January 13, 2025

VIA OVERNIGHT DELIVERY

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
Harrisburg, PA 17120

DATE OF DEPOSIT

JAN 1 3 2025
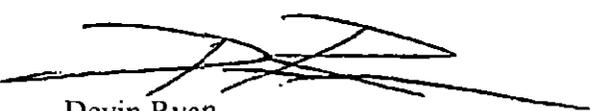
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Dear Secretary Chiavetta:

Enclosed for filing on behalf of The York Water Company ("York Water" or the "Company") in the above-captioned proceeding is the Company's updated training materials. Under Paragraph 54 of the Pennsylvania Public Utility Commission ("Commission") approved Settlement in the Company's 2022 Base Rate Case, York Water "agree[d] to update its training materials" and to "submit the updated training materials within two (2) years of a final order in this proceeding." York Water respectfully submits the enclosed copy of its updated training materials pursuant to Paragraph 54 of the 2022 Base Rate Case Settlement.

Copies of this filing are being provided to all parties in York Water's 2022 Base Rate Case, as indicated on the Certificate of Service.

Respectfully submitted,

Devin Ryan

DR
Enclosures

cc: Certificate of Service

28509066v1

The York Water Company

"That good York water"
SINCE 1816
"America's Oldest, York's First"

Part 1 – Training Information

DATE OF DEPOSIT

JAN **1 3** 2025

Introduction

In an effort to make our customer service experience consistent and ensure our team delivers the highest level of care, we have enhanced our comprehensive customer service training program. The program is designed to provide our team with essential skills and tools needed to consistently meet and exceed customer expectations.

As a new hire within the Customer Service Department, the following will occur within the first two weeks of hire:

- Orientation with Human Resources
- Training onsite with an experienced Customer Service Representative for two weeks as described in the attached program documents

If the new employes is a field technician in the Customer Service Department, a Field Customer Service Representative, they will also undergo field training after initial orientation is completed and will proceed to the field after approval by the Vice President of Customer Service.

Additionally in the first year of employment, a new hire is exposed to other departments through shadow days at those facilities. Those facilities include:

- Filter Plant located on Grantly Rd.
- Distribution Center
- Brillhart Pumping Station
- A wastewater treatment plant

Throughout the calendar year, all new hires will participate in the department meetings and training sessions on a variety of topics. The schedule of meetings and training will be at regular intervals on an as need basis. Each meeting will require a sign-in sheet to document attendance.

Two Week Training Module

This training covers the first two weeks (10 days) of employment for a new hire within the Customer Service Department.

Week 1: One-on-one with an experienced Customer Service Representative

Day 1 – Day 2: Review of training binder; Introduction to YWC organization; Introduction to systems such as Oracle, Paymentus, Neptune 360, Computer Drives, Email, TEAMs, etc.

Day 3 – Day 4: Show and explain how to: process applications, work orders, start and stop service requests, turn off and final work orders, etc. *Note: by end of Day 4 begin hearing calls taken by the trainer. This is where the call flow should be explained in detail*

Day 5: Continue hearing calls taken by the trainer. By the end of the day, have the trainee navigate YWC systems while trainer speaks to customer.
Run skill assessment and ask the trainee to locate where certain items are:
- Where is the account balance
- Where is a bill found
- Where do you process payments
- Where do you create work orders
- Where do you schedule a turn on appointment

Week 2: One-on-one with an experienced Customer Service Representative

Day 6: Review binder and past week's information. Continue the navigation of systems while trainer takes calls and this includes the processing of notes, work orders, payments, identification of complaints, etc.

Day 7: Review methods of communication and who/what/where to communicate. Review the website. Review Boil Water Advisory and Lead and Copper obligations. Introduction to other systems like GIS. Set up of trainee's workspace will begin on this day with efforts by the IT department.

Day 8: Restate the call flow process and role play to practice. Questions can be reviewed and asked. The Senior Customer Service Representative to observe completion of tasks on their own and sign off on checklist. *Note: by this day the trainee should be taking calls with customer. Assistance will be close by for review. *

Day 9: Trainee should be taking calls all day with supervision and observation by the experienced Customer Service Representative.

Day 10: Trainee should be taking calls all day with the trainer monitoring from afar via call monitoring technology.

