical system are attached to your pipes, corrosion may be greater.

Check with a licensed electrician or your local electrical code to determine if your wiring can be grounded elsewhere. DO NOT attempt to change the wiring yourself because improper grounding can cause electrical shock and fire hazards.

For More Information

Your family doctor or pediatrician can perform a blood test for lead and provide you with information about the health effects of lead.

What Did York Water Find And What Is Being Done to Reduce Lead?

York Water is required to routinely test at least 50 high-risk homes/buildings to see if there's any lead at their water tap. A high risk home has been determined to contain a lead service line, leaded solder, or plumbing fixtures with lead. The Environmental Protection Agency (EPA) designates a threshold that if more than 5 of those 50 tests exceed their action level of 15 PPB, then we need to initiate additional activities to reduce the amount of lead in the water. We had 6 samples exceed the action level. Although our tests indicate that the action level was only exceeded at a small percentage of homes with lead service lines built prior to 1935, York Water is providing this pamphlet to all of our customers to help educate you on how to reduce all sources of lead in your drinking water.

York Water's Program to Reduce Lead Includes:

1. Corrosion Control Treatment.

Treating the water to make it less likely that lead will dissolve into the water.

2. Lead Service Line Replacement.

We have been replacing company-owned lead service lines and have programmed to have them all removed by 2020.

3. Public Education Program.

For example, this pamphlet that shows you how to reduce lead in your water.

We suggest that any of our customers with concerns request to have their water tested. The following is a list of some state approved laboratories in our area that you can call to have your water tested for lead. This test would be completed at your cost:

- Analytical Laboratory Services, Inc. 717-944-5541
- LABS, Inc. 717-259-6550
- Microbac Labs 717-763-0582

For more information, call us at 717-845-3601 or visit our website at www.yorkwater.com. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's web site at <http://www.epa.gov/lead> or contact your health care provider.

Parte del proposito de esta aviso es notificarle de los posibles efectos adversos a su salud por cause del plomo en su agua. Si le gustaria obtener este aviso en Español, por favor comuniquese con nosotros al telefono 717-801-8406.

THE YORK WATER COMPANY

If you would like to read this notice in English. [Click here.](#)

Plomo en el agua potable



Pruebas recientes han indicado que algunos hogares en esta comunidad, particularmente aquellos hogares con líneas de servicio de plomo construidas antes de 1935, pueden tener niveles elevados de plomo en su agua potable. Según la EPA, el plomo puede representar un riesgo significativo para su salud. Aun si usted posee un hogar construido antes de 1935, el plomo puede entrar en el agua potable de varias maneras en su plomería y en los accesorios. Para obtener más información, llame a este número.



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INFORMACIÓN IMPORTANTE SOBRE EL PLOMO EN SU AGUA POTABLE.

York Water encontró niveles elevados de plomo en el agua potable en algunos hogares / edificios. El plomo puede causar serios problemas de salud, especialmente para las mujeres embarazadas y los niños pequeños. Por favor, lea esta información detenidamente para ver qué puede hacer para reducir el plomo en su agua potable.

Efectos sobre la salud del plomo, según la EPA:

El plomo puede causar serios problemas de salud si entra demasiado en el cuerpo por el agua potable u otros medios. Puede causar daño al cerebro y los riñones, y puede interferir con la producción de glóbulos rojos que transportan oxígeno a todas las partes de su cuerpo. El mayor riesgo de exposición al plomo es para bebés, niños pequeños y mujeres embarazadas. Los científicos han vinculado los efectos del plomo en el cerebro con el coeficiente intelectual disminuido en los niños. Los adultos con problemas renales y presión arterial alta pueden verse afectados por niveles bajos de plomo más que los adultos sanos. El plomo se almacena en los huesos, y puede liberarse más tarde en la vida. Durante el embarazo, el niño recibe el plomo de los huesos de la madre, que puede afectar el desarrollo del cerebro.

Medios de exposición al plomo

El plomo es un metal común que se encuentra en el medio ambiente. El agua potable es un posible medio de exposición al plomo. Los principales medios de exposición al plomo son la pintura a base de plomo y el polvo o el suelo contaminado con plomo, y algunos materiales de plomería. En áreas como York, muchas casas más antiguas contienen pintura a base de plomo. El plomo se puede encontrar en ciertos tipos de alfarería, peltre, accesorios de latón, alimentos y cosméticos. Otras fuentes incluyen la exposición en el lugar de trabajo y la exposición de ciertas manías (el plomo se puede llevar en la ropa o los zapatos). El plomo se encuentra en algunos juguetes, algunos equipos de patio y algunas joyas de metal para niños..

Plomo en el agua potable

El plomo en el agua potable, puede aumentar la exposición total de plomo de una persona, particularmente la exposición de bebés que beben fórmulas para bebés y jugos concentrados que se mezclan con agua.

Cómo el plomo entra en nuestra agua

A diferencia de la mayoría de los contaminantes del agua potable, el plomo es inusual en que rara vez ocurre naturalmente en los suministros de agua como ríos y lagos. El plomo entra en el agua potable principalmente como resultado de la corrosión o el desgaste de los materiales que contienen plomo en el sistema de distribución y la plomería del hogar. Estos materiales incluyen la soldadura a base de plomo utilizada para unir tuberías de cobre, latón y grifos de latón cromado y, en algunos casos, tuberías de plomo que conectan su casa a la tubería principal de agua. Cuando el agua se encuentra en tuberías de plomo o sistemas de plomería que contienen plomo durante varias horas o más, el plomo puede disolverse en el agua potable. Esto significa que el primer agua extraída del grifo por la mañana, o más tarde por la tarde después de regresar del trabajo o de la escuela, puede contener niveles bastante altos de plomo. En 1986, el Congreso prohibió el uso de soldadura de plomo que contenga más del 0.2% de plomo.

La mayoría de los grifos comprados antes de 1997 fueron contruidos de latón o latón cromado, que contienen hasta un 8 por ciento de plomo. En 2014, todos los nuevos grifos vendidos se definen como "sin plomo" y no contienen más de un promedio ponderado de 0.25 por ciento de plomo en relación con la superficie mojada.

Una propiedad que tenía una casa construida en ella antes de alrededor de 1935 puede tener una línea de servicio de plomo. Pruebas recientes indican que es más probable que los niveles de plomo más altos ocurran en casas con líneas de servicio de plomo. A partir de 2016, alrededor del 3% de los clientes de York tienen líneas de servicio de plomo propiedad de la compañía. Aunque sólo un pequeño porcentaje de las líneas de servicio de plomo puede estar excediendo el nivel de acción, York Water está programando para reemplazar todas las líneas de servicio de plomo de propiedad de la compañía para 2020.

Pasos para reducir la exposición al plomo en el agua potable

Si una prueba de agua indica que el agua potable extraída de un grifo en su hogar contiene plomo por encima de 15 ppb, o si desea reducir los niveles de plomo, debe tomar las siguientes precauciones:

1. Para enjuagar, deje que el agua salga del grifo antes de usarlo para beber o cocinar. Cuanto mas reside el agua en la plomería de su casa, más plomo puede contener. Si el agua ha permanecido inutilizada durante más de 6 horas, enjuagar el grifo. Enjuagar el grifo significa hacer correr el grifo de agua fría hasta que el agua se vuelva notablemente más fría, normalmente de 15 a 30 segundos. Si su casa tiene una línea de servicio de plomo a la tubería de agua, puede tener que dejar correr el agua por un tiempo más largo, unos 3 galones de agua, lo que debería tomar unos 3 minutos, antes de beber. El lavado del inodoro o la ducha limpia el agua a través de una parte del sistema de plomería de su casa, pero todavía necesita dejar correr el agua en cada grifo aproximadamente 15-30 segundos antes de usarlo para beber o cocinar.

2. Use agua fría para cocinar y preparar la fórmula del bebé. No cocine ni beba agua del grifo de agua caliente. No use agua caliente del grifo para hacer la fórmula para bebés. El plomo se disuelve más fácilmente en agua caliente.

3. No hervir agua para eliminar el plomo. El agua hirviendo no reducirá el plomo.

4. Busque fuentes alternativas o tratamiento del agua. La Oficina de Asuntos del Consumidor de NSF tiene información específica sobre el tratamiento con plomo en: <http://www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/lead-in-drinking-water> <http://www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/lead-in-drinking-water>

5. Identifique si sus accesorios de plomería contienen plomo. Hay frotis de control de plomo que pueden detectar el plomo en las superficies de plomería, como soldadura y tuberías. Estos hisopos se pueden comprar en las tiendas de plomería y mejoras para el hogar. Considere la posibilidad de reemplazar las tuberías y los accesorios que contengan plomo, o use las precauciones mencionadas anteriormente.

6. Si los cables de tierra del sistema eléctrico están conectados a las tuberías, la corrosión puede ser mayor. Consulte con un electricista con licencia o con su código eléctrico local para determinar si su cableado puede conectarse a tierra en otro lugar. NO intente cambiar el cableado porque una conexión a tierra incorrecta puede causar descargas eléctricas y riesgos de incendio.

Para más información

Su médico de familia o pediatra puede realizar un análisis de sangre para el plomo y proveerle información sobre los efectos del plomo sobre la salud.

¿Qué encontró York Water y qué se está haciendo para reducir el plomo?

York Water se requiere para probar rutinariamente por lo menos 50 casas / edificios de alto riesgo para ver si hay plomo en su grifo de agua. Se ha determinado que un hogar de alto riesgo contiene una línea de servicio de plomo, soldadura con plomo o accesorios de plomería con plomo. La Agencia de Protección Ambiental (EPA) designa un umbral que si más de 5 de esas 50 pruebas exceden su nivel de acción de 15 PPB, entonces necesitamos iniciar actividades adicionales para reducir la cantidad de plomo en el agua. Tuvimos 6 muestras que excedieron el nivel de acción. Aunque nuestras pruebas indican que el nivel de acción sólo se superó en un pequeño porcentaje de hogares con líneas de servicio de plomo construidas antes de 1935, York Water está proveyendo este folleto a todos nuestros clientes para ayudar a educar sobre cómo reducir todas las posibles fuentes de plomo en el agua potable.

El programa de York Water para reducir el plomo incluye:

1. Tratamiento de Control de Corrosión. Tratar el agua para hacer menos probable que el plomo se disuelva en el agua.
2. Reemplazo de la línea de servicio principal. Hemos estado reemplazando las líneas de servicio de plomo que son propiedad de la compañía y hemos programado que se eliminen todas ellas antes de 2020.
3. Programa de Educación Pública. Por ejemplo, este folleto que le muestra cómo reducir el plomo en su agua.

Sugerimos que cualquiera de nuestros clientes con inquietudes solicite que su agua sea probada. Lo que sigue es una lista de algunos laboratorios aprobados por el estado en nuestra área que usted puede llamar para pedir que su agua se pruebe para el plomo. Esta prueba se completará a su costo:

- Analytical Laboratory Services, Inc. 717-944-5541
- LABS, Inc. 717-259-6550
- Microbac Labs 717-763-0582

Para más información, llámenos al 717-845-3601 o visite nuestro sitio web en www.yorkwater.com. Para obtener más información sobre cómo reducir la exposición al plomo en su casa / edificio y los efectos sobre la salud del plomo, visite el sitio web de la EPA en <http://www.epa.gov/lead> o comuníquese con su proveedor de atención médica.

**If you would like to read this notice in English.
Click here.**

THE YORK WATER COMPANY

Was your house built prior
to about 1940?



WE WANT YOU!

**TO FIND OUT IF YOU OWN
A LEAD SERVICE LINE**

**We Will Replace It at
Little or No Cost to You**

If your house was built prior to about 1940 you may have a customer-owned lead service line. If it is lead, we also want to test your water to make sure it's below the action level. See inside for more details.



"That good York water."
SINCE 1816

130 East Market Street
York, Pennsylvania 17401
717•845•3601
www.yorkwater.com

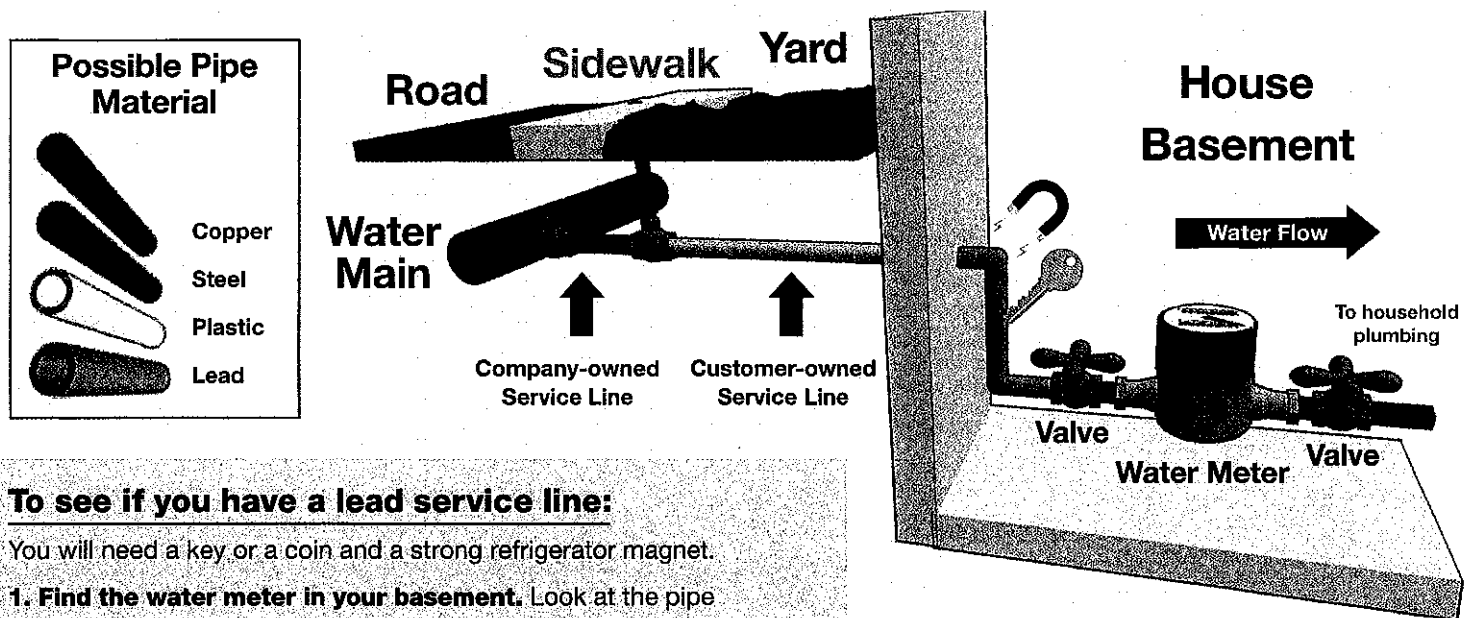
House older than about 1940? You may have a lead service line.

When your house was built, the builder installed the water line from the curb into the house. This is the **customer-owned** service line and it may be made of lead, copper, galvanized steel, or plastic.

If your **customer-owned** service line is made of lead, let us know! If you'd like, we'll also provide a water test, and if the lead level exceeds the action level, we'll provide you with a 200-gallon-per-month flushing credit until the line is replaced.

York Water will also estimate the cost to replace the **customer-owned** lead service line, and if it's less than about \$1,250, there may be no cost to you! If it costs more than that, then we can discuss ways to help finance any cost above that amount. (See back page to contact us for details.)

Our goal is to replace all **customer-owned** lead service lines over the next several years. If you have a company-owned lead service line, we've previously sent you information on our replacement plan.



To see if you have a lead service line:

You will need a key or a coin and a strong refrigerator magnet.

1. Find the water meter in your basement. Look at the pipe that comes through the outside wall of your home and connects to your meter.

2. Carefully scratch the pipe (like you would a lottery ticket) with a key or a coin. Do not use a knife or other sharp tool. Take care not to make a hole in the pipe. If the scratch turns a shiny silver color, it could be lead or steel. **Note: If pipe is painted, gently scrape the paint off first to expose the metal.**

3. Place the magnet on the pipe. If a magnet sticks, it is steel.

If it's silver/grey and is NOT magnetic: It is a lead pipe.

Other Ways You Can Check for Lead:

Lead test kits can be purchased at your local hardware or home improvement store. These kits are used to test what the pipe is made from – not the water inside. Look for an EPA recognized kit. Also, a licensed and insured plumber can inspect your pipes and other plumbing for lead.

Have You Replaced Your Lead Service Line in the Past 4 Years?

We will provide a partial reimbursement as a way to repay you for making our community lead free.

Date Replaced:

03/16-03/17 – Up to 80% Reimbursed

03/15-03/16 – Up to 60% Reimbursed

03/14-03/15 – Up to 40% Reimbursed

03/13-03/14 – Up to 20% Reimbursed

You'll need to have an invoice from a certified plumber. Please contact us for details.

If you have a customer-owned lead service line, fill out the form at:

<https://www.yorkwater.com/customer-owned-lead-service>

Or, call us at 717-845-3601 and we'll send someone out to verify and drop off a free water test kit if you'd like. In the meantime, we suggest you flush about 3 gallons from your line when you have not used it for more than 6 hours. Learn more about lead in drinking water and proper flushing techniques at www.yorkwater.com or review the pamphlet we recently sent to you.

York Water found elevated levels of lead in drinking water in some homes/buildings. Lead can cause serious health problems, especially for pregnant women and young children. Our goal is to remove all lead service lines in our community.

Si desea leer este aviso en español, haga clic aquí.



The York Water Company [\(index.asp\)](#)

CONTACT US (contact)

[Home \(index.asp\)](#)

[About Us \(about\)](#)

[York Water System \(distribution\)](#)

[Forms & Resources \(water-service-application\)](#)

[Investor Relations \(corporate-profile\)](#)

[Contact Us \(contact\)](#)

Lead Information

[Lead News Release \(...//YWC.News.Release.11.28.16.pdf\)](#)(Updated 11/28/16)

[Lead Frequently Asked Questions \(...//FAQ.Lead.pdf\)](#) (Updated 11/28/16)

[How do I Know if I have a lead service line? \(Click Here\)](#) (lead-service)

[Lead in Your Drinking Water pamphlet \(Click Here\)](#)
(...//YWC.Lead.and.Your.Drinking.Water.pdf)(Updated 11/28/16)

[Plomo en el agua potable](#)
(...//YWC.Spanish.Lead.and.Your.Drinking.Water.pdf) (Updated 11/28/16)

Lead History

Lead has been used extensively since before the 1900's throughout our society. For those that remember the 1960's and 70s, we had leaded gasoline, leaded paint, leaded solder, and some regions were still using lead pipes. It was then realized that when we ingest lead it has adverse impacts on human health ([click here to read our informational brochure on lead](#)) (<http://www.yorkwater.com/YWC.Lead.and.Your.Drinking.Water.pdf>)

Lead in Water?

There is no measurable lead in the water that York Water supplies into our water system. Any lead that a customer may receive in their water is due to piping materials at the customer's premise. The York Water Company has over 65,000 customer connections, some of them dating back to the early 1900s. Using lead in plumbing was common throughout the 1900s. York Water stopped installing lead service lines around 1934. As of 2016, about 3 percent of our customers still had company-owned lead service lines, most of the other 97 percent of customers have copper, plastic, or steel lines. If your house was built before 1935 you can call us at 845-3601 and we'll let you know if our records indicate whether our service line is lead. Although not all lead service lines may be leaching lead, any reduction is beneficial and you should follow the guidelines below on reducing lead in your water.

Where is the lead?

There are generally 4 areas that lead could be located on the customer's premise: The service line entering the house, leaded solder in the house, or brass fixtures containing lead. Another potential source of lead in homes is lead paint which was banned in 1978. In 1990 the EPA passed the Lead & Copper Rule to help reduce the amount of lead that may be present in the piping at a customer's premise. Also in 1990, the EPA required lead testing in a sampling of houses by the public water supplier.

York Water Efforts to Reduce Lead

Since 1992, York Water has been providing corrosion control treatment into our water supply. This adjusts the pH of the water and helps reduce the amount of lead that may leach out of the on-premise piping. Annual and then triennial testing is conducted to verify that lead levels are remaining low.

York Water has also been actively replacing the lead service lines with copper service lines with a goal of eliminating all of our lead service lines. The service line is usually in 2 parts: One part is owned by York Water, which is the part from the water main to the curb line. The second part is owned by the property owner and runs from the curb line into the house. Plumbing within the house, which is also owned by the property owner, is typically copper, plastic, or steel. Whenever York Water replaces its side of the lead service line, we contact the owner and notify them of our plans. We also suggest that they should replace their side of the lead service line at the same time and we've provided them with access to literature regarding ways to reduce lead in their drinking water. York Water is currently replacing about 25 percent of our lead service lines per year with a goal of total replacement over the next 4 years.

How can I reduce the lead in my drinking water?

If a water test indicates that the drinking water drawn from a tap contains lead above 15 ppb, or if you would like to reduce potential lead at your tap, then you should take the following precautions:

- 1. Run your water to flush out lead.** Run water for 15-30 seconds to flush lead from interior plumbing. If you have a lead service line, running the water for at least 3 minutes (about 3 gallons) if the water lines have not been used for more than 6 hours.
- 2. Use cold water for cooking and preparing baby formula.**
- 3. Do not boil water to remove lead.** Boiling water will not reduce lead.
- 4. Look for alternative drinking water sources or treatment of water.** The NSF Consumer Affairs Office has specific information about lead treatment at: <http://www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/lead-in-drinking-water> (<http://www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/lead-in-drinking-water>)
- 5. Identify and replace plumbing fixtures containing lead.**
- 6. Have an electrician check to see if wires are improperly grounded to your pipe.**

Your family doctor or pediatrician can test your child's blood level for lead and provide information on the health effects of lead.

How can I determine if my part of the service line is lead?

[Here's an informative page to determine if the pipe entering your house is lead.](https://www.yorkwater.com/uploads/Check_Lead_Pipes.pdf)
(https://www.yorkwater.com/uploads/Check_Lead_Pipes.pdf)

[Click here to visit the EPA's web site on lead in water \(https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water\)](https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water)

Note: You must have Adobe Acrobat to view these documents. [Get it here \(http://www.adobe.com/products/reader.html\)](http://www.adobe.com/products/reader.html)

 **BUY STOCK DIRECT**

Buy Stock Direct from York Water

Through Broadridge Corporate issuer Solutions, you can invest in the The York Water Company's Direct Stock Purchase Plan.

[BUY STOCK DIRECT \(http://shareholder.broadridge.com/YORW\)](http://shareholder.broadridge.com/YORW)



<http://www.epa.gov/watersense>

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THE YORK WATER COMPANY

Fill Out This Form or Visit

www.yorkwater.com/customer-owned-service-line/



Account Number _____

Name _____

Address _____

City _____

State _____

Zip Code _____

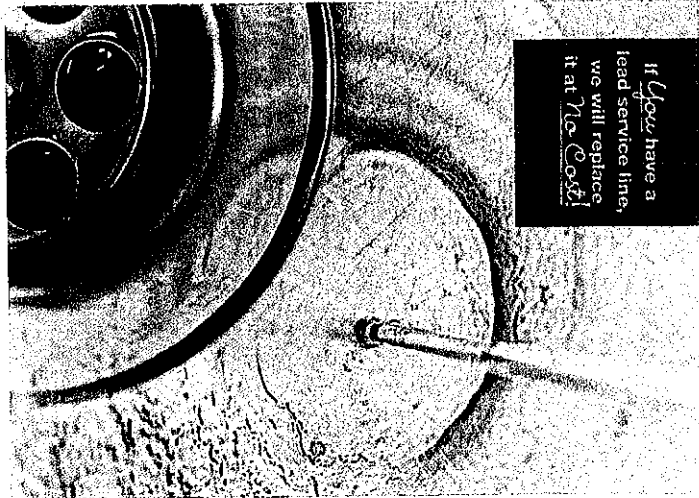
Phone number and email for contact:

Daytime Phone _____

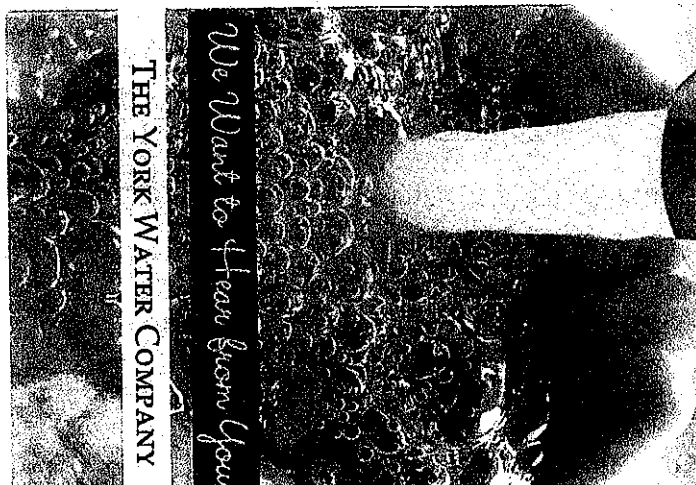
Email _____

I have checked my customer-owned service line and found it to be:

- Lead Plastic Copper Steel
 Unknown - please send a York Water employee to help me identify



130 East Market Street
York, Pennsylvania 17401



When your house was built, the builder installed the water line from the curb into the house. This is the customer-owned service line and it may be made of lead, copper, galvanized steel, or plastic.