Field Customer Service Representative Training

After completion of initial Customer Service Orientation, a Field Customer Service Representative will enter the field with another experienced field employee for training. Supervision makes the decision when to begin the field training for this category of employee. The field training typically takes two weeks (10 days) to complete.

When the employee enters the field for training, they will shadow an experienced field employee, and he/she will be exposed to additional duties. In training, the employee will be observing and then performing the below tasks under supervision of an experienced field employee:

- Company phone set up
- Company truck assigned and driven to service territories
- Company truck fuel code used
- Use of field technology such as applications and emails
- Use of equipment and tools such as meter reading receivers, curb box keys, hammers, metal detector, etc.
- Completion of work in the field to include turning services off, obtaining meter readings, shutting off for non-payment, restoring services, opening curb boxes, posting delinquent notices
- Completion of work orders for every assigned task
- Complete delinquency postings at addresses

When the experienced field employee is comfortable that the new employee is competent to complete the required duties set above, he/she will sign off the field checklist/training is complete.

Cross Department Shadow Days

In alignment with exposure to operations of the company, the below shadow days/field trips of facilities are arranged within the first year of employment. Note: Supervision makes the decision to add additional options if a need is seen.

- Filter Plant on Grantley Rd. tour: Team members will see the filtration and distribution of the water source through the tour led by Water Quality technicians
- Distribution Center shadow day: Team members will shadow other company employees handling different business needs; this department works closely with Customer Service and the exposure will connect different areas of the Company.
- Brillhart Pumping Station: Team members will shadow other company employees handling different business at a water pumping station; an understanding of the water flow chart includes our pumping stations.
- A wastewater treatment plant: Team members will shadow a wastewater treatment plant employee at a wastewater treatment plant; an understanding of the wastewater treatment process relates to the services provided by the Company; the tour may be at any plant in any of the 4 counties served

Schedule of Training Topics

The Customer Service Department a broad spectrum of issues from internal and external sources. The below schedule is a guide to ensure review of topics continue to take place. Note: the topics of the meetings are at the discretion of supervision.

Training Schedule

	Weekly	Bi-weekly	Monthly	Quarterly	Annually	Ad Hoc
1 on 1 Coaching		X				
CSR Perf. Metric Review			X			
Team Meeting			X			
Regulatory Refresh				X		X
Payment Plans					X	X
Customer Call Flow					X	X
YWC Education Updates					X	X
CS Skills/ Emotional Intelligence					X	X
Cross-Department Collaborations				X	X	
Customer Rights and Responsibilities / Protections					X	X
Lead & Copper Rule updates						X

Trainings Completed in 2024

The trainings and meetings in 2024 are listed below. The topics covered department and company needs:

Training Topics	Date completed	Attendees
Lead & Copper Rule Update	February 16, 2024	
Collaboration- Filter plant	Feb. 27, 2024	
Payment Arrangements	March 27, 2024	
Customer Protections- Medical Certificates	April 10, 2024	
Customer Protections- PFA	April 17, 2024	
Customer Call Flow	June 20, 2024	
Collaboration- Lower and meter Repair Shop	September 19, 2024	
Collections	October 23, 2024	
Collaboration- Filter plant	October 24, 2024	

Trainings Schedule for 2025

In preparation for 2025 and in accordance with the Schedule of Training Topics described previously, the outline below is the intended trainings and topics for the Department for 2025.

Note: supervision may update on an as needed basis.

	Weekly	Bi-weekly	Monthly	Quarterly	Annually
1 on 1 Coaching		X			
CSR Perf. Metric Review			X		
Team Meeting			X		
Regulatory Refresh: Landlord/Tenant Act					X – Q2
Regulatory Refresh: Hot Water Heat Season					X – Q4
Payment Plans/Agreements					X – Q1
Customer Call Flow					X – Q1
YWC Education Updates: In Collections/Credit Reporting					X – Q3
CS Skills/ Emotional Intelligence					X
Cross-Department Collaborations: Filter Plant				X – Q1, Q2, Q3, Q4	
Cross-Department Collaborations: Lower Shop/Meter Repair					X – Q3
Customer Rights and Responsibilities / Protections: Medical Certificates and PFAs					X – Q2
Lead & Copper Rule updates				X – Q2, Q4	

Part 2 – Training Resources

The York Water Company

Customer Service Representative

Resource Manual

"That good York water"
SINCE 1816
"America's Oldest, York's First"