Our goal is to remove all lead service lines in our community. The health and safety of our customers is our priority.

Since October 2016, York Water has replaced 447 customer-owned lead service lines at No Cost to the customer. If Your service line is lead, we will schedule an appointment to come out and replace it. Clean, safe drinking water is our standard, and nothing is more important than our standard.

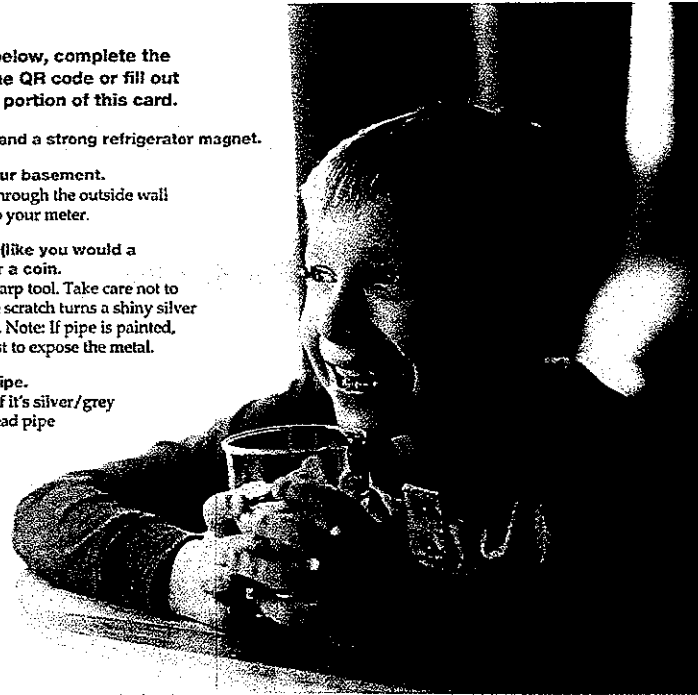
For more information on York Water Company's efforts to eliminate lead service lines in our community, visit www.yorkwater.com, or call us at 717-845-3601.

Para más información sobre los esfuerzos de York Water Company para eliminar las líneas de servicio de plomo en nuestra comunidad, visite www.yorkwater.com o llámé 717-845-3601.

After following the steps below, complete the form online by scanning the QR code or fill out and return the detachable portion of this card.

You will need a key or a coin and a strong refrigerator magnet.

1. Find the water meter in your basement. Look at the pipe that comes through the outside wall of your home and connects to your meter.
2. Carefully scratch the pipe (like you would a lottery ticket) with a key or a coin. Do not use a knife or other sharp tool. Take care not to make a hole in the pipe. If the scratch turns a shiny silver color, it could be lead or steel. Note: If pipe is painted, gently scrape the paint off first to expose the metal.
3. Place the magnet on the pipe. If a magnet sticks, it is steel. If it's silver/grey and is NOT magnetic, it is a lead pipe.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1105 YORK, PA

POSTAGE WILL BE PAID BY ADDRESSEE
THE YORK WATER COMPANY
130 EAST MARKET ST
YORK PA 17401-9912

Infotoll: 800.441.1111

**Paperless Bill
November 2016**

This is an automated message. Please do not respond to the sending account listed above.

Your account with The York Water Company has been marked for paperless billing. Your current bill is ready to review online. If you wish to pay by check, mail your payment to:

The York Water Company
130 East Market Street
York, PA 17401

Please remember to include all of the digits in your account number (see below) in the memo portion of the check.

If you have not already done so, we encourage you to sign up for our Timely Automatic Payment (TAP) program. It is the one method of paying your bill that is both FREE and Paperless. To sign up for TAP, go to www.yorkwater.com/tap_form.html.

Invoice Overview:

CUSTOMER NAME
Account Number: 1XXXX-2XXXX

Service Address:
ADDRESS
YORK, PA 17402-4517

Date Processed: 11/14/2016
Amount Due: \$54.00
Date Due: 12/09/2016

A detailed invoice is available online. Please go to www.yorkwater.com, select Pay my York Water or Sewer Bill, then select My Account Login under Customer Dashboard. If this is your first-time using the system, you will be required to create a user profile. To create a user profile, click on "Register Now" to get started.

The York Water Company found high levels of lead in drinking water in some homes. Lead can cause serious health problems. For more information please call The York Water Company at 717-845-3601 or visit our web page at www.yorkwater.com.

For information on lead as it relates to your water supply, see the related links on www.yorkwater.com.

To view the latest Tap Tip, Water Quality or Printed Notices, go to www.yorkwater.com.

DECEMBER 2016

«PARTY_NAME»

«B_ADDR1»

«B_ADDR2»

«B_CITY» «B_STATE» «B_ZIP»

Your Account Number
«CUSTOMER_NUMBER»

Re: Reminder - Our records indicate you have a York Water Lead Service Line

Dear York Water Customer,

York Water is following up to a letter we sent you in October. According to our records, your property was constructed before 1934 (which is the last year York Water installed lead service lines) and the Company's Service Line that supplies your property is made of lead. York Water had offered to test your water, at no charge, to verify how much lead may be coming from the pipes. We hadn't heard back from you and wanted to confirm our offer to sample your water. Please fill out the attached card and mail it in and we'll schedule a test at your property. As we get test results back, we'll make sure if a property does have a higher reading, we'll notify you and we'll schedule your lead service line for early replacement. In the meantime, simple flushing will solve the problem. We have already provided a 200 gallon/month flushing credit on your water bills until we can get our lead service line replaced. We recently sent you a "Lead and Your Drinking Water" pamphlet in your water bill to provide you additional information.

It is important to note that just because you have a lead service line, it does not mean you have a problem. A small portion of lead service lines may be exceeding the action level, but we don't know which lines could be exceeding the level until your property is tested.

How do I flush my line?

First thing in the morning, or first thing when you come home from work, either flush your tap for 3 minutes, or flush a toilet and then run your faucet for 2 minutes, with a goal of flushing out 3 gallons of water, will greatly reduce any lead that may have accumulated in your pipes.

What is York Water doing to reduce exposure to lead in drinking water?

- York Water is committed to reducing our community's exposure to lead. Over the years we have replaced many lead service lines and our goal is to completely replace all of them (including yours) in the next 4 years. We will replace the complete lead service line (from the water main to your house) at no charge to you.
- If you would like your water tested, please complete the enclosed postcard and return it to York Water. We will schedule and deliver a sample kit with sample bottles and instructions to your home. There is no cost for this service.
- We have automatically provided a credit of 200 gallons per month to your account since you have a Company lead service lines. This credit will continue until the Company replaces the lead service line.

For More Information

Call us at 717-845-3601 or visit our website at www.yorkwater.com. For more information on reducing lead exposure around your home and the health effects of lead, visit EPA's website at: www.epa.gov/lead, call the National Lead Information Center at 800-424-LEAD, or contact your health care provider.

Re: Recordatorio - Nuestros registros indican que usted tiene una línea de servicio de agua de York Water

Estimado cliente de York Water,

York Water está siguiendo una carta que le enviamos en octubre. Según nuestros registros, su propiedad fue construida antes de 1934 (que es el último año en que York Water instaló líneas de servicio de plomo) y la Línea de Servicio de la Compañía que suministra su propiedad está hecha de plomo. York Water se había ofrecido a probar su agua, sin costo, para verificar cuánto plomo puede estar viniendo de las tuberías. No hemos oído de usted y quería confirmar nuestra oferta para probar su agua. Por favor llene la tarjeta adjunta y envíela por correo y programaremos una prueba en su propiedad. A medida que obtengamos los resultados de las pruebas, nos aseguraremos de que si una propiedad tiene una lectura más alta, se lo notificaremos y programaremos la línea de servicio principal para el reemplazo anticipado. Mientras tanto, un simple enjuago (dejar correr el agua por 2-3 minutos) solucionará el problema. Ya hemos proporcionado un crédito de uso por 200 galones cada mes en sus facturas de agua hasta que podamos reemplazar nuestra línea de servicio principal. Recientemente le enviamos un folleto "Plomo y agua potable" en su factura de agua para proporcionarle información adicional.

Es importante tener en cuenta que sólo porque usted tiene una línea de servicio de plomo, no significa que usted tiene un problema. Una pequeña porción de las líneas de servicio de plomo pueden estar excediendo el nivel de acción, pero no sabemos qué líneas podrían exceder el nivel hasta que su propiedad sea probada.

¿Cómo puedo limpiar mi línea?

La primera cosa en la mañana, o la primera cosa cuando usted regresa a su casa después del trabajo, corre o funcione su grifo por 3 minutos, o vacíe un tocador (el servicio) y después funciona su grifo por 2 minutos, con una meta de sacar 3 galones de agua para reducir cualquier plomo que se puede haber acumulado en sus tuberías.

¿Qué hace York Water para reducir la exposición al plomo en el agua potable?

- York Water se compromete a reducir la exposición de nuestra comunidad al plomo. Con los años hemos reemplazado muchas líneas de servicio de plomo y nuestro objetivo es reemplazar por completo a todos ellos (incluyendo el suyo) en los próximos 4 años. Vamos a reemplazar la línea completa de servicio de plomo (desde el manantial de agua a su casa) sin cargo para usted.
- Si desea que su agua sea probada, por favor complete la postal adjunta y devuélvala a York Water. Programaremos y entregamos un kit de muestra con botellas de muestra e instrucciones para su hogar. No hay ningún costo para este servicio.
- Hemos proporcionado automáticamente un crédito de 200 galones por mes a su cuenta, ya que tiene líneas de servicio de plomo de la Compañía. Este crédito continuará hasta que la Compañía reemplazca la línea de servicio principal.

Para más información

Llámenos al 717-845-3601 o visite nuestro sitio web en www.yorkwater.com. Para obtener más información sobre la reducción de la exposición al plomo en su hogar y los efectos del plomo en la salud, visite el sitio web de la EPA en www.epa.gov/lead, llame al Centro Nacional de Información sobre Plomo al 1-800-424-LEAD o comuníquese con su proveedor de atención médica.

2017

York water utility to replace lines amid elevated lead level

by ASSOCIATED PRESS | Mon, January 2nd 2017 at 5:24 AM



Report: 3% of customers have company-owned lead lines, only 6 homes exceeded levels



YORK, Pa — A central Pennsylvania water utility says it plans to replace all the lead lines it owns after tests found elevated levels of lead in drinking water.



The York Dispatch reports that York Water Co. found six of the 50 buildings it tested had lead concentrations that exceeded the "action level" set by the U.S. Environmental Protection Agency.



The utility says it will replace all its lead lines over the next four years. York Water owns lead lines that serve 1,660 buildings, representing 3 percent of its customers.

York has more than 66,000 customers in 48 municipalities in York and Adams counties.

SEE ALSO:

Report: 3% of customers have company-owned lead lines, only 6 homes exceeded levels

https://www.pennlive.com/news/2017/01/york_water_utility_to_replace.html

PENNSYLVANIA REAL-TIME NEWS

York water utility to replace lines amid elevated lead level

Updated: Jan. 02, 2017, 1:52 p.m. | Published: Jan. 02, 2017, 12:52 p.m.

By The Associated Press

YORK, Pa. (AP) -- A central Pennsylvania water utility says it plans to replace all the lead lines it owns after tests found elevated levels of lead in drinking water.

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York has more than 66,000 customers in 48 municipalities in York and Adams counties.

York water utility to replace lines amid elevated lead level

January 2, 2017

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YORK, Pa. (AP) — A central Pennsylvania water utility says it plans to replace all of the lead lines it owns after tests founded elevated levels of lead in drinking water.

The York Dispatch (<http://bit.ly/2isbDhT>) reports that York Water Co. found six of the 50 buildings it tested had lead concentrations that exceeded the "action level" set by the U.S. Environmental Protection Agency.

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York has more than 66,000 customers in 48 municipalities in York and Adams counties.

Information from: The York Dispatch, <http://www.yorkdispatch.com>

Times Leader

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Luzerne County approves

<https://www.abc27.com/news/york-water-co-wants-customers-to-have-water-tested-for-lead/>

NEWS

York Water Co. wants customers to have water tested for lead

by: [Luis Cruz](#)

Posted: Jan 9, 2017 / 05:23 PM EST

Updated: Jan 9, 2017 / 05:23 PM EST

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YORK, Pa. (WHTM) – The York Water Company is urging its customers in the city to get their water tested for lead.

Recent samples of water tested positive for lead, exceeding the action level.

Informational letters were sent to customers explaining how they can reduce lead in their water, get a free water test, and get an update on York's lead service line replacement plan.

Watch ABC27 News at 5 for the latest details.

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LOCAL

York Water Co.: Check your lead levels, Yorkers

Alyssa Pressler 505-5438/@AlyssaPressYD

Published 1:37 p.m. ET Jan. 3, 2017 | Updated 8:39 a.m. ET Jan. 4, 2017

Key Points

York Water Co. customers are receiving pamphlets with information on lead levels in drinking water.

Testing in November of 2016 found elevated levels of lead in drinking water in some homes in York.

The company is urging all residents to check their customer-owned service lines to be safe.

If you're a customer of The York Water Co., chances are you recently received a pamphlet from the company about lead in your drinking water.

The pamphlets are in response to government-mandated testing done in September that showed elevated levels of lead in some customers' water. Six homes out of 50 tested showed high levels of lead in tap water, resulting in mandated action by the water company.

Because of the test results, the company was required to notify all customers of the findings, provide education and replace 7 percent of company-owned service lines per year.

According to information on the water company's website, the company has already been replacing 7 percent of service lines per year. The recent testing caused the company to increase this to 25 percent of service lines per year.

Though only 3 percent of customers have company-owned service lines that are made of lead, the company is required to educate all customers on lead in water in homes, which could get into the water through a lead service line, leaded solder in a property or lead in plumbing fixtures.

The pamphlets, which followed a letter sent to all customers with company-owned lead service lines in October, are part of the notification and education process.

Water company president Jeff Hines said records show almost all buildings affected are residential, so businesses and schools in the area shouldn't worry.

Hines said water that leaves the plant and travels through the pipes does not have lead in it, but the six homes that showed elevated lead levels all had company-owned lead service lines. Over the next three or four years, York Water is expected to replace those lines.

Checking for lead: The company-owned service lines are those that travel from the main service pipe to the curb. Beyond the curb are the customer-owned service lines, and Hines said it's impossible to know how many customer-owned lines have elevated levels of lead.

For this reason, Hines is encouraging all York Water customers to check their customer-owned service lines. If the customer owns a house that was built before 1935, when the York Water Co. stopped using lead for its service lines, there is a possibility the line could be made of lead.

If the pipes going into the house are silver and magnets don't stick to them, they are probably made of lead, Hines had said in past interviews. If a customer believes the pipes are made of lead, The York Water Co. will test the water for free.

"Even though a house may have a lead service line, it doesn't necessarily mean there's a problem," he said. "You don't know until you get (the water) tested."

If test results come back above 15 ppb, The York Water Co. will give residents credit for 200 gallons of water a month to regularly flush the line. Hines explained water that sits in lead pipes for six hours or more, such as at night, is at risk of having elevated levels. Regular flushing of the pipes will solve the problem. Running a faucet for approximately 3 minutes, taking a shower or flushing the toilet two or three times should do the trick.

Additionally, the company is hoping to offer a program to help customers in the next three or four years replace their customer-owned lines. Hines said this program is not in place yet, but more information will be made available. If a customer chooses to replace a line before this program is in place, Hines estimates it can cost \$1,200 to \$1,800.

Background: York Water Co. is required by the Environmental Protection Agency to test water samples every three years. In September, the company tested 50 buildings, and six had more than 15 ppb in the tap water.

York Water Co. finds some lead contamination

Hines said the houses the company tested were among the 1,660 properties that make up the 3 percent of properties York Water serves where the company-owned lines running onto the property are made of lead. These were homes that were considered "high-risk homes," Hines said in previous interviews, which is the requirement from the EPA.

Hines said his company is going to swap out 25 percent of those company-owned parts of the lines each year for the next four years, at which point the organization will have eliminated all the lead pipes it owns.

Because more than five properties tested were above 15 ppb, The York Water Co. will test its water levels every six months. Homes in the 90th percentile were at 16 ppb, according to past reporting.

The city of Flint, Michigan, brought lead in water to national attention in 2016. To put York numbers in perspective, water tested in some Flint homes had lead levels of more than 5,000 ppb, according to past reporting.

NEWS

Lead in your drinking water? What you need to know

York Water Company tests found unacceptable lead levels in some York-area plumbing systems. Here's how to stay safe.

Brett Sholtis bsholtis@ydr.com

Published 12:16 p.m. ET Jan. 5, 2017 | Updated 1:34 p.m. ET Jan. 5, 2017

York Water Company hasn't used lead pipes since 1935, but that old plumbing continues to pose health risks for some York countians.

Last fall, state-mandated testing showed that six of 50 lead pipes owned by the water company were leeching unacceptable amounts of lead into customers' drinking water. Since then, the company has been on a push to inform the public and replace the old plumbing once and for all. Meanwhile, here's what you can do to stay safe:

Read your mail

If you're one of the 1,600 area residents who gets water through lead pipes owned by York Water Company, then you should have already received a notice in the mail, said Jeff Hines, York Water Company CEO. Most of those customers live in York, while others are in adjacent townships. Typically, they own houses built in the 1930s or earlier. "Very few" non-residential properties have lead lines.

You can also look online to check whether your pipes may have lead in them. Get your York Water Company account number and visit the following

website: <https://www.yorkwater.com/lead-service>.

Renters, take note: If your landlord pays for your water, then the notice may have gone to the landlord, meaning you could be at risk and not know it. Talk to your landlord or call the water company at 717-845-3601 to learn more about your property.

READ: Smokestack demo slated for January

Check your pipes

York Water Company owns pipes from the water main to the curb line, Hines said. The plumbing from the house to the curb, however, is the homeowner's responsibility.

"If you have a house built before 1935, you could have lead," Hines said.

To determine what your plumbing is made of, you'll need a magnet and something metal like a key or a coin, Hines said. If the magnet sticks to the pipe, it's made of steel and therefore poses no lead risk.

If the magnet doesn't stick, don't despair: The pipe could be copper that has been covered with corrosion. Use the coin or key to scrape away the surface dirt on the pipe. If the underlying color shines like a penny, your pipe is copper. If it's a silver color, then the pipe could be made of lead.

READ: Lead in Water: York County site flagged

Test your water

If you do suspect that you have lead pipes somewhere along your water's journey from the reservoir to your faucet, York Water Company will test your water for free, Hines said. If the water tests positive for more than 15 parts per billion of lead, the water company will provide you with 200 gallons of free water per month to be used to flush out the system.

If in doubt, flush it out

The Pennsylvania Department of Environmental Protection has required York Water Company to remove and replace seven percent of its remaining lead pipes per year, DEP spokesman John Repetz said. However, the company has committed to removing 25 percent of those lines each year over the next four years, a move that should get rid of all of its remaining lead lines.

READ: Glatfelter among nation's worst air polluters

If you suspect that there's lead in your plumbing system, there are simple steps you can take to limit your exposure:

Lead tends to build up when water sits idle in pipes. So if nobody has used the water in six or more hours, flush the toilet two or three times. In addition, run your faucet for about one minute before using that water.

Don't use hot water until you've flushed out the system. Lead dissolves more easily in hot water.

For the same reason, use cold water for cooking and preparing baby formula. Babies and children are the most sensitive to lead's health risks.

Get a water filter for drinking water.

The health risks of lead don't end with clean pipes. Most lead exposure comes from lead paint, which was used until about 1978. Read more about lead paint at YDR.com to keep you and your loved ones safe.

READ: Lead paint a danger in York, but poisoning hard to catch

PENNSYLVANIA REAL-TIME NEWS

PUC settlement to allow York Water Co. to replace lead service lines

Updated: Mar. 02, 2017, 10:22 p.m. | Published: Mar. 02, 2017, 9:22 p.m.

By Paul Vigna | pvigna@pennlive.com

HARRISBURG - The Pennsylvania Public Utility Commission (PUC) on Thursday expedited approval of a joint settlement with York Water Company (York Water) for the immediate replacement of both company-owned and customer-owned lead service lines, with the total line replacement done at the same time and solely at the company's cost, according to a press release.

The commission voted 5-0 to grant York Water a temporary, limited two-phase waiver of its tariff that currently does not allow the company to bear the costs associated with the replacement of customer-owned lead lines. The commission's waiver allows York Water to bear these replacement costs of customer-owned lead services lines and begin the line replacement work immediately, consistent with a consent order and agreement previously entered into by York Water and the state Department of Environmental Protection.

"The efficiency of this approach minimizes total costs, thereby providing better service to York Water customers, particularly to those who might find the total cost of replacing customer-owned lines to be burdensome or too expensive a task to undertake independently," PUC Chairman Gladys M. Brown said in a press release.

The settlement permits York Water to replace customer-owned lead lines at its initial expense, and then record the associated costs as a regulatory asset to be recovered in future base rate proceedings. Other parties involved in the settlement were the Commission's independent Bureau of Investigation and Enforcement and the Pennsylvania Office of Consumer Advocate.

In a statement Thursday, commissioner Robert F. Powelson voiced his support for the settlement.

"The importance of ensuring safe drinking water for all Pennsylvanians cannot be overstated," he said. "However, in this post-Flint, Michigan world, it is not something we can take for granted. I commend York Water for recognizing this, for taking the issue seriously, and for acting quickly to resolve it. I encourage other utilities to do the same should they be faced with a similar issue."

In the motion approved Thursday, Brown further noted that the commission has granted tariff waivers in very limited circumstances, and therefore the commission is directing York Water to file a supplemental tariff reflecting the terms of the settlement within seven days of entry of the order. The filing of the supplemental tariff will not delay the start of replacement work by the company.

The first phase is a four-year waiver involving the replacement of lead customer-owned service lines that are discovered when York Water replaces approximately 1,660 lead company-owned service lines that exist in the company's system, at the company's initial cost, the release said. The second phase is a nine-year waiver involving the annual replacement of up to 400 lead customer-owned service lines whenever they are discovered, regardless of the material used for the company-owned service line.

York Water serves more than 66,000 residential, commercial and industrial customers in 48 communities in York and Adams counties.

**The York Water Company
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York, PA 17401**

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"That good York water"
SINCE 1816

FOR IMMEDIATE RELEASE

PUC approves York Water request to replace all remaining lead service lines

(March 3, 2017) York, Pennsylvania — On March 2, 2017 the Pennsylvania Public Utility Commission (PUC) approved a request by York Water to entirely replace all customer-owned lead service lines over the next several years. York Water already has announced a plan to replace all company-owned lead service lines over the next four years. This approval now let's the company replace all customer-owned lead service lines at no, or little, cost to the customer.

This action by the PUC allows York Water to begin implementing the American Water Works Association policy of "eliminating all lead service lines" from our community water supplies.

The PUC's approval now allows York Water to replace up to 400 additional 'customer-only' lead service lines each year. "Since York Water does not own these lines, and is unaware of where these lines are, we are asking our customers who live in pre-1940 houses for assistance", commented Jeff Hines, President of York Water. "Let us know if you have a customer-owned lead service line and we'll schedule to have it replaced and offer a water test."

"As a community partner for more than 200 years, York Water is committed to addressing lead in our community, which is why we requested PUC approval to completely eliminate all company and customer owned lead service lines," commented Hines. "While water that leaves our filter plant and passes through our water mains does not contain lead, older properties served by any lead service lines, will once and for all, have these lines removed." York Water will even provide partial refunds to any homeowners who have replaced their lead service line over the past four years: If you replaced your lead service line between 3/2013 and 3/2014, and have a bill from a certified plumber, we'll send you a check for 20% of the cost; If you replaced it between 3/2014 and 3/2015, we'll send you a check for 40% of the cost; Between 3/2015 and 3/2016, 60% of the cost; Between 3/2016 and 3/2017, 80% of the cost. Please contact York Water for specific details and requirements.

Customers who are not sure if they have a lead service line may visit www.YorkWater.com and click on Lead Information. York Water's website also shows how a customer with a home built before about 1940 can check their plumbing to see if they have a customer-owned lead service line and steps they should take to reduce lead.

Although York Water has a goal of removing all lead service lines, there could still be other potential sources of lead, such as leaded solder or lead in brass fixtures. Please visit www.yorkwater.com to find out how to reduce lead in your water by simple flushing. For more information on reducing lead exposure around your home/building, including lead paint, and the health effects of lead, you can also visit EPA's website at www.epa.gov/lead or contact your health care provider.

####

**York Water Company
FAQ for Lead
March, 2017**

Q: Is there lead in the water supply?

No. Water that leaves our filter plant is of the highest quality and does not have lead.

Q: Can you explain the testing and results?

York Water just completed its lead test sampling, which is required every 3 years. Per DEP and EPA guidelines, we are required to test 50 high-risk customers to see if there's any lead at their water tap. DEP and EPA designate a threshold that if more than 5 of those 50 tests exceed their action level of 15 PPB, then we need to initiate additional activities to reduce the amount of lead in the water. We had 6 samples exceed the action level.

Q: Who does this affect?

This news mostly impacts our customers that have a lead service line. Because we stopped installing lead service lines in 1934 and have replaced many of the original lines, less than 3% of the properties in our service area have a York Water lead service line. Most all of the other York Water customers have copper, plastic, or steel lines and are much less likely to be impacted. However, all customers should be aware of ways to reduce lead in their drinking water and read the "Lead Information" pamphlet that they received in the mail or is available at www.yorkwater.com.

Q: How do I know if I'm impacted?

We sent those customers with a company-owned lead service line a letter in October. This letter went to 3% of our customers, or 1,660 properties. If you didn't receive a letter and your house was built after 1934, you shouldn't be impacted. However, even if you didn't receive a letter and your house was built before around 1940, you should check to see if you have a customer-owned lead service line. Also, all customers should be aware of ways to reduce lead in their drinking water and read the "Lead Information" pamphlet that they received in the mail or is available at www.yorkwater.com.

Q: If I receive a letter does that mean I have a lead problem?

Just because you have a lead service line, it does not mean you have a problem. Only a small portion of lead service lines may be exceeding the action level.

Q: What is York Water required to do after it exceeds the action level?

The Department of Environmental Protection requires us to notify all of our customers, provide education on how to reduce lead in water, and begin replacing 7% of the company-owned lead service lines per year. We are not required to replace the customer-owned lead service line.

Q: What will York Water do if I have a company-owned lead service line?

York Water is going above and beyond the requirements. We have already been replacing 7% of the service lines, so we will increase that to 25% per year and also:

- We will offer to test your water for free
- We will replace the entire lead service line, from water main to your house, at no charge to you over the next 3-4 years.
- We will give you a 200 gallon credit per month for flushing until we get your lead service line replaced.

York Water is offering to test all of our lead service line customers' water, at no charge, to verify how much lead may be coming from the pipes. As we get test results back, we'll make sure if a property does have a higher reading, we'll schedule their lead service line for early replacement. In the meantime, simple flushing will solve the problem.

Q: Is York Water replacing all company-owned lead service lines, even if the test shows good results?

Yes. The American Water Works Association recently stated that all lead service lines should be replaced. York Water will be working with our customers to eliminate all of our company-owned lead service lines over the next 3-4 years as a potential source of lead so that we work towards making York a "lead free" community.

Q: If I didn't receive a letter, do I have anything to worry about?

Was your house built before about 1940? In that case, your customer-owned service line could be made of lead. However, all customers should be aware of ways to reduce lead in their drinking water and read the "Lead Information" pamphlet that they received in the mail or is available at www.yorkwater.com.

Q: What's the difference between a company-owned and customer-owned lead service line?

In most water systems, including ours, the utility doesn't own the entire service line. York Water owns from the water main to the curb line. The property owner is responsible for the service from the curb line into house. Since we didn't install the customer-owned service our records don't indicate what material it is made of, but if it was after about 1940, it is likely not lead.

Q: What if I live in a pre-1940 house and I didn't get a letter but I've discovered I have a customer-owned lead service line?

York Water is going above and beyond the requirements and if you request it, we will provide:

- A free test of your water
- If the test results come back above the action level, we'll provide 200 gallons credit per month for flushing until your lead service line is replaced, or a follow on test shows the water to be below the action level.
- After we complete the replacement of our company-owned service lines over the next 3-4 years, we will offer to replace your customer-owned lead service at little or no cost to you.
- York Water will replace up to 400 of these lines per year. If you request a water test and its above the action level for lead, we'll prioritize the replacement of your lead service line. In the meantime, simple flushing will take care of the problem.

Q: What if I recently replaced my lead service line, can I get a refund?

- Yes. In order to be fair to those customers who recently replaced their lead service line at their cost, York Water will offer a rebate for some of your costs if you replaced your lead service line in the past 4 years. If you replaced it between 3/2013 and 3/2014, we'll send you a check for 20% of the cost; If you replaced it between 3/2014 and 3/2015, we'll send you a check for 40% of the cost; Between 3/2015 and 3/2016, 60% of the cost; Between 3/2016 and 3/2017, 80% of the cost. Please contact us for specific details and requirements.

Q. How can I reduce lead in my water?

1. Let the water run from the tap before using it for drinking or cooking. The longer water resides in your home's plumbing, the more lead it may contain. If the water has sat unused for more than 6 hours, flushing the tap means running the cold water faucet until the water gets noticeably colder, usually about 15-30 seconds. If your house has a lead service line to the water main, you may have to flush the water for a longer time, about 3 gallons of water, which should take about 3 minutes, before drinking. Toilet flushing or showering flushes water through a portion of your home's plumbing system, but you still need to flush the water in each faucet about 15-30 seconds before using it for drinking or cooking.

2. Use cold water for cooking and preparing baby formula. Do not cook with or drink water from the hot water tap. Do not use water from the hot water tap to make baby formula. Lead dissolves more easily in hot water.

3. Do not boil water to remove lead. Boiling water will not reduce lead.

4. Look for alternative sources or treatment of water. The NSF Consumer Affairs Office has specific information about lead treatment at: <http://www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/lead-in-drinking-water>

5. Identify if your plumbing fixtures contain lead. There are lead check swabs that can detect lead on plumbing surfaces such as solder and pipes. These swabs can be purchased at plumbing and home improvement stores. Consider having lead-containing pipes and fixtures replaced, or use the precautions listed above.

York Water's Lead Information pamphlet at www.yorkwater.com provides additional information.

So, to conclude...

Water that leaves our filter plant and flows thru our water mains does not have lead.

Because we stopped installing lead service lines in 1934 and have replaced many of the original lines, this amounts to fewer than 3% of the properties in our service area, however, there may be other pre-1940 homes that have a lead service line on the customer's side, and any customer with a lead service line, out of an abundance of caution, should run about 3 gallons of water out of their tap, or about 3 minutes, if the line has been sitting idle for over 6 hours. However, all customers should be aware of ways to reduce lead in their drinking water and read the "Lead Information" pamphlet that they received in the mail or is available at www.yorkwater.com.

York Water recognizes that lead in our communities needs to be eliminated, whether its paint in old houses, or lead in plumbing. York Water, as a member of our community for 200 years, will be working with our customers to eliminate all lead service lines over the next several years.

NEWS

York Water to replace customers' lead pipes for free

Fall 2016 testing showed elevated lead levels in some customers' drinking water.

Brett Sholtis bsholtis@ydr.com

Published 6:23 p.m. ET March 2, 2017 | Updated 9:33 a.m. ET March 3, 2017

York Water Co. has offered to replace any of its customers' lead pipes for free.

The water company has been speeding up efforts to replace its old lead lines after recent testing showed that some of customers had elevated lead levels in their water.

This new initiative hopes to combat a related, but separate problem: Lead pipes that exist in the customer's home, or running from the home to the curb.

Those lines are owned by homeowners, not the York Water Co., said company CEO Jeff Hines.

Legally, those lines are the responsibility of the homeowner, Hines said. However, the water company will replace them anyway.

"Our goal is to make York a lead-free community as far as water is concerned," Hines said. "The American Waterworks Association issued a policy this year that said all lead service lines should be eliminated."

READ: Have lead service pipes? Get water tested, York says

To do this, the water company had to get approval from the state Public Utility Commission. That approval was granted, according to a Thursday press release. York Water Co. has agreed to pay for the lead pipe replacements, the release states.

"The efficiency of this approach minimizes total costs, thereby providing better service to York Water customers, particularly to those who might find the total cost of replacing customer-owned lines to be burdensome or too expensive a task to undertake independently," said Gladys Brown, commission chairman, in the release.

York Water Co. isn't sure how many of its customers still have these old, lead lines, Hines said. "Generally, it's buildings built before 1940 — but some of those buildings have had lines

replaced."

The water company's offer to replace the customer lines comes as it responds to last fall's state-mandated testing of pipes it owns. Of 50 lead pipes sampled, six were leeching unacceptable amounts of lead into the drinking water.

The water company sent letters to property owners connected to lead lines to call about having their water tested.

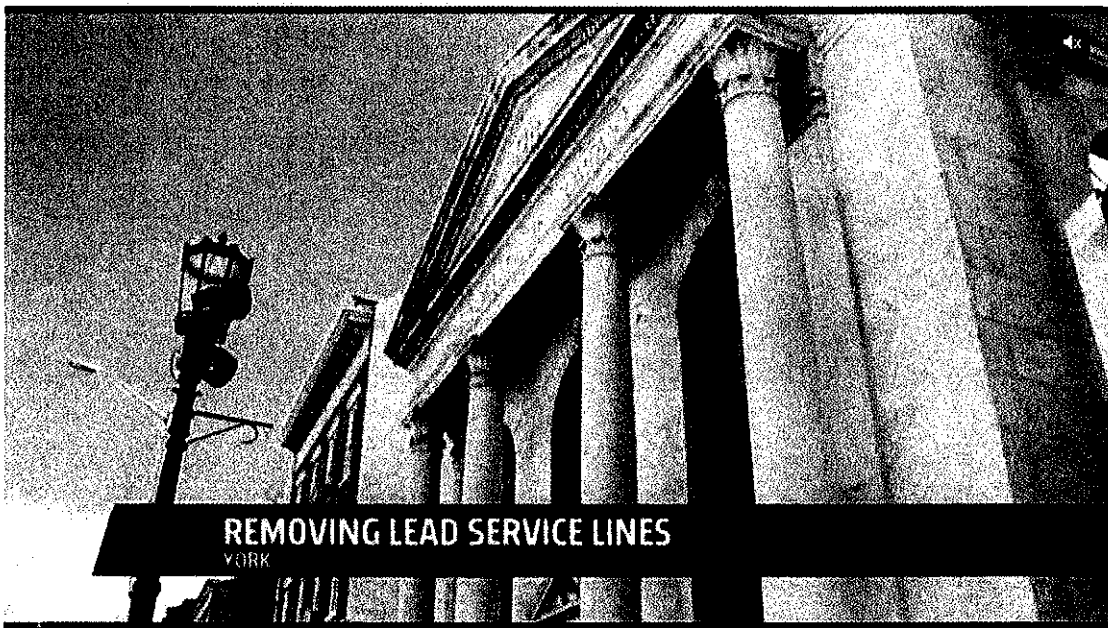
The water company also welcomes residents who believe that they have lead pipes in their homes to contact them, Hines said. Residents who live in rental properties also can contact the York Water Co. to see if their apartments have lead pipes.

For more information, visit the York Water Co.'s website at www.yorkwater.com or call (717) 845-3601.

READ: Lead in your drinking water? What you need to know

<https://www.fox43.com/video/news/local/contests/replacing-lead-water-pipes-in-york/521-13b8015d-825e-44b6-97b7-e8288372ea95>

Replacing Lead Water Pipes In York



Replacing Lead Water Pipes In York

Author: fox43.com

Published: 5:11 PM EST March 3, 2017

Updated: 5:13 PM EST March 3, 2017

<https://blogs.edf.org/health/2017/12/11/pennsylvania-lead-service-lines/>

Pennsylvania empowers municipalities to replace lead service lines

By Tom Neltner, Senior Director, Safer Chemicals Initiative / Published: December 11, 2017

[pullquote]Pennsylvania was already one of the 11 states taking proactive efforts to support LSL replacement since 2015. HB-674 expands that effort. Check our website for what states and communities are doing. [/pullquote] Tom Neltner, J.D., is Chemicals Policy Director

In October 2017, the Pennsylvania General Assembly passed and Governor Wolf signed HB-674 which implements the State's 2017-18 budget. Section 1719-E of the law includes a provision empowering municipal authorities to replace or remediate private water and sewer laterals if the municipality determines the work "will benefit the public health."

The section defines a private water lateral to mean "a line on a property upon which a building or structure is located that connects to a public water system." These laterals are commonly known as service lines. When they contain lead pipe, they are lead service lines (LSLs).

The law allows municipalities to use public funds and municipal employees to replace service lines as long as they first consider the availability of and competing demands on public funds, equipment, personnel and facilities. The law also makes clear that replacing a LSL does not make a municipality the owner of the private lateral or obligate it to perform other duties; although the municipality is given the option to do that if necessary.

While only municipalities can use this new authority, the Pennsylvania Public Utility Commission showed a willingness to allow private utilities to take similar action in its March 2017 decision regarding York Water Company. Recognizing the potential public health hazard of replacing only the utility-owned portion of a LSL and the problems associated with relying on property owners to replace their portion, the Commission allowed the private utility to add the cost of replacing LSLs on private property into the rates it charges to all customers. The decision sets an important precedent by establishing a framework for action.

With an estimated 160,000 LSLs in the state, we hope that municipalities will use this new authority to better protect their residents from lead in drinking water. Similarly, we hope that the almost 40 private utilities in the state seek the Commission's approval to replace LSLs on private property.

2018

York lead pipe replacement ahead of schedule

by Brendan Kinney | Tue, February 20th 2018 at 6:24 PM



Capture: PNG

York, Pa. — A project to replace lead pipes in York is ahead of schedule.

This comes after routine tests came back showing higher than acceptable lead levels in a handful of buildings in September 2016.

At that time the city was already replacing seven percent of their lead service lines per year. That number got bumped up to 25 percent per year.

Nearly 1,200 lead service lines owned by the York Water Company have already been replaced, leaving about 400 still needing to be replaced.

Right now the York Water Company believes about one percent of homes serviced by the company have lead service lines. Most of those homes were built before 1940.

If customers are wondering if their home is affected, call the York Water Company. Homeowners won't be charged for the repairs.

"We think it's the right thing to do for our community. Even though our lead action level was very low but it did exceed the action level so we truly want to eliminate that," said Jeffrey Hines, York Water Company President and CEO.

The city wants to get rid of all lead service lines, both company and customer owned, in the next eight to nine years.

Two system-wide tests have been done since 2016. Below action levels were recorded in both those tests.

The York Water Company stresses there's no lead in the water the city distributes. It's the service lines themselves that have caused issues in the past.

2023



ALERTS



Home > News & Updates > Alerts > Community Reminder: Help York Water Identify Customer-Owned Service Line Material

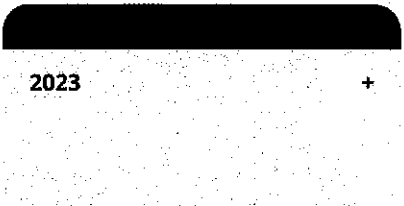
COMMUNITY REMINDER: HELP YORK WATER IDENTIFY CUSTOMER-OWNED SERVICE LINE MATERIAL

April 11, 2023

On April 11, 2023, York Water President & CEO, JT Hand, met with Fox43 to remind the public that it is important for households in our community to help York Water to identify the customer-owned service line materials. Lead customer-owned service lines will be replaced at no cost to the customer.

[See the Fox43 footage.](#)

[Additional information on lead service lines.](#)



[Back to News & Updates](#)



The York Water Company
130 East Market Street
York, PA 17401



General Information:
717-845-3601

Lobby Hours:
Monday thru Friday
8:30 a.m. – 5:00 p.m.

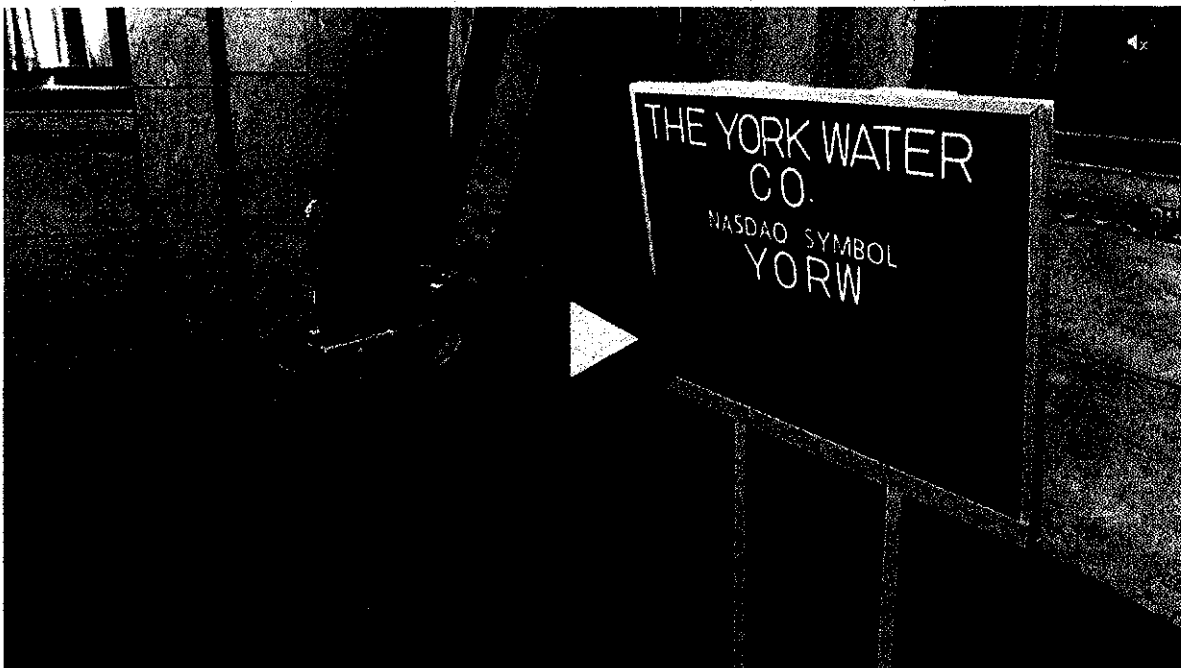
After-Hours Emergencies:
717-848-2984

Fax Line - 24 Hours:
717-845-3792



<https://www.fox43.com/video/life/york-water-company-offers-to-replace-lead-pipes-in-homes-at-no-cost/521-1fa14d09-e8dc-440c-8f3c-3ca034001254>

York Water Company offers to replace lead pipes in homes at no cost



While an EPA report highlights how far Pennsylvania has to go before lead pipes are gone, the York-based water service provider said it's ahead of the curve.

Author: fox43.com

Published: 4:07 PM EDT April 11, 2023

Updated: 4:07 PM EDT April 11, 2023

LSL REPLACEMENT IN THE NEWS

York Water Company offers to replace lead pipes in homes at no cost

4/11/2023

Marshall Keely
Fox43

[Read the full article.](#)

The York Water Company is no stranger to updating its infrastructure. The first pipe ever installed in York, simply a log with a hole in it, was put in the ground in 1816.

President J.T. Hand said the company has made many changes in the more than 200 years since, including removing a harmful metal from use.

"We have been replacing lead service lines since the early 1980s," Hand said.

A new EPA report revealed Pennsylvania has almost 700,000 lead service lines in use, which could cause a range of long-term health problems, especially in children. It comes as Pennsylvania received \$265 million in federal grants to replace lead pipes.

Comments are closed.



Have a suggestion for an article or blog to add? Let us know!

Type

All
Announcements
Articles/ Blogs On The Collaborative
News/ Blogs About LSLs

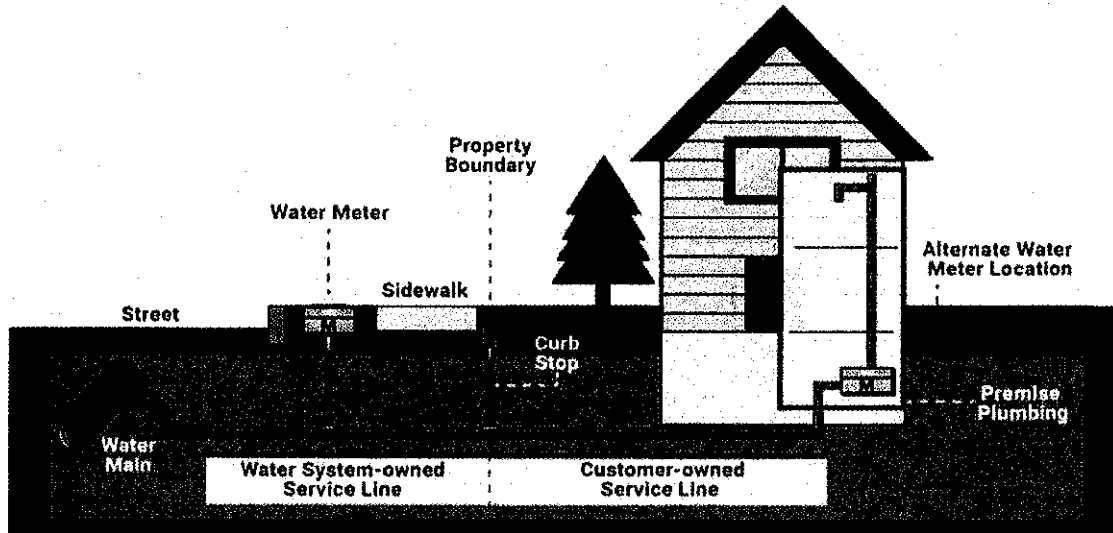
Date

April 2023
March 2023
February 2023
January 2023
December 2022
November 2022
October 2022
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August 2022
July 2022
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June 2021
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November 2020
October 2020
September 2020

2024

How to Check Your Water Service Line for Lead

The York Water Company's water mains are not made of lead, however, the water service line running from the water main to your home may be. We are asking for your help to identify the material of your customer-owned service line. If it is lead, York Water can schedule replacement of that service line at no cost to you.



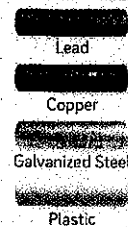
Source: https://files.dep.state.pa.us/Water/BSDW/DrinkingWaterManagement/Regulations/LCRR_SLI_Workbook_2023_v4.pdf

Service Lines

York Water owns the service line segment from the water main to the curb stop and discontinued the use of lead on the company side prior to 1940. The service line from the curb stop into the home is the responsibility of the property owner and may be made of lead, copper, galvanized steel, or plastic pipe. Sample images of possible pipe materials can be found to the right.

You can determine the service line material by testing the service line pipe where it connects to the water meter in the basement or first floor of your home. It is a simple process. You will find all the information you need below. The entire process should only take 10 minutes of your time.

Possible Pipe Materials



Steps to Check Your Service Line Material

Step 1: Gather a key or a coin and a strong refrigerator magnet. Then, find your water meter.

The meter is usually located in a basement or in a meter pit outside. Look at the pipe that connects to your meter from the curb or the outside wall.

Step 2: Carefully Scratch the pipe with the key or coin.