Table of Contents

Customer Service

Training Outline

Customer Service Training Outline

<div align="center">**<u>Our Company</u>**</div>

A. Intro to Customer Service
- a. Front Office Staff
    - i. CSR's
    - ii. Cashier
    - iii. Customer Service Manager
- b. Meter Reading Department
- c. Collections
- d. Mail Room
- e. Billing Department
- f. IT Department

B. Intro to Management
- a. Vice President of Human Resources
- b. President and CEO
- c. CFO
- d. Vice President of Customer Service
- e. COO
- f. CAO and General Counsel

C. Quick Review and Exposure of Company
- a. Shadow Meter Reading/Collectors
    - i. Terminations, Postings, starts/finals, turn offs, complaint orders, etc.
- b. Shadow w/ Distribution
    - i. Meter exchanges, Turn on's, main cleaning-relining, Main extensions, etc.

<div align="center">**<u>Overview</u>**</div>

A. Tools Training
- a. Overview of Oracle
- b. Overview of Paymentus
- c. Overview of Neptune Software
    - i. Fixed Collectors/On demand reads
- d. Overview of ZAC software/phone system

B. Rules & Regulations
- a. Overview of Chapter 14 & 56 (will read in free time)

<div align="center">**<u>Department Specific Training</u>**</div>

A. Main Duties
- a. Phone calls

b. Emails, voicemails, applications – 1 day priority

B. Phone Calls
   a. Collections: extensions, amount due, shut off date
   b. Start/stop service: current customers, new customers (multi vs single; continuous service)
   c. Low pressure
   d. High consumption: leaks/toilets
   e. Refund checks
   f. Water quality
   g. Settlement companies
   h. Sewer/Refuse

C. Payment Options
   a. Paymentus: One time & scheduled payments
   b. TAP (Timely Automatic Payments)
   c. Overnight Drop box
   d. In-person payments
   e. Online banking/corner store payments

D. Work Orders
   a. Service requests (all types of work orders)

E. Application Process
   a. Online & in person
   b. Oracle Entry
   c. ID & lease/deed verification
   d. Searching for previous accounts & balances

F. Email Training
   a. Online application process
   b. Voicemails
   c. Other customer service emails

G. Collections
   a. Multi vs single unit postings
   b. Terminations
   c. Promise to Pay
   d. User w/o contract
   e. Write offs
   f. In Collections
   g. Medical Certificates
   h. Social Services (St Matts, Salvation Army, Community Progress Council, etc.)

H. Payment Agreements
   a. One-time vs ongoing
   b. Eligibility
   c. CIC PA
   d. Delinquent PA customer

I. York Water Programs
   a. Service Line Protection Plan (SLPP)
   b. Customer Assistant Program (CAP)
   c. York Water Cares

J. Sewer/Refuse
   a. Owned and Operated by YWC vs Billing agent

Where to find in My Computer

A. Customer Service (I) drive:
   a. Shut off list
   b. Scanned applications
   c. Blank applications
   d. Medical certificates
   e. Leases
   f. Landlord Agreements for Cont. service

B. Shared (W) drive:
   a. Turn on schedule
   b. Meter schedule

C. Payment Agreement (J) drive:
   a. If a PA customer has received a shut off notice
   b. How much their shut off notice is

Where do I go and what do I do when a customer asks/says...

A. What is my balance?

B. What is the minimum I can pay?

C.   I would like to end my service.

D.   I would like to start service.

E.   I think my pipes are lead.

F.   I need to get my water turned on.

G.   Why don't I have any water?

Areas of Service

SERVICE TERRITORY MAP

THE YORK WATER CO.