If the pipe is painted, gently scrape off the paint to expose the metal before you scratch it. Do not use a knife or sharp tool. Take care not to make a hole in the pipe. If the pipe scratches easily and turns a shiny silver color, the pipe may be lead or galvanized steel.

Step 3: Place the magnet on the pipe.

If the magnet sticks, the pipe is galvanized steel. If the magnet does not stick, the pipe is likely a lead pipe.

Step 4: Share your findings with York Water by completing the York Water Service Line Inventory Survey.

The York Water Service Line Inventory Survey can be found at yorkwater.com/service-line-inventory-project or by scanning the QR code.



Have questions or need support as you complete these steps? Our Customer Service team is here to help. They can be reached at 717-845-3601 or customer.service@yorkwater.com.

The York Water Company Needs Your Help

Complete the Service Line Survey Today

To learn more and submit your information scan the QR code or visit www.yorkwater.com/service-line-survey.



If you need information or have any questions, The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.



YORK WATER SERVICE
LINE MATERIAL PROJECT

CHECK FOR LEAD

SEE REVERSE SIDE FOR DETAILS



We need your help to find out if you have a lead water service line. This line is owned by you, but we would like to replace it if it is lead at no cost to you.

In only 10 minutes, you can check your service line:



STEP 1:
Gather a key or a coin and a strong refrigerator magnet. Then, find your water meter.



STEP 2:
Carefully scratch the pipe leading into your water meter with the key or coin.



STEP 3:
Place the magnet on the pipe.



STEP 4:
Share your findings with York Water by completing the York Water Service Line Inventory Survey at the link below.



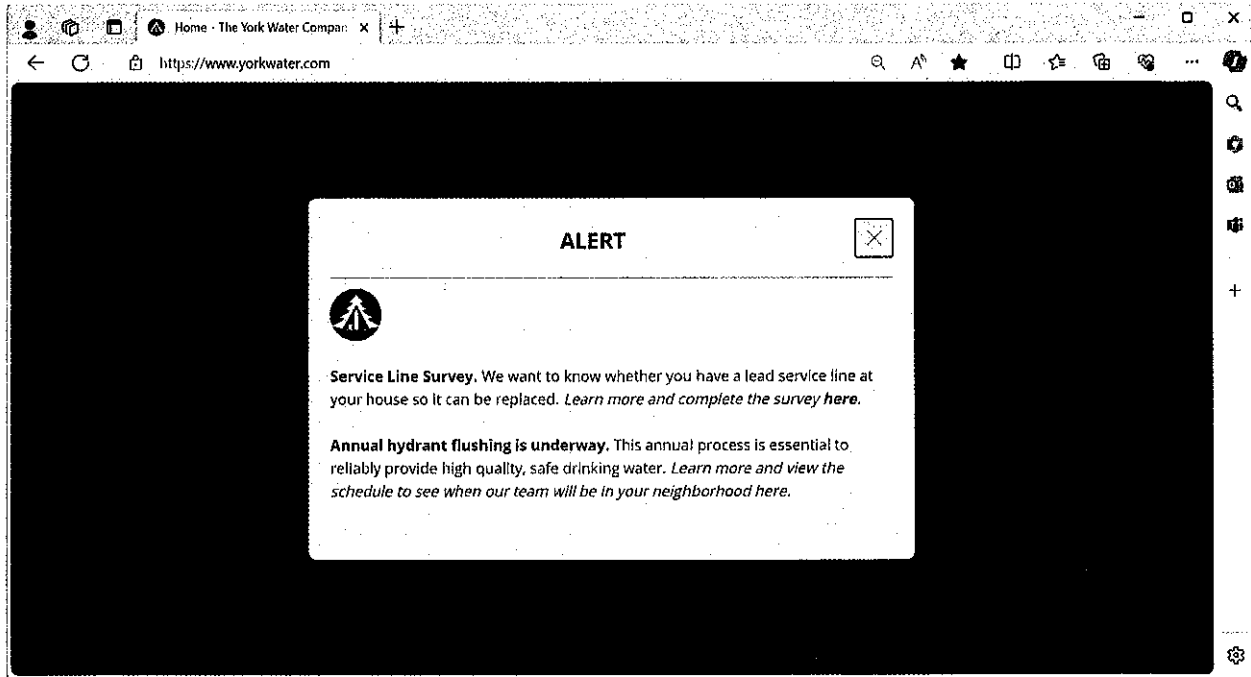
"That good York water"
SINCE 1816

If you need information or have any questions, The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.



Please visit www.yorkwater.com/water-quality/service-line-survey or scan the QR code on this postcard for more details and to submit your information.

Website Pop-Up Window
First Published: 6/24/2024



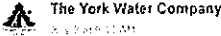
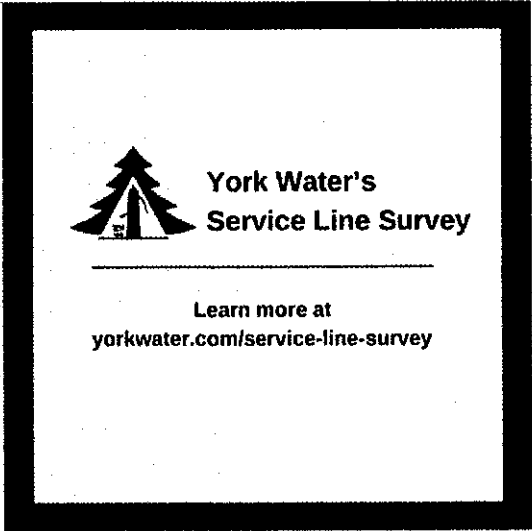
Social Media – Facebook, Instagram, LinkedIn

14 week campaign

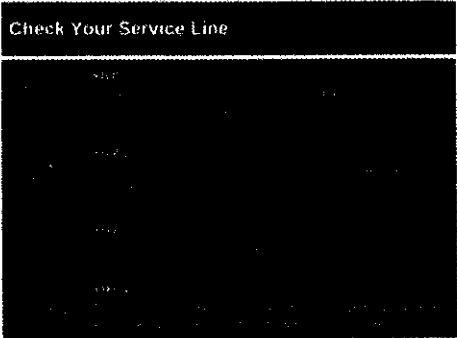
First post: 6/28/2024; followed by additional posts every 2 weeks.



York Water, along with all regulated water utilities, must develop an inventory of all service line material in our territory. If you are a customer of York Water, we need your help to identify the service line material to your home or business. Learn more and complete the survey here: <https://oom.ly/bg3KEgU>.



It takes only 10 minutes to check your service line for lead. To learn more and complete the survey, visit our website. <https://oom.ly/bg3KEgU>





3 17404-0000 0 0
The York Water Company
 130 EAST MARKET STREET
 YORK, PENNSYLVANIA 17405-7089
 PHONE 717-845-3601

0032882600761589000086901

ACCOUNT NUMBER:	3XXXXX-7XXXX
PLEASE PAY:	\$86.90
DUE DATE:	07/08/2024

Service To:
 NAME
 ADDRESS
 WRIGHTSVILLE, PA 17368-9231

000000



000000 Grp No: 000000 Page: 1 of 1 (Seq# 643)

NAME
 STREET
 YORK PA 17404-2578



THE YORK WATER COMPANY
 PO BOX 3009
 LANCASTER, PA 17604-3009

Go Green! Go Paperless!
 Visit us at www.yorkwater.com for details

959250 8192 959250 8192 Tear off this part and send it to us with your check-payable-to: THE YORK-WATER-COMPANY
 Keep this part for your record THE YORK WATER COMPANY

East Prospect Sewer Bill

Billing Period
 05/08/2024 thru 06/07/2024

Company Read 1,000
 Prior Company Read 1,000
 Gallons Billed 0
Current Water Charge

Current Sewer Charge

East Prospect Sewer 1 EDU x 86.9 \$86.90
 Current Sewer Charge \$86.90

Amount of Last Bill	\$86.90
You Paid-Thank You	\$86.90
Adjustment	\$0.00
Balance of Last Bill	\$0.00
Late Charge	\$0.00
Current Water Charge	\$0.00
DSIC	\$0.00
PA Surcharge	\$0.00
Current Sewer Charge	\$86.90
Total Amount Due	\$86.90

Approximate state tax included in this bill is \$0.00. No sales taxes are included.
 Thank you for paying your bill. Your prompt payments are greatly appreciated.

We need your help to identify the material of your water service line. Please visit www.yorkwater.com/water-quality/service-line-survey to learn more and to submit your information. If you have any questions, The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.

Service To: NAME
 ADDRESS
 WRIGHTSVILLE, PA 17368-9231

ACCOUNT NUMBER	3XXXXX-7XXXX
DUE DATE	07/08/2024
PLEASE PAY	\$86.90

See back for more information

PLEASE NOTE

For your convenience you can pay your bill at any of the following places.

Fulton Bank

The York Water Company
130 East Market Street, York (Parking in rear)

**To Pay Your Bill On Line: Go to
www.yorkwater.com**

**To Pay Your Bill By Phone in English or
Spanish: Dial toll free 1-866-665-9578**

SPECIAL MESSAGE

Help us preserve the environment, Go Paperless!
Enroll at www.yorkwater.com.

If you are currently a Timely Automatic Payment customer - thanks! If not, consider signing up for the plan and eliminate receiving a paper bill. With TAP we automatically deduct your water bill from your bank account on the due date. Call 717-845-3601 or visit our web site to find out how easy it is to sign up, save time, postage and paper.

If you have any questions or complaints about your bill, please contact us before the due date at:

The York Water Company
130 East Market Street
P.O. Box 15089
York, PA 17405-7089

Our Office Hours:
Monday through Friday
8:30 a.m. to 5:00 p.m.
Phone: 717-845-3601
Toll Free: 1-800-750-5561

You can learn more about The York Water Company by visiting our web site at: www.yorkwater.com

You may visit our office to:

- ✓ review our rate schedule
- ✓ get an explanation of how to check your bill for accuracy
- ✓ question any of the charges on your bill

For Emergencies - Nights, Weekends and Holidays - Call 717-848-2984

Commonly Used Terms

(Some items below may not apply to your bill)

Customer Charge - A monthly charge that covers our costs for meter reading, billing, equipment maintenance, and other expenses. This charge is the same every month no matter how much water you use.

Radio Frequency Meter Reading - A method to read water meters using a radio frequency signal. The system improves reading efficiency and allows us to get a reading without entering your property.

District Surch - We collect this surcharge to pay back a loan to the municipality. The loan was to extend water service to your area.

Due Date - The due date on your bill applies only to this month's charges. You should pay any old balance right now.

Estimated Bill - When we do not get an actual meter reading, we base your bill on your past water use. The next actual meter reading will correct any over or under estimate.

Late Charge - Industrial and Commercial Customers - We add a 1.5% late charge to the overdue amount if you do not pay your bill by the due date. **Residential and Public Customers** - We add a 1.5% late charge to the overdue amount if you do not pay your bill 30 days after the due date.

Rates - Gravity - We charge gravity rates for water piped directly to you from the Company's reservoirs atop Grantley Hill. **Repump** - We charge repump rates for water that must be taken from the gravity area and then piped to pumps before coming to you. **Residential, Commercial, Public, Industrial** - We charge different rates for different types of customers.

Employee Identification

For your protection, every York Water Company employee wears or carries photo identification. If someone comes to your door, ask for identification. If you are not sure of the person's identity, call us at 717-845-3601 for verification.



The York Water Company

June 2024

To York Water's service territory municipalities,

Water utilities across the United States are working to comply with the Environmental Protection Agency's (EPA) Lead and Copper Rule Revisions. We are completing a water service line inventory that identifies the lead service lines on the customer-owned side of the water service. If a lead service line is confirmed, York Water will replace those lines at no cost to the customer.

York Water is reaching out to customers asking for their help in identifying their service line material. Information on how to determine the material type is included within the materials we are providing and is available on our website.

The intent of this letter is to inform you that we are providing this communication to your residents, in anticipation of potential inquiries and to provide you with The York Water Company's contact information for this project. We also ask you to assist us to eliminate lead water services by posting the Helpful Resources below on your municipal website.

Helpful Resources:

1. [Revised Lead and Copper Rule | US EPA](#)
2. www.yorkwater.com/water-quality/service-line-survey
3. York Water Service Line Inventory Survey



If there are opportunities for us to participate in upcoming community events where we can have representatives present to spread the word about our lead line replacement project, please reach out to let us know by contacting me at the email address below.

Thank you for your attention to this matter. Please reach out with any questions to myself or our customer service team by emailing customer.service@yorkwater.com or calling 717-845-3601.

Sincerely,

Shea Juergens
Director, Special Initiatives
sheaj@yorkwater.com
717-714-6230

From: The York Water Company [customer.service@yorkwater.com] <noreply@everbridge.net>
Sent: Monday, July 1, 2024 3:18 PM
To: [REDACTED]
Subject: Check for Lead: York Water Service Line Survey



Dear York Water Customer,

We need your help to identify your service line. This line is owned by you, but we would like to replace it if it is lead at no cost to you. We have prepared detailed instructions on how to check your service line in this [letter](#) and on The York Water Company [website here](#).

If you are unable to identify the service line or cannot access the information online, The York Water Company team is ready to support. Contact our Customer Service team at customer.service@yorkwater.com or by calling 717-845-3601.

We thank you for your trust and continued support.

Sincerely,

The York Water Company

Please do not respond to this email, as this account is not monitored. This email was sent by The York Water Company. If you have questions or concerns, please reach out to our Customer Service Team at (717) 845-3601 or email to customer.service@yorkwater.com.

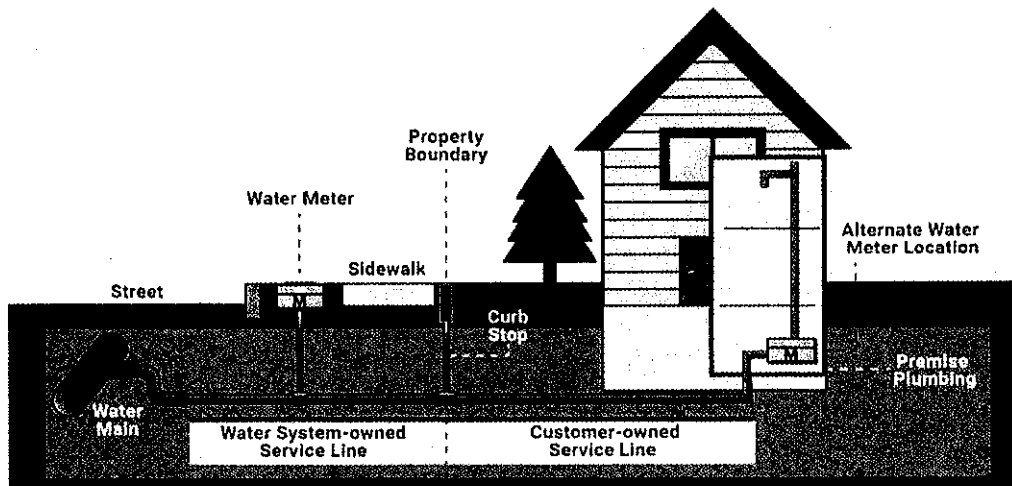


The York Water Company

Dear York Water Customer,

We need your help to identify your service line. This line is owned by you, but we would like to replace it if it is lead at no cost to you.

Water service lines include two sections: the water system-owned service line or the “company-side” and the customer-owned service line or the “customer-side”. The “company-side” is the pipe from the water main in the street to the curb stop and is owned by The York Water Company. The “customer-side” is the pipe that goes from the curb stop (see curb stop location below) to the house or business and is owned by the customer. The York Water Company does not have records for the customer side of the service lines. ***This is where your help is needed.***



Source: https://files.dep.state.pa.us/Water/BSDW/DrinkingWaterManagement/Regulations/LCRR_SLI_Workbook_2023_v4.pdf

Check your service line today – it should only take about 10 minutes. What you need to do:

1. Follow the simple steps on the back of this letter or on our website – www.yorkwater.com/water-quality/service-line-survey.
2. Navigate to the York Water Service Line Inventory Survey to enter your information.

If you are unable to identify the service line or cannot access the information online, contact The York Water Company team at customer.service@yorkwater.com or by calling 717-845-3601.

If you believe that you have a lead service line, you can inform us by entering your information or calling customer service. We will follow up with you once we have received your completed information. All lead service lines will be replaced by The York Water Company at no cost to you, our customer. By self-identifying your service line, it could eliminate the need for further appointments with York Water and/or excavating in your yard. Don't delay, identify today!

We appreciate your support as we work to collect the information of all 78,000 York Water customers.

Sincerely,

Matt Scarpato
Vice President Operations

Steps to Check Your Service Line Material

Step 1: Gather a key or a coin and a strong refrigerator magnet. Then, find your water meter.

The meter is usually located in a basement or in a meter pit outside. Look at the pipe that connects to your meter from the curb or the outside wall.

Step 2: Carefully Scratch the pipe with the key or coin.

If the pipe is painted, gently scrape off the paint to expose the metal before you scratch it. Do not use a knife or sharp tool. Take care not to make a hole in the pipe. If the pipe scratches easily and turns a shiny silver color, the pipe may be lead or galvanized steel.

Step 3: Place the magnet on the pipe.

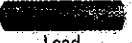



If the magnet sticks, the pipe is galvanized steel. If the **magnet does not stick**, the pipe is likely a lead pipe.

Step 4: Share your findings with York Water by completing the York Water Service Line Inventory Survey.

The York Water Service Line Inventory Survey can be found at yorkwater.com/service-line-inventory-project or by scanning the QR code.



Service Line Materials

	Lead	Copper	Galvanized Steel	Plastic
Possible Pipe Materials  Lead  Copper  Galvanized Steel  Plastic	Outer Appearance Dull, silver gray	Brown/Copper (like a penny); Can have green corrosion spots	Dull, dark gray or black	White
Threads at Connections	None	None	Yes	None
Scratch Test (Use key or coin)	Shiny Silver	Hard to scratch, remains brown/copper	Hard to scratch, remains gray	Will scratch off pieces if scratched hard enough
Magnet Test	Does not stick	Does not stick	Magnet WILL stick	Does not stick

From: **York Water** <PaperlessCommunications@yorkwater.com>
Date: Wed, Jul 10, 2024, 7:27 PM
Subject: Your June invoice from The York Water Company is available online

This is an automated message. Please do not respond to the sending account listed above. If you require assistance, please email The York Water Company Customer Service Team at customer.service@yorkwater.com

Dear York Water Customer:

Your paperless bill with The York Water Company is available online. A summary, payment and other information can be found below.

We thank you for your trust and prompt attention to your invoice.

If you have questions or require assistance, please contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601. They will be happy to help you.

The York Water Company

INVOICE SUMMARY:

CUSTOMER NAME
Account Number: 1XXXX-2XXXX

Service Address:
CUSTOMER ADDRESS
YORK, PA 17402-4517

Date Processed: 06/13/2024
Amount Due: \$00.00
Date Due: 07/08/2024

INVOICE DETAILS AND PAYMENT INFORMATION:

A detailed invoice, along with online payment options are available online. Please go to the Paymentus website <https://ipn.paymentus.com/cp/yrkw>

If this is your first-time using the system, you will be required to create a user profile. To create a user profile, click on "Register Now" to get started.

If you wish to pay by check, mail your payment to:

The York Water Company
PO BOX 3009
Lancaster, PA 17604-3009

Please remember to include your full account number (included above) in the memo portion of your check prior to mailing.

We encourage you to sign up for our Timely Automatic Payment (TAP) program. It is the one method of paying your bill that is both free and paperless. Learn more and enroll in TAP, go to <https://www.yorkwater.com/TAP>

IMPORTANT INFORMATION

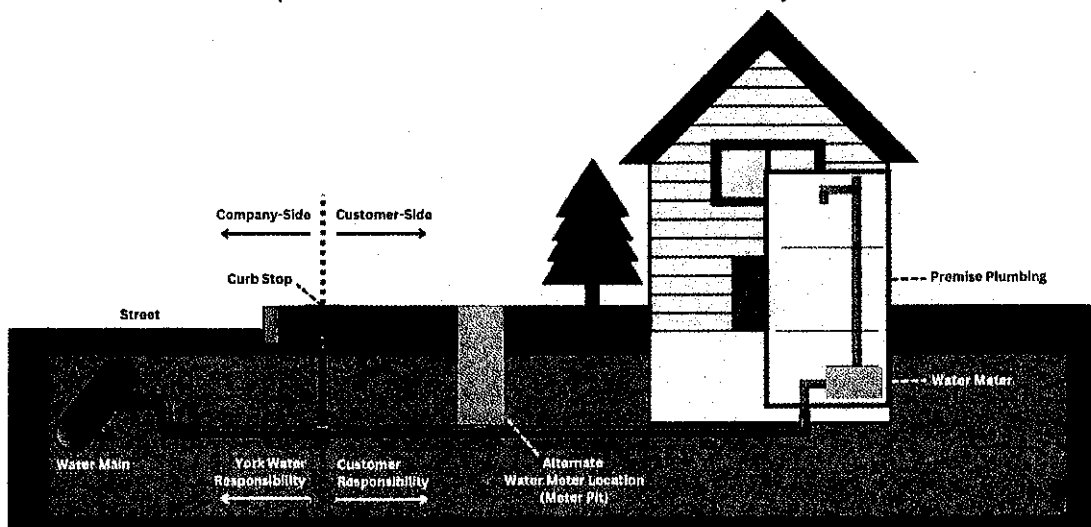
We need your help to identify the material of your water service line. Please visit www.yorkwater.com/servicelinesurvey to learn more and to submit your information.

If you have any questions. The York Water Company Customer Service team is available at customer.service@yorkwater.com or by calling 717-845-3601.

Stay up to date with the latest news and information by visiting us at www.yorkwater.com

How to Check Your Water Service Line for Lead

The York Water Company's water mains are not made of lead, however, the water service line running from the water main to your home may be. We are asking for your help to identify the material of your customer-owned service line. If it is lead, York Water can schedule replacement of that service line at no cost to you.



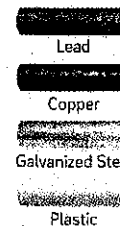
Source: https://files.dep.state.pa.us/Water/BSDW/DrinkingWaterManagement/Regulations/LCRR_SLI_Workbook_2023_v4.pdf

Service Lines

York Water owns the service line segment from the water main to the curb stop and discontinued the use of lead on the company side prior to 1940. The service line from the curb stop into the home is the responsibility of the property owner and may be made of lead, copper, galvanized steel, or plastic pipe. Sample images of possible pipe materials can be found to the right.

You can determine the service line material by testing the service line pipe where it connects to the water meter in the basement or first floor of your home. It is a simple process. You will find all the information you need below. The entire process should only take 10 minutes of your time.

Possible Pipe Materials



Steps to Check Your Service Line Material

Step 1: Gather a key or a coin and a strong refrigerator magnet. Then, find your water meter.

The meter is usually located in a basement or in a meter pit outside. Look at the pipe that connects to your meter from the curb or the outside wall.

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The York Water Service Line Inventory Survey can be found at yorkwater.com/service-line-inventory-project or by scanning the QR code.



Have questions or need support as you complete these steps? Our Customer Service team is here to help. They can be reached at 717-845-3601 or customer.service@yorkwater.com.

Appendix E



October 9, 2022

The York Water Company
Adams County Well Systems
Lead and Copper Sampling Plans and Certification Documentation

PADEP – Office of Safe Drinking Water
Mr. Drew Hoffman, Safe Drinking Water Supervisor
Mr. Zach Duchow, Compliance Specialist
Safe Drinking Water Program
Harrisburg South District
909 Elmerton Ave. Harrisburg, PA 17110

Dear Mr. Hoffman,

Enclosed please find The York Water Company’s Lead and Copper Sampling Plan and certification documents associated with the Department’s requirements for the Lead and Copper Rule as defined in 25 Pa. Code §109.1107. The information in Enclosure 1 is exempt from disclosure under the Right to Know Act, the Freedom of Information Act, and any other federal or state law or regulation. The information is exempt from disclosure because it contains proprietary information, confidential customer information containing customer personal identification information, and customer information that could be harmful to customers. I hereby request prompt written notice of any request for disclosure of the information in Enclosure 1, as well as the maximum amount of time under the applicable statute to object to any disclosure of such information.

§109.1107(a)(2)(i)

(A) The name, address and public water system identification number (PWSID) of the public water system from which the samples are taken

The York Water Company
130 E. Market St.
York, PA 17401

- Amblebrook: PWSID 7010066
- Carroll Valley: PWSID 7010033
- Country View Manor: PWSID 7670129
- Eastern Cumberland: PWSID 7010044
- Western Cumberland: PWSID 7010038

(B) The contaminant ID: See Enclosure 1

(C) The parameter name: See Enclosure 1

(D) The sample period: Monitoring period June 1 – September 30, 2022



- (E) The sample type: Customer Tap.
- (F) The number of samples required, and the number of samples taken: For each water system, there were 5 required, 5 were collected. All 25 samples were collected from Tier 3 locations
- (G) The analytical method used: EPA 200.8
- (H) The results of analyses conducted: See Enclosure 1
- (I) The sample location: See Enclosure 1
- (J) The 90th percentile: Lead and Copper: See Enclosure 1
- (K) Whether an action level has been exceeded: See Enclosure 1
- (L) The name, address and identification number of the certified laboratory performing the analyses:

ALS Environmental
34 Dogwood Lane
Middletown, PA 17057
NELAP: PA 22-293

LABS INC. (Laboratory, Analytical, and Biological Services)
125 Enterprise Drive
New Oxford, PA 17350
PADEP - #01-550

Sample Site Location

The Company is required to collect at least 5 customer tap samples per monitoring period from each of the five systems noted. Through a deliberate materials evaluation of each of the distribution systems, we have identified zero properties served by lead service line. As a result, the 5 Tier 3 samples are from single family structures served via service lines that do not contain lead and are from properties that do not contain lead piping or copper piping with leaded solder installed after 1982.

Enclosure 1 identifies the five (5) compliance sampling locations for each of the five systems included in our sampling plans. All five locations in all five systems are identified as Tier 3 sampling locations. Referring to Enclosure 1, the first column indicates the water system name, the second column indicates the PWSID number of that water system, the third reflects the location ID# and the fourth column provides the corresponding address. The fifth and sixth columns indicate any and all changes made to Location IDs and addresses as compared to the most recent 2019 Lead and Copper monitoring period. They indicate the previous Sample Location ID and Addresses, including a comment explaining the reasoning behind the use of a new location in place of the old location.

Materials Evaluation of the Distribution System

The York Water Company has conducted thorough evaluations of the materials in our distribution systems and will continue to assess and document any additional information and changes on an ongoing basis.



As part of this evaluation, we have identified a sampling pool of exclusively Tier 3 locations. Throughout all five systems, there are zero (0.0) company owned service lines made of lead. The same is true for all customer owned service lines.

Certification that proper sampling procedures were used

Enclosure 2 is the Company's certification that the Company utilized proper sampling procedures for each of the five systems along with a copy of the instruction letters is provided. Instructions were the same for each of the five systems.

Certification of Consumer Notice of Lead & Copper Tap Monitoring Results Reporting

Enclosure 3 includes a copy of the sample result letter. This signed cover letter certifies that the each contain all of the required content as identified in 25 Pa. Code §109.1104(b). All result letters utilized the same format and language with only the addressee and results changing. All results were below the action level, so there were no exceedance letters.

If you have any questions related to this submittal or require additional information, please contact me directly at (717) 718-2974 or dougc@yorkwater.com.

Sincerely,

Douglas J. Crawshaw
Water Quality Manager

*Enclosures

* For the reasons described above, Enclosure 1 is exempt from disclosure under FOIA, Right to Know, or other similar requests.

The York Water Company Adams County Well Systems 2022 Fall Lead and Copper Sample Locations and Results

Enclosure 1 is exempt from disclosure under FOIA, Right to Know, or other similar requests.

System Name	PWSID	Amblebrook 2022 Fall Pb/Cu Sample Locations All are Tier 3 Sites				2022 Lead Results Sorted Highest to Lowest			2022 90th Percentile Lead Result (Contaminant Code 1030) (Avg. of 2 highest)	2022 Copper Results Sorted Highest to Lowest		2022 90th Percentile Copper Result (Contaminant Code 1022) (Avg. of 2 highest)
		Location ID#	Location Address	Old Location ID (IF DIFFERENT from most recent PbCu cycle)	Comments Detailing why the "Old Location" is no longer being used as an LCR sampling location	Rank	Lead (ppm)	Lead (ppb)		Rank	Copper (ppm)	
Amblebrook	7010066	712	46 Buttonbush Ln	N/A	N/A	Highest	0.000	0.0	0.000-mg/L 0.0-ppb	Highest	0.115	0115-mg/L
		716	31 Broomsedge Ln	N/A	N/A	2	0.000	0.0		2	0.074	
		721	45 Tulip Tree Way	N/A	N/A	3	0.000	0.0	3	0.055		
		722	32 Tulip Tree Way	N/A	N/A	4	0.000	0.0	4	0.042		
		724	29 Tulip Tree Way	710	Customer installed water softener	5	0.000	0.0	5	0.020		

System Name	PWSID	Carroll Valley 2022 Pb/Cu Sample Locations All are Tier 3 Sites				2022 Lead Results Sorted Highest to Lowest			2022 90th Percentile Lead Result (Contaminant Code 1030) (Avg. of 2 highest)	2022 Copper Results Sorted Highest to Lowest		2022 90th Percentile Copper Result (Contaminant Code 1022) (Avg. of 2 highest)
		Location ID#	Location Address	Old Location ID (IF DIFFERENT from most recent PbCu cycle)	Comments Detailing why the "Old Location" is no longer being used as an LCR sampling location	Rank	Lead (ppm)	Lead (ppb)		Rank	Copper (ppm)	
Carroll Valley	7010033	703	7 Lakeview Trail	N/A	N/A	Highest	0.0020	2.0	0.0015-mg/L 1.5-ppb	Highest	0.550	0.52-mg/L
		704	7 Valley View Trail	N/A	N/A	2	0.0010	1.0		2	0.490	
		706	13 Hilltop Trail	N/A	N/A	3	0.0000	0.0	3	0.140		
		707	1A Pine Hill Trail	N/A	N/A	4	0.0000	0.0	4	0.048		
		709	28 Forest Trail	N/A	N/A	5	0.0000	0.0	5	0.038		

System Name	PWSID	Country View Manor 2022 Pb/Cu Sample Locations All are Tier 3 Sites				2022 Lead Results Sorted Highest to Lowest			2022 90th Percentile Lead Result (Contaminant Code 1030) (Avg. of 2 highest)	2022 Copper Results Sorted Highest to Lowest		2022 90th Percentile Copper Result (Contaminant Code 1022) (Avg. of 2 highest)
		Location ID#	Location Address	Old Location ID (IF DIFFERENT from most recent PbCu cycle)	Comments Detailing why the "Old Location" is no longer being used as an LCR sampling location	Rank	Lead (ppm)	Lead (ppb)		Rank	Copper (ppm)	
Country View Manor	7670129	720	5 Randilyn Dr	N/A	N/A	Highest	0.0000	0.0	0.000-mg/L 0.0-ppb	Highest	0.053	0.043-mg/L
		721	153 Roland Rd	N/A	N/A	2	0.0000	0.0		2	0.033	
		722	12 Tyler Dr	N/A	N/A	3	0.0000	0.0	3	0.024		
		723	1 Country View Ct	N/A	N/A	4	0.0000	0.0	4	0.015		
		724	13 Country View Ct	N/A	N/A	5	0.0000	0.0	5	0.011		

**The York Water Company
Adams County Well Systems
2022 Fall Lead and Copper Sample Locations and Results**

Enclosure 1 is exempt from disclosure under FOIA, Right to Know, or other similar requests.

System Name	PWSID	Eastern Cumberland 2022 Pb/Cu Sample Locations All are Tier 3 Sites				2022 Lead Results Sorted Highest to Lowest			2022 90th Percentile Lead Result (Contaminant Code 1030) (Avg. of 2 highest)	2022 Copper Results Sorted Highest to Lowest		2022 90th Percentile Copper Result (Contaminant Code 1022) (Avg. of 2 highest)
		Location ID#	Location Address	Old Location ID (IF DIFFERENT from most recent PbCu cycle)	Comments Detailing why the "Old Location" is no longer being used as an LCR sampling location	Rank	Lead (ppm)	Lead (ppb)		Rank	Copper (ppm)	
Eastern Cumberland	7010044	702	2702 Meadow Dr	N/A	N/A	Highest	0.0050	0.0	0.004-mg/L 4.0-ppb	Highest	0.43	0.29-mg/L
		706	2707 Meadow Dr	N/A	N/A	2	0.0030	0.0		2	0.14	
		725	2716 Meadow Dr	N/A	N/A	3	0.0000	0.0	3	0.12		
		728	2736 Meadow Dr	N/A	N/A	4	0.0000	0.0	4	0.12		
		727	2734 Meadow Dr	700	Unable to sample in 2022 due to having newborn	5	0.0000	0.0	5	0.12		

System Name	PWSID	Western Cumberland 2022 Pb/Cu Sample Locations All are Tier 3 Sites				2022 Lead Results Sorted Highest to Lowest			2022 90th Percentile Lead Result (Contaminant Code 1030) (Avg. of 2 highest)	2022 Copper Results Sorted Highest to Lowest		2022 90th Percentile Copper Result (Contaminant Code 1022) (Avg. of 2 highest)
		Location ID#	Location Address	Old Location ID (IF DIFFERENT from most recent PbCu cycle)	Comments Detailing why the "Old Location" is no longer being used as an LCR sampling location	Rank	Lead (ppm)	Lead (ppb)		Rank	Copper (ppm)	
Western Cumberland	7010038	740	58 Perrin Ave	N/A	N/A	Highest	0.0010	1.0	0.0005-mg/L 0.5-ppb	Highest	0.036	0.035-mg/L
		724	224 Pegram St	N/A	N/A	2	0.0000	0.0		2	0.034	
		730	372 Pegram St	N/A	N/A	3	0.0000	0.0	3	0.027		
		732	28 Davis Ave	N/A	N/A	4	0.0000	0.0	4	0.019		
		734	30 Davis Ave	N/A	N/A	5	0.0000	0.0	5	0.018		

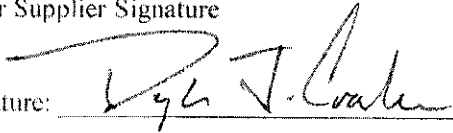


Amblebrook Water System 2022

PWSID: 7010066

I certify that each resident or sample collector has been instructed in the proper methods for collecting lead and copper tap samples.

Water Supplier Signature

Signature: 

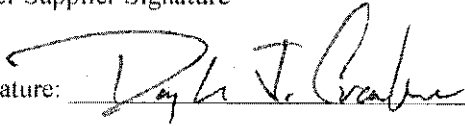
Date: 10/9/22

Carroll Valley Water System 2022

PWSID: 7010033

I certify that each resident or sample collector has been instructed in the proper methods for collecting lead and copper tap samples.

Water Supplier Signature

Signature: 

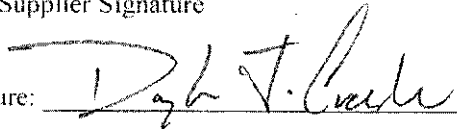
Date: 10/9/22

Country View Manor Water System 2022

PWSID: 7670129

I certify that each resident or sample collector has been instructed in the proper methods for collecting lead and copper tap samples.

Water Supplier Signature

Signature: 

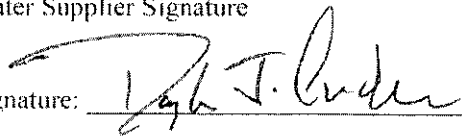
Date: 10/9/22

Eastern Cumberland Water System 2022

PWSID: 7010044

I certify that each resident or sample collector has been instructed in the proper methods for collecting lead and copper tap samples.

Water Supplier Signature

Signature: 

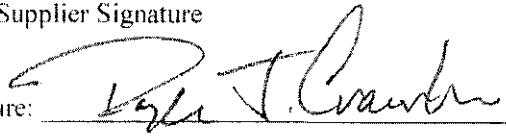
Date: 10/9/22

Western Cumberland Water System 2022

PWSID: 7010038

I certify that each resident or sample collector has been instructed in the proper methods for collecting lead and copper tap samples.

Water Supplier Signature

Signature: 

Date: 10/9/22



Dear Customer:

The York Water Company would like to thank you for your participation in our Lead and Copper Monitoring Program. Due to the extreme sensitivity of the procedure, the sample collection instructions must be followed as closely as possible.

The instructions are as follows:

1. Determine a suitable sample location. Select the kitchen (or bathroom) **cold**-water faucet that you use regularly for drinking or cooking. Please notify us if you have a water softener or a filter – these devices will change your results!
2. **IMPORTANT:** Water in the home must NOT be used for 6 hours prior to collecting the sample.
3. After allowing the water in the home to set unused for at least 6 hours, fill the sample bottle as you would fill a glass of water, up to the marked line with the first water that comes from the **cold** water tap. NOTE: Do not run any water to the drain prior to filling the bottle.
4. If any plumbing work, new fixtures, repairs or replacements have been done in the home since the previous sampling event, please share this information below. This is very important.
5. **Place the bottle with this form in the plastic bag that was provided and leave it outside your front door prior to 8am for pickup on _____.**
6. Results from this monitoring will be provided to participating customers when the reports are generated for the state. However, if excessive lead or copper levels are found, immediate notification will be provided (usually 10-14 days from the time of sample collection).

Any questions regarding these instructions can be answered by calling Steve Aumen at (717) 718-7542 or Katrina Cooper at (717) 779-7425.

TO BE COMPLETED BY THE CUSTOMER

DEP ID#: _____
*York Water Company Use Only

Have you had any recent plumbing work done at or inside your home? Yes No

Have you installed any new faucets? Yes No Do you have a filter or a softener? Yes No

Water was last used: Time: _____ Date: _____

Sample was collected: Time: _____ Date: _____

Sample location: Kitchen Sink (best) Bathroom Sink Laundry Room Sink

I have read the above directions and have collected the water sample in accordance with these directions.

Signature: _____ Date: _____



September 1, 2022

Customer Notice of Lead and Copper Results

Customer Name
Customer Address

Dear York Water Customer:

Thank you for responding to our recent public outreach and for participating in our Lead and Copper monitoring program. We've completed the analysis of your sample and the test results of the sample collected from your home are as follows:

Lead Result ppb

Copper Result ppm

To put these results in perspective, the EPA action level for lead is 15 ppb (parts per billion). The Maximum Contaminant Level Goal (MCLG) for lead is 0 ppb. The EPA action level for copper is 1.3 ppm (parts per million). The Maximum Contaminant Level Goal for copper is also 1.3 ppm. EPA defines the MCLG as: *The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.* EPA defines the action level as: *The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* Both your lead and copper results are below the action level. ND indicates the targeted contaminant was so low it was Not Detected.

What are the Health Effects of Lead?

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

What are the Health Effects of Copper?

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease (a genetic enzymatic disorder) should consult their personal doctor.

How Lead and Copper Get Into Water

Lead and copper in drinking water most often come from water distribution lines or household plumbing rather than from the water system source. Plumbing sources can include lead pipes, copper pipes, lead solder, faucets, valves, and other components made of brass. Lead from other sources (such as lead-based paint and contaminated dust or soil) can increase a person's overall exposure, which adds to the effects of lead in water. Copper from plumbing corrosion can accumulate in the water very quickly, even overnight.

Your neighborhood and consequently your home were chosen because it fit the profile for a site that could have elevated lead and copper levels. The York Water Company has optimized its corrosion control treatment to help keep lead and copper corrosion to a minimum within its distribution system and your internal plumbing.

Steps you can take to reduce your exposure to lead in your drinking water:

Run your water to flush out lead. To reduce your exposure to lead in drinking water, we suggest you follow the 6-3-3 rule. If your water has not been used for six hours, flush your tap for 3 minutes, about 3 gallons of water, before consuming. This flushing will greatly reduce any lead that may have accumulated in your pipes, as evidenced by the above results.

Use cold water for cooking and preparing baby formula.

Do not boil water to remove lead.

Identify if your plumbing fixtures or service line contains lead.

York Water is committed to reducing our community's exposure to lead. Over the years we have replaced many company-owned lead service lines. Between 2017 and 2018 the Company replaced over 1600 Company-owned lead service lines and has replaced all known lead service lines to date. Based upon the age of your home, you are not served by a company-owned or customer-owned lead service line. Your greatest exposure to lead in your water may be from lead solder and lead which may leach from plumbing fixtures in your home.

For more information on reducing exposure to lead in drinking water, please visit our website at www.yorkwater.com. Additional information is available by visiting EPA's website at www.epa.gov/lead, by contacting the National Lead Information Center at 800-424-LEAD or contacting your health care provider.

Thank you for your cooperation in our sampling program. If you have any questions about your results or the measures York Water is taking to reduce our community's exposure to lead, please contact our Customer Service Department at (717) 845-3601 Monday through Friday between 8:00 a.m. and 5:00 p.m.



October 9, 2022

The York Water Company, PWSID 7670100

PADEP – Office of Safe Drinking Water
Mr. Drew Hoffman, Safe Drinking Water Supervisor
Mr. Zach Duchow, Compliance Specialist
Safe Drinking Water Program
Harrisburg South District
909 Elmerton Ave. Harrisburg, PA 17110

Dear Mr. Hoffman:

Enclosed please find The York Water Company’s Lead and Copper Sampling Plan and certification documents associated with the Department’s requirements for the Lead and Copper Rule as defined in 25 Pa. Code §109.1107. The information in Enclosure “1” is exempt from disclosure under the Right to Know Act, the Freedom of Information Act, and any other federal or state law or regulation. The information is exempt from disclosure because it contains proprietary information, confidential customer information containing customer personal identification information, and customer information that could be harmful to customers. I hereby request prompt written notice of any request for disclosure of the information in Enclosure “1”, as well as the maximum amount of time under the applicable statute to object to any disclosure of such information.

§109.1107(a)(2)(i)

- (A) The name, address and public water system identification number (PWSID) of the public water system from which the samples are taken

The York Water Company
130 E. Market St.
York, PA 17401
PWSID: 7670100

- (B) The contaminant ID: See Enclosure 1
- (C) The parameter name: See Enclosure 1
- (D) The sample period: Monitoring period June 1 – September 30, 2022
- (E) The sample type: Customer Tap.
- (F) The number of samples required, and the number of samples taken: 50 required: 50 taken



- (G) The analytical method used: EPA 200.8
- (H) The results of analyses conducted: See Enclosure 1
- (I) The sample location: See Enclosure 1
- (J) The 90th percentile – Lead = 2.0-ppb, Copper = 0.047-ppm: See Enclosure 1
- (K) Whether an action level has been exceeded: See Enclosure 1
- (L) The name, address and identification number of the certified laboratory performing the analyses:

ALS Environmental
34 Dogwood Lane
Middletown, PA 17057
NELAP: PA 22-293

Sample Site Location

The Company is required to collect at least 50 customer tap samples per monitoring period. Through a deliberate materials evaluation of the Company's distribution system, we have identified zero properties served by lead service lines. As a result, 100% of the 50 Tier 1 samples are from properties with copper piping and lead solder.

Enclosure 1 identifies the fifty (50) compliance sampling locations included in our sampling plan. All 50 are identified as Tier 1 sampling locations. The samples collected from Location ID's 051 through 100, and 151 through 158 are from homes that have copper piping with lead solder and were built after 1982 (light blue cell color).

Referring to Enclosure 1, the first column indicates the location ID# and the second column provides the corresponding address. The third and fourth columns indicate all changes made to Location IDs and addresses as compared to the most recent 2019 Lead and Copper monitoring period. They show the previous Sample Location ID and addresses including a comment explaining the reasoning behind the use of the new location in place of the old location. The York Water Company has replaced the LSLs (lead service lines) of all previous (2019) LSL compliance sampling locations. Additionally, all LSL discovered in the intervening years are replaced, in-full, in very short-order. Usually, any discovered LSL is fully replaced (no partial replacements) within approximately three weeks from discovery.

Materials Evaluation of the Distribution System

The York Water Company has conducted a thorough evaluation of the materials in our distribution system and will continue to assess and document additional information and changes on an



ongoing basis. As part of this evaluation, we have identified a sampling pool of over 110 locations that are considered Tier 1 locations, including single family homes that were built after 1982 and have copper piping with lead solder. All known company owned lead service lines have been completely replaced: there were no partial LSL replacements. All known customer owned LSLs in our water system have been replaced.

Water Quality Parameter (WQP) sample site locations

Enclosure 2 identifies the WQP locations with their location code and sampling address. No changes have been made to the locations of our WQP plan. The Company serves over 100,000 individuals and therefore we utilize 25 sampling locations in addition to our Entry Point. We have had zero (0.0) exceedances since the end of our 2019 LCR monitoring period.

Certification that proper sampling procedures were used

Enclosure 3 is the Company's certification that the Company utilized proper sampling procedures.

Certification of Consumer Notice of Lead Tap Monitoring Results Reporting

Enclosure 4 includes the certification that our sample results letters contain all of the required content as identified in 25 Pa. Code §109.1104(b) and copies of our sample results letters provided to our customers. Enclosure 4A-1 is the sample results letter for those customers without a lead or copper result that exceeded the action level and 4A-2 is the sample letter for the customer with results that were not below the action levels for lead. Enclosure 4B is the documentation of the response to the single customer that had a lead sample result exceed the action level, including the sample result letter, follow-up sample instructions, and follow-up sample results.

Please note that one sample result exceeded the lead action level of 15-ppb. Within an hour of my receipt of the results, I'd left a voicemail for the customer whose home the sample came from. We arranged for a time that a coworker and I could visit and assist with trouble-shooting. The customer shared that while they understood the sampling instructions, they collected the sample from the shower head in their 2nd floor bathroom. The troubleshooting was geared towards 1) identifying any problems that would contribute to elevated lead results and 2) having the customer retest their water at multiple locations in their home.

There was no recent plumbing, poor or excess solder at joints, no pitting or obvious corrosion, and no moisture observed on the exterior of the pipes in the home. However, there was a fair amount of debris held by the aerator in their shower head (in which the sample was collected from), which we cleaned with them and placed back into service. We discussed a follow-up sampling regimen for the customer that would involve the collection of a total of six samples over a three-day period. The intent was to test the bathroom sink on day 1, test the kitchen sink on day 2, and retest the shower head on day 3. Each location had a pair of samples collected; the initial sample of each pair was a first-draw sample following the EPA guidance for LCR sampling, and then the second was collected after continuing to flush that faucet only for 5-min. The customer complied and all results were non-detect for lead,

THE
YORK
WATER
COMPANY



indicating that the debris trapped in the aerator (of the shower head) was definitively the root cause of the initial lead exceedance. All results of the follow-up sampling were shared with both the customer (verbal and written) and the Department.

If you have any questions related to this submittal or require additional information, please contact me directly at (717) 718-2974 or douge@yorkwater.com.

Sincerely,

Douglas J. Crawshaw
Water Quality Manager

*Enclosures

* For the reasons described above, Enclosure "1" is exempt from disclosure under FOIA, Right to Know, or other similar requests.