☐ WATER & WASTEWATER SERVICE TERRITORY
☐ WASTEWATER SERVICE TERRITORY
☐ WATER SERVICE TERRITORY
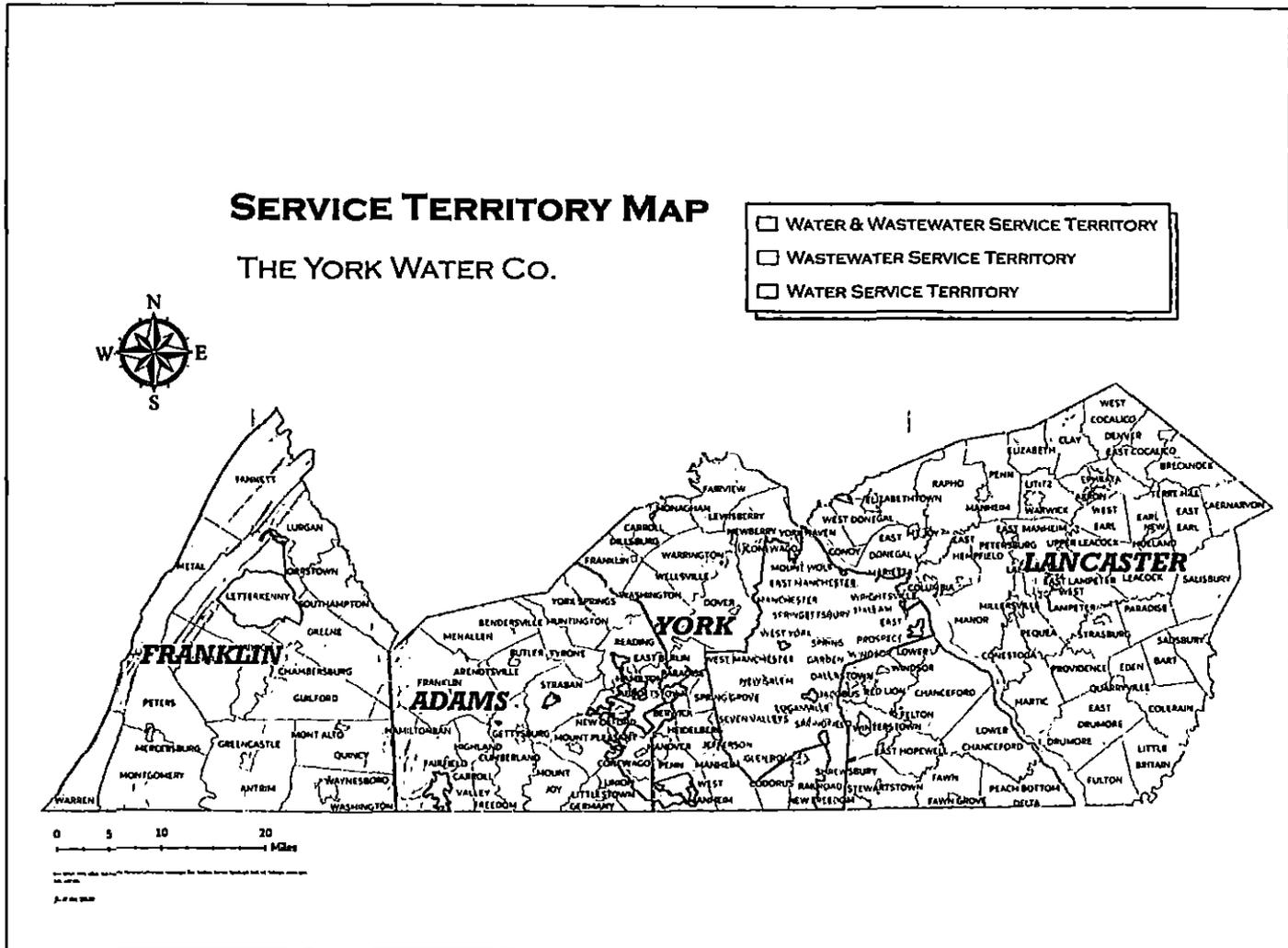
Oracle - Basics

Customer Search Criteria

Customer Number [REDACTED]

Customer Name

Customer Address

City

Zip Code

Area Code / Phone   (Current Call)

Site & Use Statuses
○ Active ○ In-Active ○ All

Bill To Location

Bill To Site Use ID

Meter Number

VU ID

(Clear)   (Find)

to search for all accounts (handwritten)

current (handwritten)

Customer Search Result

Cust Number	Cust Attch	Customer Name	Class	Site Number	Address	City	Zip	Cust Site Status	Meter Number	Billing Method	Site Attch	Ship To Site Use Id	Service Eff Date

previous (handwritten)

(Ok)

Connected accounts (handwritten)

"Front Screen"