The York Water Company 2022 Lead and Copper Sample Locations and Results

Enclosure "1" is exempt from disclosure under FOIA, Right to Know, or other similar

Green color indicates lead service line (LSL) customers	2022 Pb/Cu Sample Locations All are Tier 1 Sites		Blue color indicates "New Construction" customers
Location ID#	Location	Old Location ID (IF DIFFERENT from most recent Pb/Cu cycle)	Comments Detailing why the "Old Location" is no longer being used as an LCR sampling location
051	3811 Kings Arm Ln		
052	3899 Sandra Dr		
053	3867 Sandra Dr	207	LSL Replaced
054	4085 Sandra Drive		
055	3991 Sandra Drive	209	LSL Replaced
056	3824 Kings Arm Lane		
057	3835 Tarpley Drive	211	LSL Replaced
058	4133 Greywood Drive		
059	3878 Tarpley Drive		
060	3866 Kings Arm Ln	213	LSL Replaced
061	3815 Kings Arm Lane		
062	3851 Kings Arm Lane	217	LSL Replaced
065	3964 Tarpley Dr		
066	370 Northurst Rd.		
067	3811 Tarpley Dr.	218	LSL Replaced
068	3847 Tarpley Dr.		
069	3894 Tarpley Drive		
071	3828 Silver Spur Dr.		
072	3833 Silver Spur Dr.		
073	3839 Silver Spur Dr.		
075	3829 Tarpley Dr.		
076	3804 Kings Arm Ln	220	LSL Replaced
078	3816 Kings Arm Ln.		
079	3840 Kings Arm Ln.	225	LSL Replaced
080	3883 Tarpley Dr.		
081	3875 Sandra Dr.		
082	3871 Tarpley Dr.	227	LSL Replaced
083	3831 Sandra Dr.	229	LSL Replaced
084	3971 Sandra Dr.	235	LSL Replaced
085	4005 Sandra Dr.		
086	4054 Sandra Dr.	236	LSL Replaced
088	3846 Tarpley Dr.	237	LSL Replaced
089	3834 Tarpley Dr.		
090	3886 Tarpley Dr.		
091	3822 Silver Spur Dr.		
092	3825 Silver Spur Dr.		
093	3831 Silver Spur Dr.	239	LSL Replaced
094	3834 Silver Spur Dr.	241	LSL Replaced
095	3859 Tarpley Dr.	249	LSL Replaced
096	3877 Tarpley Dr.	307	LSL Replaced
097	3847 Kings Arm Ln.	310	LSL Replaced
098	3891 Sandra Dr.		
099	4074 Sandra Dr.	311	LSL Replaced
100	390 Holbrook Rd.	312	LSL Replaced
151	3852 Tarpley Dr.	317	LSL Replaced
152	3823 Tarpley Dr.	323	LSL Replaced
153	3883 Sandra Dr.	329	LSL Replaced
154	3851 Sandra Dr.	333	LSL Replaced
157	3811 Silver Spur Dr.	339	LSL Replaced
158	3836 Silver Spur Dr.	077	No response from customer

2022 Lead Results Sorted Highest to Lowest		
Rank	Result in ppm	Result in ppb
Highest	0.0240	24.0
2	0.0045	4.5
3	0.0032	3.2
4	0.0026	2.6
5	0.0024	2.4
6	0.0020	2.0
7	0.0000	0.0
8	0.0000	0.0
9	0.0000	0.0
10	0.0000	0.0
11	0.0000	0.0
12	0.0000	0.0
13	0.0000	0.0
14	0.0000	0.0
15	0.0000	0.0
16	0.0000	0.0
17	0.0000	0.0
18	0.0000	0.0
19	0.0000	0.0
20	0.0000	0.0
21	0.0000	0.0
22	0.0000	0.0
23	0.0000	0.0
24	0.0000	0.0
25	0.0000	0.0
26	0.0000	0.0
27	0.0000	0.0
28	0.0000	0.0
29	0.0000	0.0
30	0.0000	0.0
31	0.0000	0.0
32	0.0000	0.0
33	0.0000	0.0
34	0.0000	0.0
35	0.0000	0.0
36	0.0000	0.0
37	0.0000	0.0
38	0.0000	0.0
39	0.0000	0.0
40	0.0000	0.0
41	0.0000	0.0
42	0.0000	0.0
43	0.0000	0.0
44	0.0000	0.0
45	0.0000	0.0
46	0.0000	0.0
47	0.0000	0.0
48	0.0000	0.0
49	0.0000	0.0
50	0.0000	0.0

2022 90th Percentile Lead Result (Contaminant Code 1030)
0.0020
2.0-ppb

2022 Copper Results Sorted Highest to Lowest	
Rank	Cu (ppm)
Highest	0.390
2	0.240
3	0.084
4	0.071
5	0.062
6	0.047
7	0.044
8	0.044
9	0.036
10	0.033
11	0.033
12	0.031
13	0.030
14	0.028
15	0.028
16	0.027
17	0.026
18	0.025
19	0.025
20	0.024
21	0.024
22	0.024
23	0.023
24	0.023
25	0.022
26	0.022
27	0.022
28	0.022
29	0.021
30	0.021
31	0.021
32	0.020
33	0.019
34	0.018
35	0.018
36	0.017
37	0.016
38	0.016
39	0.016
40	0.016
41	0.016
42	0.014
43	0.014
44	0.013
45	0.013
46	0.010
47	0.010
48	0.009
49	0.009
50	0.000

2022 90th Percentile Copper Result (Contaminant Code 1022)
0.047-mg/L

The York Water Company

Enclosure #2



Main System

WQP Sample Locations

Previous Sample Location Code	New Sample Location Code	Sample Location Description	Address
	EP102	The York Water Company Filter Plant	1351 Grantley Road
	701	Stewartstown Interconnect - sample pit	1531 E. Forrest Ave., New Freedom, PA 17349
	702	Turkey Hill Minit Market - Yorkana - back room wash sink	4490 E. Prospect Rd., York, PA 17406
	703	Hokes Mill Inc. , Abbottstown - first floor bathroom sink	130 W. King St., Abbottstown, PA 17301
	704	West Manchester Pumphouse - sample spigot	2915 W. Market St., York, PA 17404
	705	North York Pumphouse - sample spigot	8 Taft Ave., York, PA 17404
	706	Mt. Zion Pumphouse - sample spigot	1490 Mt. Zion Rd., York, PA 17406
	707	Loganville Pumphouse - sample spigot	79 School Rd., York, PA 17407
	800	Rutters Farm Store - Richland Ave. & Indian Rock Dam Rd. - food prep wash sink	910 S. Richland Ave., York, PA 17404
	801	York Ice Company - King's Mill Rd. restroom spigot	281 Kings Mill Rd., York, PA 17401
	805	Florida Avenue Pumphouse - sample spigot	802 Florida Ave., York, PA 17404
	806	Northwest Booster Station - sample spigot	1490 Roosevelt Ave., York, PA 17404
	807	Bull Road Pumphouse - sample spigot	2897 Roosevelt Ave., York, PA 17408
	850	North Point Pumphouse - sample spigot	2360 North Point Dr., York, PA 17406
	851	Pleasureville Pumphouse - sample spigot	1510 N. Sherman St., York, PA 17406
	853	Manchester Sheetz - men's restroom sink	4309 N. George St., Manchester, PA 17345
	854	Starview Pumphouse - sample spigot	40 Brendan Mews Way, Mt. Wolf, PA 17347
	901	Rutter's Farm Store - Jacobus - food prep wash sink	35 N. Main St., Jacobus, PA 17407
	904	Hametown Pumphouse - sample spigot	10900 Susquehanna Trail S., Glen Rock, PA 17327
	907	York New Salem Pumphouse - sample spigot	924 Trinity Rd., York, PA 17408
	909	Spring Grove Pumphouse - sample spigot	527 N. Main St., Spring Grove, PA 17362
	910	Airport Pumphouse - sample spigot	6060 Lincoln Hwy W., Thomasville, PA 17364
	911	Irishtown Road Booster Station - sample spigot	1190 Kohler Mill Rd., New Oxford, PA 17350
	950	Haines Acres Pumphouse - sample spigot	1019 Erlen Dr., York, PA 17402
	951	Longstown Pumphouse - sample spigot	717 Edgewood Rd., York, PA 17402
	952	Rutter's Farm Store - Hallam - food prep wash sink	700 West Market St., Hallam, PA 17406



I certify that each resident or sample collector has been instructed in the proper methods for collecting lead and copper tap samples.

Water Supplier Signature

Signature: _____

Date: _____



Dear Customer:

The York Water Company would like to thank you for your participation in our Lead and Copper Monitoring Program. Due to the extreme sensitivity of the procedure, the sample collection instructions must be followed as closely as possible.

The instructions are as follows:

1. Determine a suitable sample location. Select the kitchen (or bathroom) **cold**-water faucet that you use regularly for drinking or cooking. Please notify us if you have a water softener or a filter – these devices will change your results!
2. **IMPORTANT:** Water in the home must NOT be used for 6 hours prior to collecting the sample.
3. After allowing the water in the home to set unused for at least 6 hours, fill the sample bottle as you would fill a glass of water, up to the marked line with the first water that comes from the **cold** water tap. NOTE: Do not run any water to the drain prior to filling the bottle.
4. If any plumbing work, new fixtures, repairs or replacements have been done in the home since the previous sampling event, please share this information below. This is very important.
5. **Place the bottle with this form in the plastic bag that was provided and leave it outside your front door prior to 8am for pickup on _____.**
6. Results from this monitoring will be provided to participating customers when the reports are generated for the state. However, if excessive lead or copper levels are found, immediate notification will be provided (usually 10-14 days from the time of sample collection).

Any questions regarding these instructions can be answered by calling Steve Aumen at (717) 718-7542 or Katrina Cooper at (717) 779-7425.

TO BE COMPLETED BY THE CUSTOMER

DEP ID#: _____ *York Water Company Use Only
--

Have you had any recent plumbing work done at or inside your home? Yes No

Have you installed any new faucets? Yes No Do you have a filter or a softener? Yes No

Water was last used: Time: _____ Date: _____

Sample was collected: Time: _____ Date: _____

Sample location: Kitchen Sink (best) Bathroom Sink Laundry Room Sink

I have read the above directions and have collected the water sample in accordance with these directions.

Signature: _____ Date: _____



097A

Dear Customer:

The York Water Company would like to thank you for your participation in our Lead and Copper Monitoring Program. Due to the extreme sensitivity of the procedure, the sample collection instructions must be followed as closely as possible.

The instructions are as follows:

1. Determine a suitable sample location. Select the kitchen (or bathroom) cold-water faucet that you use regularly for drinking or cooking. Please notify us if you have a water softener or a filter – these devices will change your results!
2. **IMPORTANT:** Water in the home must NOT be used for 6 hours prior to collecting the sample.
3. After allowing the water in the home to set unused for at least 6 hours, fill the sample bottle as you would fill a glass of water, up to the marked line with the first water that comes from the cold water tap. NOTE: Do not run any water to the drain prior to filling the bottle.
4. If any plumbing work, new fixtures, repairs or replacements have been done in the home since the previous sampling event, please share this information below. This is very important.
5. **Place the bottle with this form in the plastic bag that was provided and leave it outside your front door. Contact us by phone (717-845-3603) or email (customer.service@yorkwater.com) to let us know the bottle is ready for pick up. Include your address in the subject line of the email.**
6. Results from this monitoring will be provided to participating customers when the reports are generated for the state. However, if excessive lead or copper levels are found, immediate notification will be provided (usually 10-14 days from the time of sample collection).

Any questions regarding these instructions can be answered by calling Steve Aumen at (717)718-7542.

TO BE COMPLETED BY THE CUSTOMER

DEP ID#: 097A
*York Water Company Use Only

Have you had any recent plumbing work done at or inside your home? Yes No

Have you installed any new faucets? Yes No Do you have a filter or a softener? Yes No

Water was last used: Time: 8:45 pm Date: 7-6-22

Sample was collected: Time: 3:40 am Date: 7-7-22

Sample location: Kitchen Sink (best) Bathroom Sink Laundry Room Sink

I have read the above directions and have collected the water sample in accordance with these directions.

Signature: Melissa Fetterly Date: 7-7-22



Kitchen Sink #1 & #2

Dear Customer:

The York Water Company would like to thank you for your participation in our Lead Monitoring Program. Due to the extreme sensitivity of the procedure, the sample collection instructions must be followed as closely as possible in order to produce the most accurate data.

The instructions are as follows:

1. Determine a suitable sample location. Use a well-used kitchen or bathroom cold-water faucet. If you have water softeners on your kitchen taps, collect your sample from the bathroom tap that is not attached to a water softener, or a point of use filter.
2. **IMPORTANT:** Sample faucet must NOT be used for 6 hours prior to collecting the sample.
3. After the tap has set unused for at least 6 hours, fill sample bottle #1 as you would fill a glass of water to the line with the first water drawn from the cold water tap. NOTE: Do not run any water to the drain prior to filling bottle #1.
4. Allow the faucet to run fully open for an additional 5 minutes (or 5-gallons) after collecting sample #1. Fill sample bottle #2.
5. Place the bottles and this form in the plastic bag that was provided. Place outside your front door for pick up in the morning.
6. If any plumbing repairs or replacements have been done in the home, note this information on the label as provided.
7. Results from this monitoring will be provided to participating customers when the reports are generated. However, if excessive lead levels are found, immediate notification will be provided.

Call Steve Aumen at (717)718-7542 if you have any questions regarding these instructions.

TO BE COMPLETED BY THE CUSTOMER

Water was last used:	Time: <u>8:30¹ p.m.</u>	Date: <u>6-23-22²</u>
Sample was collected:	Time: <u>3:40</u>	Date: <u>3:45 6-23-22</u>
Sample location (e.g. Bathroom sink): _____		
I have read the above directions and have taken a tap sample in accordance with these directions.		
Signature: <u>J. Melissa Little</u>	Date: <u>6-23-22</u>	



Bathroom Sink #3 & #4

Dear Customer:

The York Water Company would like to thank you for your participation in our Lead Monitoring Program. Due to the extreme sensitivity of the procedure, the sample collection instructions must be followed as closely as possible in order to produce the most accurate data.

The instructions are as follows:

1. Determine a suitable sample location. Use a well-used kitchen or bathroom cold-water faucet. If you have water softeners on your kitchen taps, collect your sample from the bathroom tap that is not attached to a water softener, or a point of use filter.
2. **IMPORTANT:** Sample faucet must NOT be used for 6 hours prior to collecting the sample.
3. After the tap has set unused for at least 6 hours, fill sample bottle #1 as you would fill a glass of water to the line with the first water drawn from the cold water tap. NOTE: Do not run any water to the drain prior to filling bottle #1.
4. Allow the faucet to run fully open for an additional 5 minutes (or 5-gallons) after collecting sample #1. Fill sample bottle #2.
5. Place the bottles and this form in the plastic bag that was provided. Place outside your front door for pick up in the morning.
6. If any plumbing repairs or replacements have been done in the home, note this information on the label as provided.
7. Results from this monitoring will be provided to participating customers when the reports are generated. However, if excessive lead levels are found, immediate notification will be provided.

Call Steve Aumen at (717)718-7542 if you have any questions regarding these instructions.

TO BE COMPLETED BY THE CUSTOMER

Water was last used: Time: 10:00 pm Date: 6-21-22

Sample was collected: Time: 4 pm Date: 6-22-22

Sample location (e.g. Bathroom sink): Bathroom Sink

I have read the above directions and have taken a tap sample in accordance with these directions.

Signature: Melissa Fetherolf Date: 6-22-22



Shower #5 & #6

Dear Customer:

The York Water Company would like to thank you for your participation in our Lead Monitoring Program. Due to the extreme sensitivity of the procedure, the sample collection instructions must be followed as closely as possible in order to produce the most accurate data.

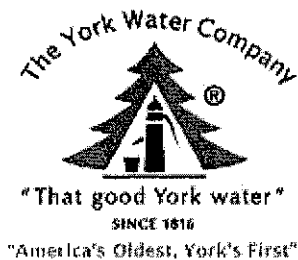
The instructions are as follows:

1. Determine a suitable sample location. Use a well-used kitchen or bathroom cold-water faucet. If you have water softeners on your kitchen taps, collect your sample from the bathroom tap that is not attached to a water softener, or a point of use filter.
2. **IMPORTANT:** Sample faucet must NOT be used for 6 hours prior to collecting the sample.
3. After the tap has set unused for at least 6 hours, fill sample bottle #1 as you would fill a glass of water to the line with the first water drawn from the cold water tap. NOTE: Do not run any water to the drain prior to filling bottle #1.
4. Allow the faucet to run fully open for an additional 5 minutes (or 5-gallons) after collecting sample #1. Fill sample bottle #2.
5. Place the bottles and this form in the plastic bag that was provided. Place outside your front door for pick up in the morning.
6. If any plumbing repairs or replacements have been done in the home, note this information on the label as provided.
7. Results from this monitoring will be provided to participating customers when the reports are generated. However, if excessive lead levels are found, immediate notification will be provided.

Call Steve Aumen at (717)718-7542 if you have any questions regarding these instructions.

TO BE COMPLETED BY THE CUSTOMER

Water was last used:	Time: <u>4:35 AM</u>	Date: <u>6-23-22</u>
Sample was collected:	Time: <u>4:35 AM</u>	Date: <u>6-24-22</u>
Sample location (e.g. Bathroom sink): <u>Shower / with shower head off</u>		
I have read the above directions and have taken a tap sample in accordance with these directions.		
Signature: <u>Melissa Feltner</u>	Date: <u>6-24-22</u>	



July 6, 2022

Customer Notice of Lead and Copper Results

DALE H. MC GINNIS
3836 SILVER SPUR DR.
YORK, PA 17402-5133

Dear York Water Customer:

Thank you for responding to our recent public outreach and for participating in our Lead and Copper monitoring program. We've completed the analysis of your sample and the test results of the sample collected from your home are as follows:

Lead ND ppb

Copper 0.03 ppm

To put these results in perspective, the EPA action level for lead is 15 ppb (parts per billion). The Maximum Contaminant Level Goal (MCLG) for lead is 0 ppb. The EPA action level for copper is 1.3 ppm (parts per million). The Maximum Contaminant Level Goal for copper is also 1.3 ppm. EPA defines the MCLG as: *The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.* EPA defines the action level as: *The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* Both your lead and copper results are below the action level. ND indicates the targeted contaminant was so low it was Not Detected.

What are the Health Effects of Lead?

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

What are the Health Effects of Copper?

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease (a genetic enzymatic disorder) should consult their personal doctor.

How Lead and Copper Get Into Water

Lead and copper in drinking water most often come from water distribution lines or household plumbing rather than from the water system source. Plumbing sources can include lead pipes, copper pipes, lead solder, faucets, valves, and other components made of brass. Lead from other sources (such as lead-based paint and contaminated dust or soil) can increase a person's overall exposure, which adds to the effects of lead in water. Copper from plumbing corrosion can accumulate in the water very quickly, even overnight.

Your neighborhood and consequently your home were chosen because it fit the profile for a site that could have elevated lead and copper levels. The York Water Company has optimized its corrosion control treatment to help keep lead and copper corrosion to a minimum within its distribution system and your internal plumbing.

Steps you can take to reduce your exposure to lead in your drinking water:

Run your water to flush out lead. To reduce your exposure to lead in drinking water, we suggest you follow the 6-3-3 rule. If your water has not been used for six hours, flush your tap for 3 minutes, about 3 gallons of water, before consuming. This flushing will greatly reduce any lead that may have accumulated in your pipes, as evidenced by the above results.

Use cold water for cooking and preparing baby formula.

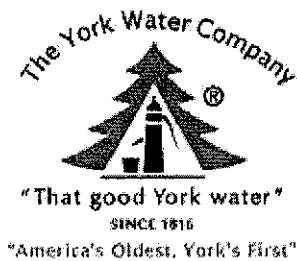
Do not boil water to remove lead.

Identify if your plumbing fixtures or service line contains lead.

York Water is committed to reducing our community's exposure to lead. Over the years we have replaced many company-owned lead service lines. Between 2017 and 2018 the Company replaced over 1600 Company-owned lead service lines and has replaced all known lead service lines to date. Based upon the age of your home, you are not served by a company-owned or customer-owned lead service line. Your greatest exposure to lead in your water may be from lead solder and lead which may leach from plumbing fixtures in your home.

For more information on reducing exposure to lead in drinking water, please visit our website at www.yorkwater.com. Additional information is available by visiting EPA's website at www.epa.gov/lead, by contacting the National Lead Information Center at 800-424-LEAD or contacting your health care provider.

Thank you for your cooperation in our sampling program. If you have any questions about your results or the measures York Water is taking to reduce our community's exposure to lead, please contact our Customer Service Department at (717) 845-3601 Monday through Friday between 8:00 a.m. and 5:00 p.m.



Customer Notice of Lead and Copper Results

Dear York Water Customer:

Thank you for responding to our recent public outreach and for participating in our Lead and Copper monitoring program. We've completed the analysis of your sample and the test results of the sample collected from your home are as follows:

Lead _____ ppb

Copper _____ ppm

This notice is to inform you that results of the lead monitoring for your address exceeded the action level for drinking water. To put these results in perspective, the EPA action level for lead is 15 ppb (parts per billion). The Maximum Contaminant Level Goal (MCLG) for lead is 0 ppb. The EPA action level for copper is 1.3 ppm (parts per million), as is the MCLG. EPA defines the MCLG as: *The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.* EPA defines the action level as: *The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* The result for lead is above the action level, while copper was below the action level. ND indicates the copper level was so low it was not detected.

What are the Health Effects of Lead?

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

What are the Health Effects of Copper?

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease (a genetic enzymatic disorder) should consult their personal doctor.

How Lead and Copper Get Into Water

Lead and copper in drinking water most often comes from water distribution lines or household plumbing rather than from the water system source. Plumbing sources can include lead pipes, copper pipes, lead solder, faucets, valves, and other components made of brass. Lead from other sources (such as lead-based paint and contaminated dust or soil) can increase a person's overall exposure, which adds to the effects of lead in water. Copper from plumbing corrosion can accumulate in the water very quickly, even overnight.

Your neighborhood and consequently your home were chosen because it fit the profile for a site that could have elevated lead and copper levels. The York Water Company has optimized its corrosion control treatment to help keep lead and copper corrosion to a minimum within its distribution system and your internal plumbing.

Steps you can take to reduce your exposure to lead in your drinking water:

Run your water to flush out lead. To reduce your exposure to lead in drinking water, we suggest you follow the 6-3-3 rule. If your water has not been used for six hours, flush your tap for 3 minutes, about 3 gallons of water, before consuming. This flushing will greatly reduce any lead that may have accumulated in your pipes, as evidenced by the above results.

Use cold water for cooking and preparing baby formula.

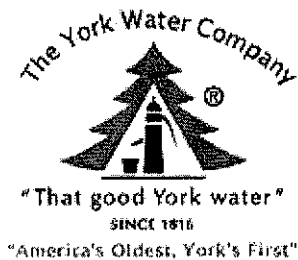
Do not boil water to remove lead.

Identify if your plumbing fixtures or service line contains lead.

Follow Up: The York Water Company would like to follow up with additional assistance to reduce the lead levels within your home. Prior to receiving this notice, a York Water Company representative has made an attempt to contact you to schedule additional assistance. If we were unable to make contact with you prior to receiving this notice, please contact us ASAP to schedule. York Water is committed to reducing our community's exposure to lead. Over the years we have replaced many company-owned lead service lines. Between 2017 and 2018 the Company replaced over 1600 Company-owned lead service lines and has replaced all known company-owned lead service lines to date. On March 2, 2017 the Pennsylvania Public Utility Commission (PUC) approved a request by York Water to entirely replace all customer-owned lead service lines over the next several years. This approval now allows the company to replace all customer-owned lead service lines at no, or little, cost to the customer. This action by the PUC allows York Water to be one of only a handful of utilities in the country to begin implementing the American Water Works Association policy of "eliminating all lead service lines" from our community water supplies. *We are proud to say we have since eliminated all lead service lines from our system.*

Contact Information: To request additional assistance you may contact Steve Aumen at 717-718-7542 or Doug Crawshaw at 717-718-2974. For more information on reducing exposure to lead in drinking water, please visit our website at www.yorkwater.com. Additional information is available by visiting EPA's website at www.epa.gov/lead, by contacting the National Lead Information Center at 800-424-LEAD or contacting your health care provider.

Thank you for your cooperation in our sampling program. If you have any questions about your results or the measures York Water is taking to reduce our community's exposure to lead, please contact our Customer Service Department at (717) 845-3601 Monday through Friday between 8:00 a.m. and 5:00 p.m.



June 30, 2022

Customer Notice of Lead Results

JOSEPH A FETTEROLF
3847 KINGS ARMS LN
YORK, PA 17402-5126

Dear York Water Customer:

Thank you for responding to our recent letter and for voluntarily providing water samples from your tap. We've completed the analysis of your sample and the test results of the sample collected from your home are as follows:

Location 1: <u>Kitchen sink</u>	Sample #1 Lead <u>ND</u> ppb	Sample #2 Lead <u>ND</u> ppb
Location 2: <u>Bathroom sink</u>	Sample #1 Lead <u>ND</u> ppb	Sample #2 Lead <u>ND</u> ppb
Location 3: <u>Shower head</u>	Sample #1 Lead <u>ND</u> ppb	Sample #2 Lead <u>ND</u> ppb

To put these results in perspective, the EPA action level for lead is 15 ppb (parts per billion). The Maximum Contaminant Level Goal (MCLG) for lead is 0 ppb. EPA defines the MCLG as: *The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.* EPA defines the action level as: *The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* All of your results are below the action level. We asked that you take multiple samples; for each location, the first sample was a first draw sample, meaning we asked you not to use your faucet for 6 hours and then take a first draw, filling the water bottle labeled #1. For the second sample, we asked you to flush your water for 5 minutes or 5 gallons and then fill the bottle labeled #2. ND indicates the targeted contaminant was so low it was Not Detected.