Customer Name:		Billing Address:
Customer #:		Override?
Service Address:		Override?
		Phone #:
YWC Sewer Cust		Number Of EDU's:
Cust Acct A(ch:		Site Atch:
Cust. Class		Billing Method:
Cust. Site Status:		Billing Cycle:
Location Status:		Last Bill:
Township/Borough		Billing Date:
Heat:		Account Status:
3rd Party:		Bill To Site Use ID:
Price List Name:		Tax Code:
Continue Service:		Payment Method:
No. of Estimates:		Weighted Average:
Service Eff. Date:		Payment Agreement
Meter No:		Meter Pit Yes/No:
Meter Inst Date:		Location:
Meter Mfg:		Unigun Location1:
Meter Size:		Unigun Location2:
MIU No:		Unigun Location3:
MIU Inst Date:		Unigun Location4:
MIU In/Out.		Route Number:

Program | List | SLPP Application

Account Detail | Billing History | Contact Info | Tag | BackFlow | Private Fire | Service Req | Cust Flags

☐ - ☐ = account #

★ = Heat/Hot Water Heat: if YES, cannot be shut-off (non payment) from Dec. 1 - Apr. 1

Meter Pit Yes/no: if no, meter inside home
if yes, meter is in pit outside

Private Fire

```
┌─ Customer Details ──────────────────────────────────────────────── _ □ × ┐
│                                                                           │
│   Customer Name:              ███████████   Billing Address:    ███████   │
│   Customer # :                              Override?      V.            │
│   Service Address:                          ( Paperless      [            │
│                                             Phone # :                     │
│                                                                           │
│   Third Party Sewer:                        Number Of EDU's               │
│                                                                           │
│   Cust Acct Atch:                           Site Atch.                    │
│                                                                           │
│   Cust. Class:                              Billing Method:               │
│   Cust. Site Status:                        Billing Cycle:                │
│   Location Status:                          Last Bill:                    │
│   Township/Borough                          Billing Date:                 │
│   Heat:                                     Account Status:               │
│   3rd Party:                                Bill To Site Use I            │
│   Price List Name:                          Tax Code:                     │
│   Continue Service:                         Payment Method:               │
│   No. of Estimates:                         Weighted Average              │
│   Service Eff. Date:                        Payment Agreeme               │
│                                                                           │
│   Meter No:                                 Meter Pit Yes/No:             │
│   Meter Inst Date:                          Location:                     │
│   Meter Mfg:                                Unigun Location1:             │
│   Meter Size:                               Unigun Location2:             │
│   MIU No:                                   Unigun Location3:             │
│   MIU Inst Date:                            Unigun Location4:             │
│   MIU In/Out:                               Route Number:                 │
│                                                                           │
│                       [   Previous   ]   [  Next  ]                       │
│                                                                           │
│ [ Account Detail ][ Billing History ][ Contact Info ][ Tap ][ BackFlow ][███][ Service Req ][ Cust Flags ] │
└───────────────────────────────────────────────────────────────────────────┘
```

Fixed Point Collector : Neptune Software — can get reading from computer

If YES meter pit : directions to pit will be below

Private Fire Accounts

Private Fire Detail

Customer Name:

Status:

Number of 1st hydrants:

Number of Addl hydrants:

Number of Fire Lines:

Fire Line Size:

Meter Exists:

DATE OF DEPOSIT

JAN 1 3 2025

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

12

if yellow: Shows authorized people; tenants; other notes

→ red highlight

- Name highlighted in [RED] means there is
a password on the account

- They need to give the password to do anything
w/ the account

Pipe Material / nearby streets / other details

TAP Details in Oracle

Customer Tap Detail ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬ _ □ ☒

Tap Detail

Customer Name:	
Tap Status:	
Tap #:	Install Date:
Street #:	Box #:
Street Name:	
Located On:	Side Between:
Tapped On:	Side Of:
Between:	
Main Size:	Tap Size:
Building Width:	Tap PSI:
Main To:	Box:
	Box To:
	Box To Meter Pit:
Box Location:	Material:
Tap Location:	Service Material Verified Date:
New/Relay/Repair:	Lead Replaced Date:
Pump Installation:	

Supplemental Service Agreement:	Customer's Inside Service Material / *may have*
Residential Fire Sprinkler:	Customer Inside Service Date: *info here*
	Customer's Service Outside Material
	Customer's Service Outside Date:
	Customer's Lead Service Replaced Date:

Remarks: GRAVITY - RESIDENTIAL

Tap PSi : If 80+, has a PRV (Pressure Reducing Valve)

Applications/Forms

The York Water Company
Application for Service

Effective Date	Last 4 digits of your Social Security Number	Account Number

I/We _____ request water service to
the property at _____

I / We agree to pay and to use the water service according the the Rates, Rules and Regulations or Tariff of the Company, as filed with the Pennsylvania Public Utility Commission, which are now in effect or will become effective in the future. The York Water Company will approve this application when you pay, or make arrangements to pay, any unpaid charges for services within the past four years.