What are the Health Effects of Lead?

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

How Lead Gets Into Water

Lead in drinking water most often comes from water distribution lines or household plumbing rather than from the water system source. Plumbing sources can include lead pipes, copper pipes, lead solder, faucets, valves, and other components made of brass. Lead from other sources (such as lead-based paint and contaminated dust or soil) can increase a person's overall exposure, which adds to the effects of lead in water.

York Water offered to sample your water because our records indicate that you have a Lead Service Line. It's important to note that just because you have a lead service line, it does not mean you have a problem. However, to reduce your exposure to lead in drinking water, we suggest you follow the 6-3-3 rule. If your water has not been used for six hours, flush your tap for 3 minutes, about 3 gallons of water, before consuming. This flushing will greatly reduce any lead that may have accumulated in your pipes, as evidenced by the above results.

Steps you can take to reduce your exposure to lead in your drinking water:

Run your water to flush out lead. To reduce your exposure to lead in drinking water, we suggest you follow the 6-3-3 rule. If your water has not been used for six hours, flush your tap for 3 minutes, about 3 gallons of water, before consuming. This flushing will greatly reduce any lead that may have accumulated in your pipes, as evidenced by the above results.

Use cold water for cooking and preparing baby formula.

Do not boil water to remove lead.

Identify if your plumbing fixtures or service line contains lead.

York Water is committed to reducing our community's exposure to lead. Over the years we have replaced many company-owned lead service lines. Between 2017 and 2018 the Company replaced over 1600 Company-owned lead service lines and has replaced all known lead service lines to date. Based upon the age of your home, you are not served by a company-owned or customer-owned lead service line. Your greatest exposure to lead in your water may be from lead solder and lead which may leach from plumbing fixtures in your home.

For more information on reducing exposure to lead in drinking water, please visit our website at www.yorkwater.com. Additional information is available by visiting EPA's website at www.epa.gov/lead, by contacting the National Lead Information Center at 800-424-LEAD or contacting your health care provider.

Thank you for your cooperation in our sampling program. If you have any questions about your results or the measures York Water is taking to reduce our community's exposure to lead, please contact our Customer Service Department at (717) 845-3601 Monday through Friday between 8:00 a.m. and 5:00 p.m.

Appendix F

STANDARD OPERATING PROCEDURE

1.0 Purpose

To define the processes to be followed beginning with a lead service line identification and ending with completion of the lead service line replacement, flushing billing credit application, and notification of lead test results to the customer, where applicable.

Exhibit 1 “Lead Service Line Replacement Process” flowchart accompanies this SOP.

2.0 Impacted Departments

X Billing	Human Resources	X Special Initiatives
X Construction	Information Technology	Supply Chain
X Customer Service	Maint. & Grounds	Wastewater
X Distribution	Marketing & Comms.	X Water Quality
X Engineering	Meter Reading	X YWC Contractors
Fixed Assets	X Operations Services	

3.0 Process

3.1 The Construction or Distribution department; its contractor; or the Special Initiatives or GIS department; identifies a lead service line.

3.1.1 If the lead service line is identified by a contractor, they immediately notify the Construction department.

3.1.2 If the lead service line is identified by the Special Initiatives or GIS department, they notify Operations Services to create a work order for service line verification.

3.2 Construction or Distribution completes the following tasks upon discovery or notification of the lead service line.

3.2.1 Email the Lead Notification distribution list at leadnotification@yorkwater.com.

3.2.2 Update the service line information in Oracle, if needed.

3.2.3 Provide a replacement agreement to customer(s) in person.

3.2.4 Create a record in the “Lead Service Line Tracker” spreadsheet.

- 3.3 Billing reviews the “Lead Service Line Tracker” spreadsheet and applies a flushing credit to the applicable address(es), following receipt of the lead service line notification.
- 3.4 Customer Service determines if the lead service line is company-only side, customer-only side, or company- and customer-side and sends the respective information.
 - 3.4.1 Customer Service provides to customer via mail same/next day the **company-side** lead service line letter with flushing credit information, “Lead Information,” “Request for Water Testing” postcard, and will add the date this information was sent to the “Lead Service Line Tracker” spreadsheet.
 - 3.4.2 Customer Service provides to customer via mail same/next day, the **customer-side** lead service line letter with flushing credit information, “Lead Information,” “Request for Water Testing” postcard, and will add the date this information was sent to the “Lead Service Line Tracker” spreadsheet.
 - 3.4.3 Customer Service provides to customer via mail same/next day: **company- and customer-side** lead service line letter with flushing credit information, “Lead Information,” “Request for Water Testing” postcard, and will add the date this information was sent to the “Lead Service Line Tracker” spreadsheet.
- 3.5 The customer returns the replacement agreement to Customer Service for service lines including the customer-owned portion.
 - 3.5.1 Construction, Distribution, or its contractor, receives the signed agreement and emails it to Customer Service.
 - 3.5.2 Customer Service will add the agreement signature date to the “Lead Service Line Tracker” spreadsheet.
 - 3.5.3 Customer Service will save the agreement in the shared folder.
 - 3.5.4 Customer Service will email the Lead Notification distribution list at leadnotification@yorkwater.com indicating that the agreement had been received.
- 3.6 Construction or Distribution replaces the lead service line as soon as possible.
 - 3.6.1 Construction or Distribution will email the Lead Notification distribution list at leadnotification@yorkwater.com indicating that the service line had been replaced.



- 3.6.2 Construction or Distribution provides to customer via door hanging following replacement: post-replacement lead service line letter with flushing credit information, “Lead Information,” “Request for Water Testing” postcard, and will add the date this information was posted to the “Lead Service Line Tracker.”
- 3.6.3 Billing reviews the “Lead Service Line Tracker” spreadsheet and continues to apply a flushing credit to the applicable address(es) for six months following the date of replacement.
- 3.7 Customer Service receives optional sampling requests. Post-replacement samples should be taken three to six months following service line replacement. The date the request is received will be added to the “Lead Service Line Tracker” spreadsheet.
 - 3.7.1 Customer Service sends the test kit and instructions to the customer. The date will be added to the “Lead Service Line Tracker” spreadsheet.
 - 3.7.2 Water Quality team prepares for water testing requests.
 - 3.7.3 Customer Service or the Water Quality team communicates test results with the customer. These results are communicated by the Water Quality team if an exceedance exists.

4.0 Records

- 4.1 The following documents are referenced within this Standard Operating Procedure:
 - 4.1.1 “Lead Service Line Replacement Process” exhibit flow chart
 - 4.1.2 “Lead Service Line Tracker” spreadsheet
 - 4.1.3 “Company-”, “Customer-” and “Company- and Customer-” lead notification letters with flushing credit information
 - 4.1.4 “Company-”, “Customer-” and “Company- and Customer-” lead service line post-replacement letters with flushing credit information
 - 4.1.5 “Lead Information” flyer
 - 4.1.6 “Request for Water Testing” postcard
 - 4.1.7 “Water Service Line Replacement Temporary License Agreement”

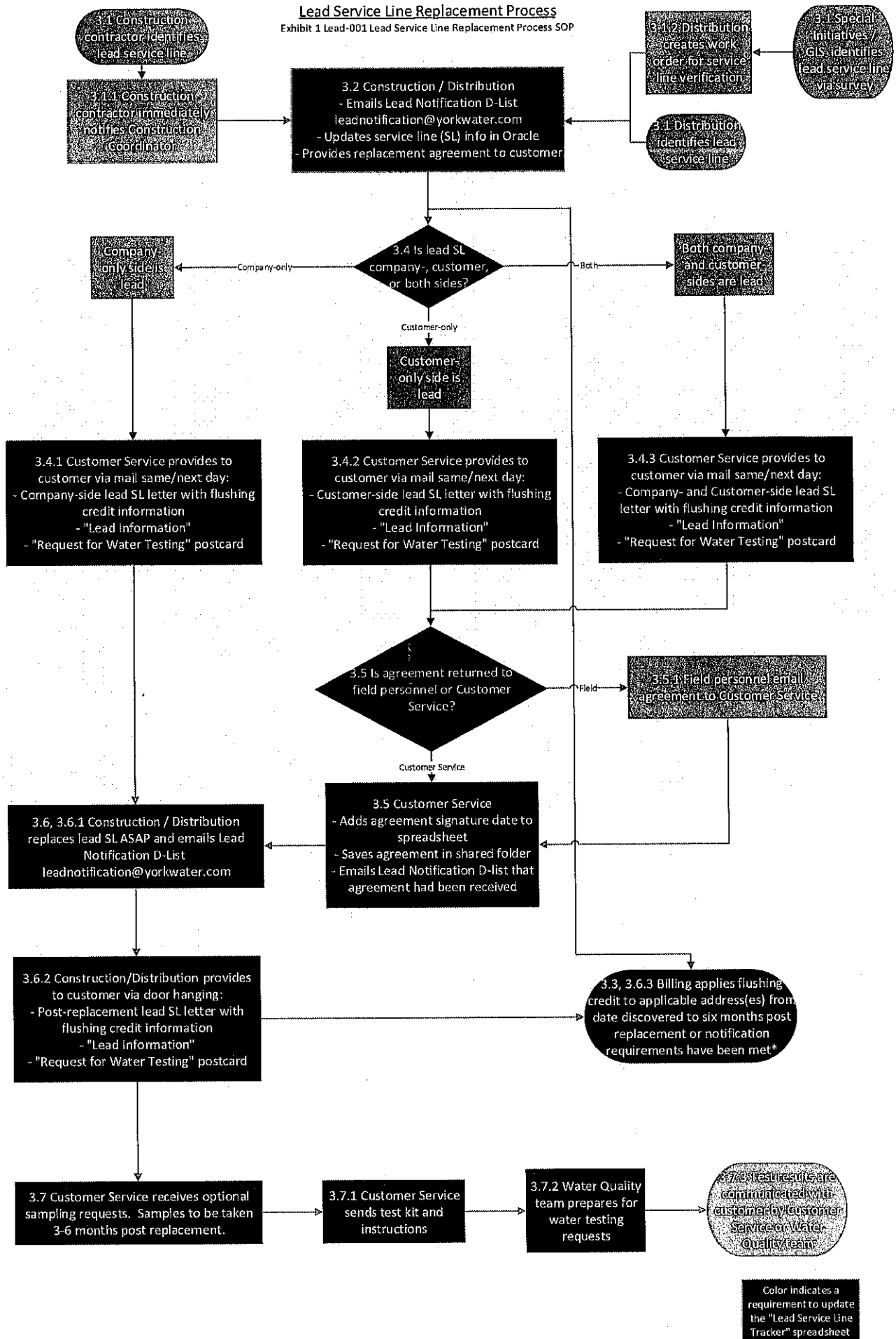
Approved By: Matthew J. Scarpato

Title: Vice President of Operations

Date: 5/30/2024



Lead Service Line Replacement Process
 Exhibit 1 Lead-001 Lead Service Line Replacement Process SOP



Color indicates a requirement to update the "Lead Service Line Tracker" spreadsheet

*Refers to the number and avenues required to attempt customer SL replacement contact

Important Notice About Your Water



Date:

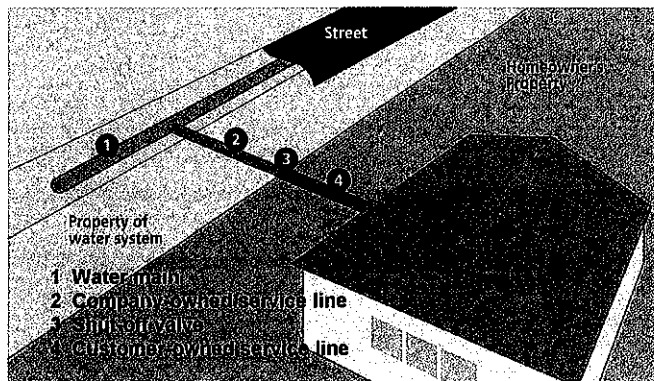
Address:

Dear Customer:

As part of York Water's routine improvements to ensure the quality and pressure of your water service, we are upgrading our infrastructure.

The customer-owned portion of the water service line from the company shut-off valve (generally located near the curb) to your meter may be made of lead.

As a service to our customers and to reduce risk of exposure to lead, York Water is offering to replace your lead service line at no charge. If you would like York Water to replace your lead service line, you will need to sign the agreement that was provided in person which gives us permission to perform the work. Once installed, the new service line will continue to be owned by you, and any future maintenance will be your responsibility.



Although we will be removing the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information" to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. In addition, you will find flushing instructions below.

For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601.

Once signed, please return the agreement by email to customer.service@yorkwater.com, or visit us at 130 East Market Street, York, PA. If you are a tenant, please contact the property owner to sign the agreement.

The York Water Company

Flushing Instructions

Where we have confirmed you have a lead service line, we suggest you flush your household plumbing daily BEFORE you consume tap water or use hot water, to reduce the amount of potential for lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

1. Start by finding the closest available tap to where the water comes into the house (such as an outside spigot or utility sink).
2. Remove faucet aerator, if present, and bypass any home treatment unit if present. Fully open the cold water tap and let the water run for at least five (5) minutes.

Next, flush the remainder of the house:

3. Remove faucet aerators from all cold water taps in the home (and any filter devices).
4. Beginning in the lowest level, fully open all of the faucets in the home.
5. Let the water run for five (5) minutes.
6. Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

Important Notice About Your Water



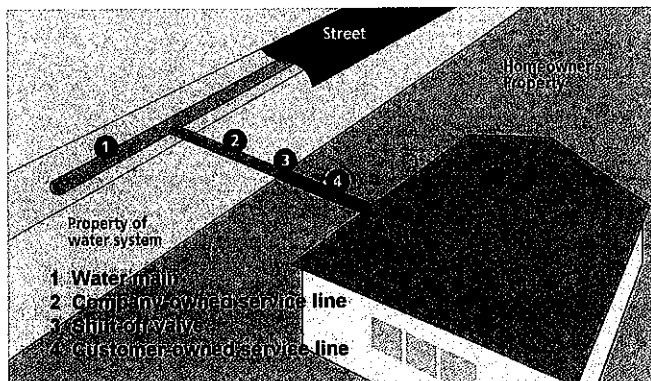
Date:

Address:

Dear Customer:

As follow-up to our previous communication regarding the customer-owned portion of your water service line that was potentially made of lead, York Water has replaced this portion of the water service line from the company shut-off valve (generally located near the curb) to your meter.

Although we have removed the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have also enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions.



We will also be providing you with a 200-gallon credit for six months due to the replacement of your lead service line to allow you to flush your pipes (please see flushing instructions below).

For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601.

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Date:

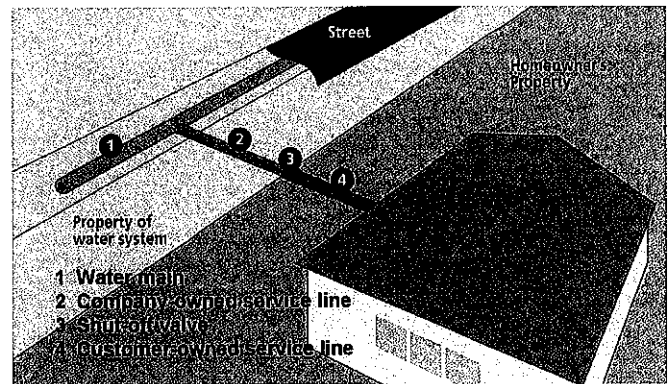
Address:

Dear Customer:

As part of York Water's routine improvements to ensure the quality and pressure of your water service, we are upgrading our infrastructure.

The *company-owned* portion of the water service line from the main in the street to the company shut-off valve (generally located near the curb) may be made of lead.

The York Water Company is in the process of planning replacement of this service line. However, repair work requires a street permit and a sufficient PA One Call prior to beginning excavation. As soon as the necessary permit is received and PA One Call locates completed, we will begin replacing the service line.



Although we will be removing the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information" to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. In addition, you will find flushing instructions below.

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6. Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

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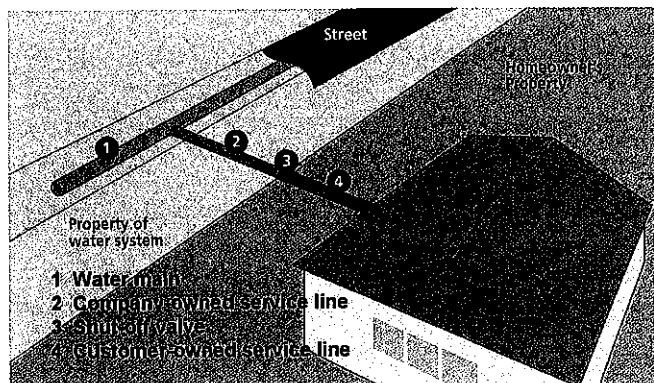
Date:

Address:

Dear Customer:

As follow-up to our previous communication regarding the company-owned portion of your water service line that was potentially made of lead, York Water has replaced this portion of the water service line from the company's main in the street to the company shut-off valve.

Although we have removed the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information" to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions.



We will also be providing you with a 200-gallon credit for six months due to the replacement of your lead service line to allow you to flush your pipes (please see flushing instructions below).

For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601.

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Next, flush the remainder of the house:

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4. Beginning in the lowest level, fully open all of the faucets in the home.
5. Let the water run for five (5) minutes.
6. Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

Important Notice About Your Water



Date:

Address:

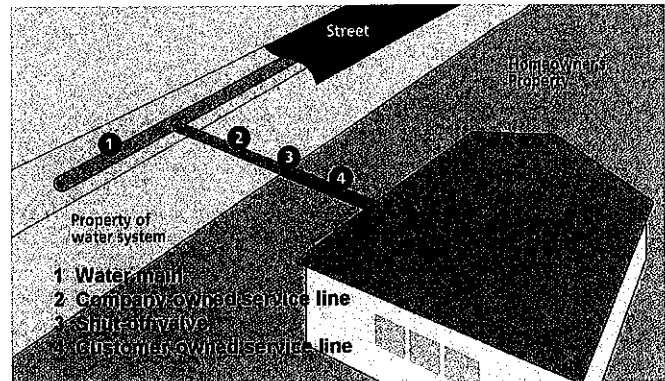
Dear Customer:

As part of York Water's routine improvements to ensure the quality and pressure of your water service, we are upgrading our infrastructure.

The company-owned and customer-owned portions of your water service line may be made of lead.

The York Water Company is in the process of planning the replacement of this service line. However, repair work requires a street permit and a sufficient PA One Call prior to beginning excavation. As soon as the necessary permit is received and PA One Call locates completed, we will begin replacing the service line.

As a service to our customers and to reduce your exposure to lead, York Water is offering to replace your lead service line at no charge. If you would like York Water to replace your lead service line, you will need to sign the agreement that was provided in person which gives us permission to perform the work. Once installed, the service line will continue to be owned by you, and any future maintenance will be your responsibility.



Although we will be removing the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. We will also be providing you with a 200-gallon per month credit until the service line is replaced to allow you to flush your pipes (please see flushing instructions below).

For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information." Or contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601.

Once signed, please return the agreement by email to customer.service@yorkwater.com, or visit us at 130 East Market Street, York, PA. If you are a tenant, please contact the property owner to sign the agreement.

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Where we have confirmed you have a lead service line, we suggest you flush your household plumbing daily **BEFORE** you consume tap water or use hot water, to reduce the amount of potential for lead exposure. The York Water Company will credit your account 200 gallons of water toward these flushing events.

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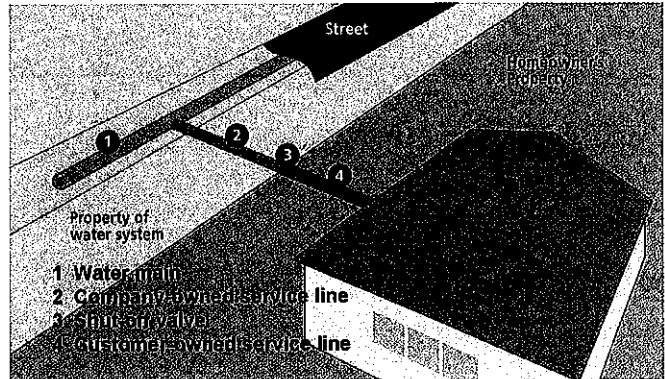
Date:

Address:

Dear Customer:

As follow-up to our previous communication regarding your water service line that was potentially made of lead, York Water has replaced the water service line from the company's main in the street to your meter.

Although we have removed the company-owned and customer-owned portions of the lead service line, there may be other pipes and fixtures inside your house that could be adding lead to your water. We have also enclosed a lead informational pamphlet, "Lead Information," to help you understand how to reduce all sources of lead in your home as well as a postcard to request water testing. If you would like to have your water tested, please return the postcard and we will schedule delivery of the sampling kit and instructions. Your request should be submitted three to six months after replacement of your service line. We will also be providing you with a 200-gallon credit for six months due to the replacement of your lead service line to allow you to flush your pipes (please see flushing instructions below).



For more information, visit our website at www.yorkwater.com, hover over "Water Quality" and select "Lead Information" or contact our Customer Service team at customer.service@yorkwater.com or 717-845-3601.

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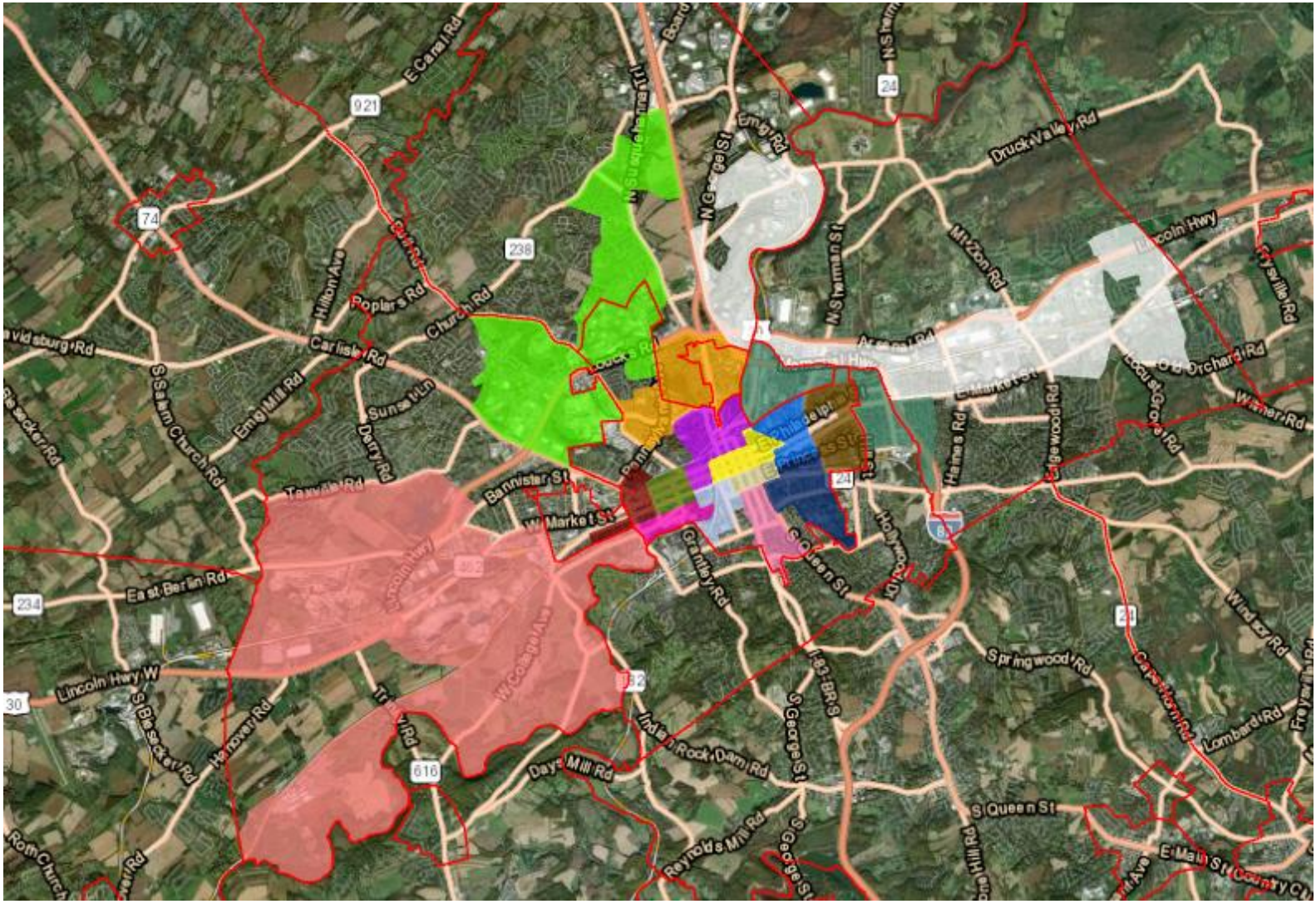
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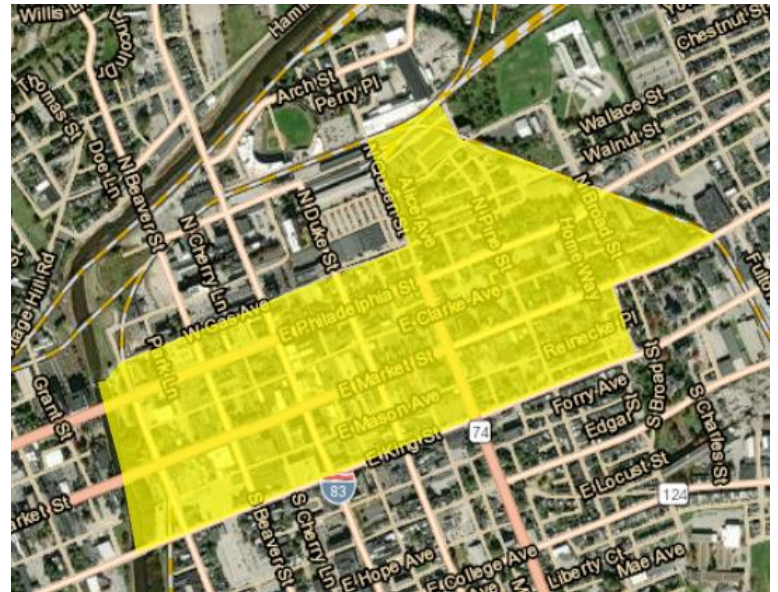
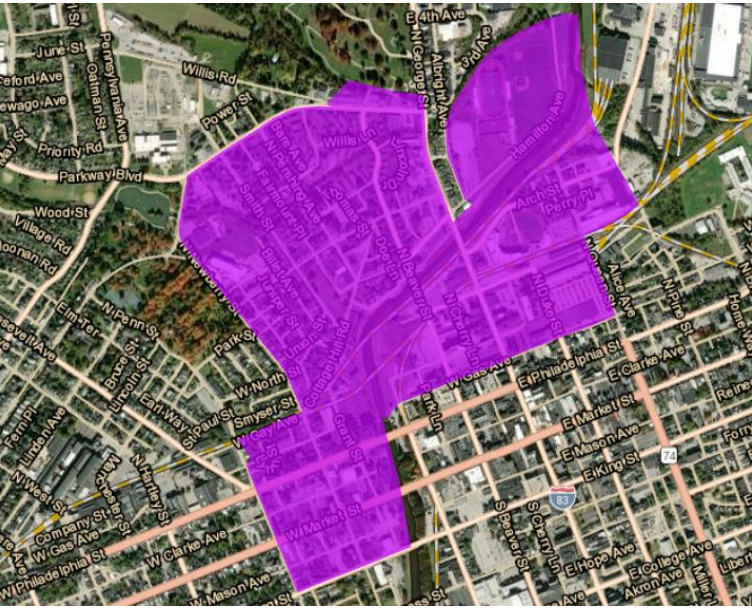
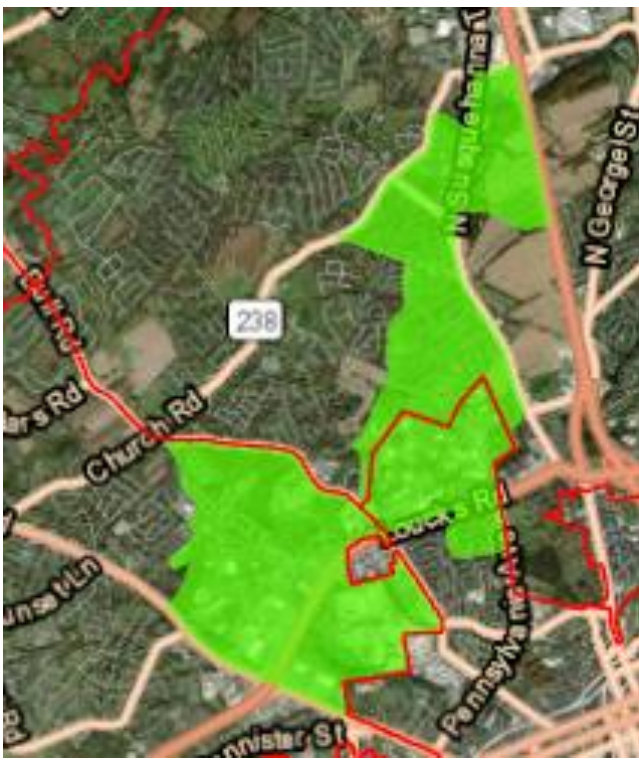
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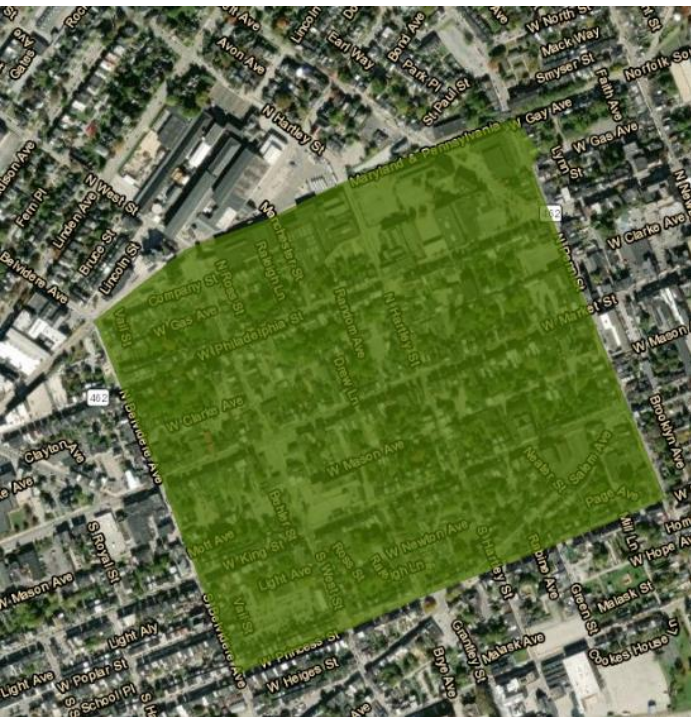
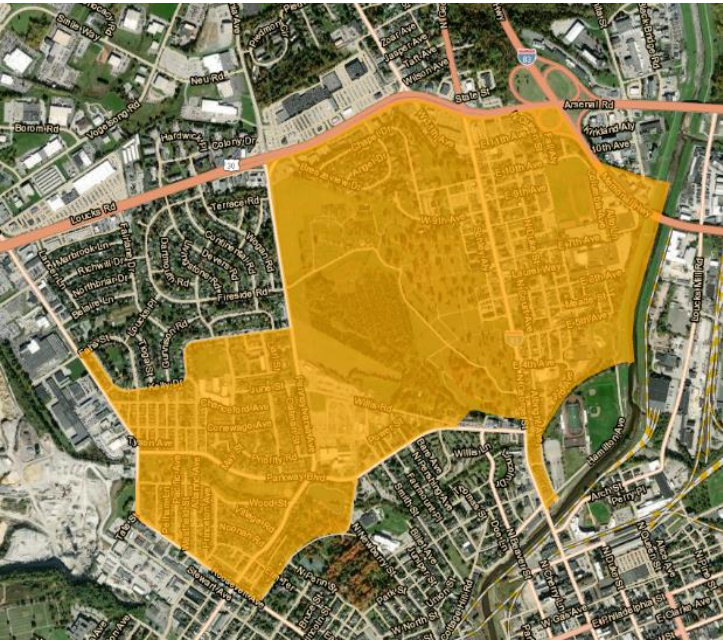
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4. Beginning in the lowest level, fully open all of the faucets in the home.
5. Let the water run for five (5) minutes.
6. Turn off each tap starting at the highest level of the house. Clean out and replace aerators.

Be sure to monitor all taps and drains to prevent overflow.

Environmental Justice Areas







Appendix G

WATER SERVICE LINE REPLACEMENT
TEMPORARY LICENSE AGREEMENT

The undersigned individual represents that they are the property owner(s) at _____ (address), or are authorized to execute this License for the Owner. [The legal owner and the authorized representative shall be referred to interchangeably as "Owner" for purposes of this License Agreement.]

Owner grants to The York Water Company ("Company") and to its approved contractors and/or subcontractors a temporary license to enter upon Owner's property at _____, _____, Pennsylvania ("Property") for the purpose of replacing the water service line to Owner's property at the front of the Property, at no cost to Owner. The term of this License Agreement shall be 60 days following the date set forth below. Owner represents that they have the authority to agree to this License.

WHEREAS, the Company or its approved contractors and/or subcontractors will install or replace the Company service line from the water main to a Company meter or valve installation ("Installation") at Owner's front curb line. Company will determine the location of the Installation. The Company service line and the Installation will be owned and maintained by Company.

WHEREAS, the Company or its approved contractors and/or subcontractors will install or replace the Customer service line from the Installation to Customer's residence. The Customer service line is currently and will continue to be owned and maintained by Owner.

IT IS AGREED, upon completion of the work necessary to effect the service line replacement, Company will restore Owner's Property as nearly as practicable to its former condition.

Owner acknowledges that Company has provided the following fact sheets to Owner:

_____ "Important Notice About Your Water" and

_____ "Lead Information"

Owner agrees to provide the fact sheets to any tenants or occupants of the Property.

In consideration for performing the Customer service line replacement at Company's cost, Owner agrees to indemnify, release and hold harmless Company and its affiliates and agents from and against all claims, liability and costs ("Claims") resulting from acts and omissions of Company and/or its approved subcontractors in installing the copper Customer service line. Notwithstanding the foregoing, Company warrants the workmanship of its installation of the Customer service line for a period of 12 months following the date set forth below, with Company's liability limited to the cost of repairing or replacing the Customer service line.

DATE:

PROPERTY OWNER OR AUTHORIZED PERSON:

OWNER: _____ Sign OR AUTHORIZED PERSON: _____ Sign
_____ Print _____ Print

THE YORK WATER COMPANY

By: 

Nicholas Schaefer

Construction Superintendent

Appendix H

Lead Information

Provided by The York Water Company



What is Lead?

Lead is a naturally occurring element found in small amounts in the earth's crust. While it has some beneficial uses, it can be toxic to humans and animals, causing health effects.

Who is at Risk?

Children

Lead is particularly dangerous to children because their growing bodies absorb more lead than adults do, and their brains and nervous systems are more sensitive to the damaging effects of lead. Babies and young children can also be more highly exposed to lead because they often put their hands and other objects that can have lead from dust or soil on them into their mouths. Children may also be exposed to lead by eating and drinking food or water containing lead or from dishes or glasses that contain lead, inhaling lead dust from lead-based paint or lead-contaminated soil or from playing with toys with lead-based paint.

Adults, Including Pregnant Women

Adults may be exposed to lead by eating and drinking food or water containing lead or from dishes or glasses that contain lead. They may also breathe lead dust by spending time in areas where lead-based paint is deteriorating, and during renovation or repair work that disturbs painted surfaces in older homes and buildings. Working in a job or engaging in hobbies where lead is used, such as making stained glass, can increase exposure as can certain folk remedies containing lead. A pregnant woman's exposure to lead from these sources is of particular concern because it can result in exposure to her developing baby.

How Lead Gets into Drinking Water

Lead can enter drinking water when plumbing materials that contain lead corrode, especially where the water has high acidity or low mineral content that corrodes pipes and fixtures. The most common sources of lead in drinking water are lead pipes, faucets, and

fixtures. In homes with lead pipes that connect the home to the water main, also known as lead service lines, these pipes are typically the most significant source of lead in the water. Lead pipes are more likely to be found in older cities and homes built before 1986. Among homes without lead service lines, the most common problem is with brass or chrome-plated brass faucets and plumbing with lead solder.



York Water's Program to Reduce Lead

1. Corrosion Control Treatment
 - The water is treated to make it less likely to allow lead to dissolve into the water.
2. Lead Service Line Replacement Program
 - York Water replaces company-owned lead service lines as they are discovered and will replace customer-owned lead service lines at no cost to the customers.
3. Public Education
 - Lead information is provided to homeowners along with flushing guidelines when lead service lines are discovered.
 - We are encouraging our customers to help us identify their service line material and submit that information to us.

Additional Information

- The York Water Company Website: www.yorkwater.com
- The York Water Company Customer Service: 717-845-3601
- United States EPA: [Learn about Lead | US EPA](#)
- Actions to Reduce Lead EPA: [Actions to Reduce Lead Infographic](#)
- Lead in Drinking Water EPA: [Lead in Drinking Water Infographic](#)

EXHIBIT B

THE YORK WATER COMPANY

RATES, RULES AND REGULATIONS

GOVERNING THE DISTRIBUTION OF WATER IN

THE CITY OF YORK

BOROUGHS OF EAST PROSPECT, GLEN ROCK, HALLAM, JACOBUS, JEFFERSON, LOGANVILLE, MANCHESTER, MOUNT WOLF, NEW FREEDOM, NEW SALEM, NORTH YORK, RAILROAD, SEVEN VALLEYS, SHREWSBURY, SPRING GROVE, WEST YORK, YORK HAVEN AND YORKANA, AND TOWNSHIPS OF CODORUS, CONEWAGO, EAST MANCHESTER, HELLAM, HOPEWELL, JACKSON, LOWER WINDSOR, MANCHESTER, NEWBERRY, NORTH CODORUS, NORTH HOPEWELL, PARADISE, SHREWSBURY, SPRINGGETTSBURY, SPRINGFIELD, SPRING GARDEN, WASHINGTON, WEST MANCHESTER, WEST MANHEIM, WINDSOR, AND YORK, IN YORK COUNTY, PENNSYLVANIA, AND THE BOROUGHS OF ABBOTTSTOWN AND CARROLL VALLEY, AND TOWNSHIPS OF BERWICK, CUMBERLAND, OXFORD, HAMILTON, READING, MOUNT PLEASANT, UNION, AND STRABAN IN ADAMS COUNTY, PENNSYLVANIA, AND TOWNSHIPS OF GREENE, HAMILTON, AND LETTERKENNY IN FRANKLIN COUNTY, PENNSYLVANIA, AND TOWNSHIP OF WEST DONEGAL IN LANCASTER COUNTY, PENNSYLVANIA.

ISSUED: XXXX

EFFECTIVE: XXXX

By: Joseph T. Hand
President and CEO
130 East Market Street
York, Pennsylvania



NOTICE

Filed in compliance with the order of the Pennsylvania Public Utility Commission of October 27, 2022, at Docket No. M-2012-2293611.

(See Page No. 2)

Supplement No. XXX
To
Water-Pa. P.U.C. No. 14
XXXXX Revised Page No. 2

The York Water Company
York, Pennsylvania

Canceling
XXXXX Revised Page No. 2

LIST OF CHANGES MADE BY THIS SUPPLEMENT

This tariff supplement makes changes to incorporate the changes necessary to implement the Lead Service Line Replacement Program approved at Docket No. P-2024-_____.

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Table of Contents	5 Eleventh Revised	
Table of Contents	6 One Hundred Twenty-seventh Revised	
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	7(a) Fifth Revised	
	7(b) First Revised	(C)
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2.1 Application Required	8 First Revised	
2.2 Application Required	8 First Revised	
3. Service Connections		
3.1 Company Service Line	9 Original	
3.2 Temporary Service Connection	9 Original	
3.3 Company's Service Line in Advance of Street Improvement	10 Fifth Revised	
3.4 Customer's Service Line	10 Fifth Revised	
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3.4.2 Phase 2 Replacements of Lead Customer-Owned Service Lines	10(a) Original	
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	10(b.1) Original	(C)
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3.11.3 Financing of Customer Advance	14 First Revised	

(C) Indicates Change

RULES 1. Definitions (Continued) (C)

Service Line Valve: A device owned, maintained and controlled by the Company that can be turned to an opened or closed position for the purpose of controlling the supply of water to a mobile home unit and is comparable in function, ownership and responsibility to a curb stop.

Customer-owned Lead Service Line: The portion of the lead service line extending from the curb, property line or entity connection to the Company's water meter or, if the Company's meter is located outside of the structure or water is not metered by the Company, at the first shutoff valve located within the interior of the structure.

(C) Indicates Change

RULES (Continued)

3. Service Connections (Continued) (C)

3.4.2.2 For customer-owned lead service line replacements conducted before the Commission's approval of the Company's Lead Service Line Replacement ("LSLR") Petition filed on July 23, 2024, where York Water used its own contractors to replace the lead customer-owned service line, there will be a 12-month warranty from the contractor, and the customer will be required to sign an agreement authorizing York Water or its contractors to enter the customer's property to replace the service line. The Company will restore the property as nearly as practicable to its former condition. For customer-owned lead service line replacements conducted on or after the Commission's approval of the Company's LSLR Petition filed on July 23, 2024, the Company (or its contractor) shall provide a warranty to the customer or property owner, if the customer is not the property owner, for a period of two years on the workmanship and materials of the LSLR and the restoration of surfaces. The 2-year warranty shall commence upon the re-establishment of water service to the property after the LSLR has occurred. The maximum coverage under the warranty shall be only to repair or replace the Customer side service line if the failure was due to the workmanship or materials of the LSLR, and restoration of surfaces which shall mean restoration as reasonably as practicable to the condition that existed prior to the LSLR. The Company will not be liable for any damages beyond the maximum coverage of the 2-year warranty as described in this Rule 3.4.2.2. If a repair is required and qualifies under the warranty, the customer or property owner consents and grants license to York Water or its contractor to access the property and complete the repair as needed.

3.4.2.3 York Water shall only make payments toward the cost of up to 400 Phase 2 replacements each year; provided, however, that York Water may petition the Commission to increase this number if it demonstrates that 400 per year is inadequate to replace all requests for replacement. In the event fewer than 400 customer-owned lead service lines are replaced in a year, the difference between 400 and the actual number replaced shall be added to the number of Phase 2 replacements that may be undertaken in subsequent years. In the event the number of eligible Phase 2 replacements exceed the number of replacements authorized under this Rule 3.4.2.3, York Water will process requested replacements on a first-come, first served basis; provided, however, that if water test results reveal an exceedance of 15 parts per billion ("ppb"), then York Water may prioritize such customer for replacement.

(C) Indicates Change

RULES (Continued)

3. Service Connections (Continued) (C)

3.4.2.4 If a customer has replaced their customer-owned lead service line within four years of March 8, 2017 (on or after March 8, 2013), and the Company's representative visits the site and determines that the service line has been replaced, and the customer provides the Company with a paid invoice, a certification from a certified plumber, and other documentation as determined by the Company to demonstrate that a lead customer-owned service line was replaced, the Company will offer a cash payment as follows: between 3 and 4 years from March 8, 2017: 20% of Company's current contractor lump sum rate; between 2 and 3 years: 40%; between 1 and 2 years: 60%; and in the past year: 80%. Payment not to exceed actual cost on invoice.

3.4.2.5 If no shutoff valve exists along a specific length of pipe within a structure, the Company may install a shutoff valve which will serve as the point of demarcation between the property's service line and the property's interior water distribution piping.

3.4.2.6 Rule 3.4.2 shall be effective until March 8, 2037. York Water may petition the Commission to extend the term of this tariff rule.

(C) Indicates Change

EXHIBIT C

52 Pa. Code § 53.52(a) Requirements

1. The specific reasons for each change.

The York Water Company (“York Water” or the “Company”) is filing this proposed tariff change to comply with the Commission’s regulations under Act 120 of 2018 (“Act 120”) at 52 Pa. Code § 65.51 *et seq.*

2. The total number of customers served by the utility.

As of February 29, 2024, York Water serves approximately 71,875 water customers. Of these, there were 4,506 commercial customers, 298 industrial customers, 65,372 residential customers, and 1,7000 public, bulk, and fire protection customers.

3. A calculation of the number of customers, by tariff subdivision, whose bill will be affected by the change.

All York Water customers will be affected by the change.

4. The effect of the change on the utility’s customers.

The changes consist of updates the Company’s lead service line replacement (“LSLR”) tariff provisions, including the extension of the LSLR program from 2026 to 2037. As such, York Water will continue to make payments toward the cost of up to 400 customer-owned LSLRs annually and process those reimbursements pursuant to the existing terms of York Water’s tariff to March 8, 2037.

5. The direct or indirect effect of the proposed change on the utility’s revenue and expenses.

Under Act 120, the costs associated with the LSLR Program will be recovered through the Company’s Distribution System Improvement Charge or base rates.

6. The effect of the change on the service rendered by the utility.

Through the Company’s LSLR Program, the Company will continue working to eliminate lead service lines across its footprint, thereby reducing customer exposure to lead. The Company does not anticipate any other significant effect on the service rendered by the Company.

7. All factors considered by the utility in its determination to make the change. The list shall include a comprehensive statement about why these factors were chosen and the relative importance of each.

The Company considered the following factors in its determination to make the proposed changes in the tariff: (1) the Company must comply with Act 120 and the Commission’s regulations, which require that the Company submit a LSLR Program in accordance with the Commission’s regulations no later than the effective date of rates established under the entity’s next base rate case filed following the effective date of the Commission’s lead regulations or

within two years of the effective date of the Commission's lead regulations, whichever comes first; and (2) reducing and eliminating lead service lines throughout the Company's water distribution system. These factors were chosen because they are regulatory requirements, and they will improve overall system integrity and the health of the Company's customers and the Commonwealth overall.

8. Studies undertaken by the utility in order to specifically address the proposed changes.

The Company did not undertake a study to specifically address the proposed changes.

9. Customer polls taken and other documents which indicate customer acceptance and desire for the proposed change. If the poll or other documents reveal discernible public opposition, an explanation of why the change is in the public interest shall be provided.

While the Company has not taken a formal poll with respect to customer acceptance and desire for the proposed changes, the Company has already been replacing customer-owned lead service lines in its service area, and customers that have participated were generally supportive of this program.

10. Plans the utility has for introducing or implementing the changes with respect to its ratepayers.

The Company has included in its LSLR Program various communications and outreach documents as required by the Commission's regulations. Please see the LSLR Plan.

11. FCC, FERC, or Commission orders or rulings applicable to the filing.

Please refer to the Commission's Order entered March 14, 2022, at Docket No. L-2020-3019521 regarding the implementation of Act 120. Please also refer to the Commission's Order entered March 8, 2017, at Docket No. P-2016-2577404 regarding the Company's currently-approved LSLR activities.

AFFIDAVIT

:
COMMONWEALTH OF PENNSYLVANIA :
COUNTY OF YORK : SS.
:

JOSEPH T. HAND, being duly sworn according to law, deposes and states that he is Chief Executive Officer of THE YORK WATER COMPANY; that he is authorized to and does make this affidavit for it; and that the facts set forth herein are true and correct to the best of his knowledge, information and belief; and that he expects THE YORK WATER COMPANY to be able to prove the same at any proceeding hereof and relating hereto.



JOSEPH T. HAND

SWORN TO AND SUBSCRIBED

before me this 23rd day

of July, 2024.



Notary Public

My Commission Expires: April 17, 2028