Home _____ Cell _____

Work _____ Email Address _____
(Used for internal purposes only)

_____ Single Unit   _____ Multi Unit

Class of Customer   **Water Is Used to Heat Your Home**   Signature X _____
                          This does not include the water heater

_____ Residential   _____ Yes   Print Name X _____
_____ Commercial   _____ No
_____ Industrial
_____ Public   Mailing
_____ Public Fire   _____ Pump Installation   Address   _____
                                                   If Different from   *Number and Street*
_____ Private Fire   _____ Residential Fire Sprinkler   Service Address   _____
                                                                               City, State and Zip

*Paperless Billing (Requires Email)   **Issued 3rd Party Card**
_____ Yes   _____ Yes   Former   _____
_____ No   _____ No   Address   *Number and Street*
                              If Prior York Water   _____
Ratepayer Is: Please Check One Below ✓   Customer   *City, State and Zip*

Are you paying for another apartment/unit's water use?

_____ **RENTER**   _____ Yes   _____ No   _____ If Yes, Number of Units

Landlord's Name and Address _____

_____ **LANDLORD**	Tenants Name	Address
_____ **Continued Service	_____	_____
	_____	_____
_____ Number of Units	_____	_____

_____ **OWNER**   Ratepayer and members of household are only occupants AND are not paying or receiving rent.

Notes: _____

17

LANDLORD / OWNER CONTINUANCE OF SERVICE

LANDLORD / OWNER CONTINUANCE OF SERVICE FORM

Request for continuance of service for property owners and managers during unoccupied periods

I, (require d)

_____   _____
First   Last

Please read the following Terms and Conditions (required)

☐ I agree with the below Terms and Conditions

I request The York Water Company to provide continuous water service to the properties listed in the attached Addendum during any period of vacancy, subject to the following terms and conditions:

1. The York Water Company may establish an account in my name upon signing of and submission of this Addendum.

2. York Water terms of payment, water bills are due and payable upon receipt. The York Water company will terminate this service in my name, and the Company will return to me and replace in my name for any current account.

3. I will be responsible for bills on an account that is not assigned to the property under any exception for the service.

4. I will notify the York Water Company immediately upon to I if any property covered by this agreement.

5. The provision of service will be in accordance with the Company's tariff and all applicable rules and regulations of the Public Utility Commission as now in effect or to become effective in the future.

Completed by   **Date**

                                                                               mm/dd/yyyy
_____   _____   _____
First   Last

Bills to be mailed to the following address (required)

_____
Street Address

_____
Address Line 2

_____   ┌─────────────────────────────────────┐
                                                                                     │ Pennsylvania   ▼│
City   State

_____
ZIP Code

Phone (required)   **Email**

_____   _____

Please list the addresses you would like placed back into your name per this agreement if a tenant requests to end service. (required)

┌───┐
│   │
│   │
│   │
│   │
│   │
│   │
└───┘

Submit

Emergency

Current Outages

Continuous Service

Customer Name:	█████
Customer #:	Billing Address: █████
Service Address:	Override? █
	Phone #: █
YWC Sewer Cust	Number Of EDU's: █
Cust Acct Atch:	Site Atch: █
Cust. Class:	Billing Method: █
Cust. Site Status:	Billing Cycle: █
Location Status:	Last Bill: █
Township/Borough	Billing Date: █
Host:	Account Status: █
3rd Party.	Bill To Site Use ID: █
Price List Name:	Tax Code: █
Continue Service:	Payment Method: █
No. of Estimates:	Weighted Average: █
Service Eff. Date:	Payment Agreemen █
Meter No:	Meter Pit Yes/No: █
Motor Inst Date:	Location: █
Meter Mfg:	Unigun Location1: █
Meter Size:	Unigun Location2: █
MIU No:	Unigun Location3: █
MIU Inst Date:	Unigun Location4: █
MIU In/Out:	Route Number: █

Frincin   Lien   SLPP Application

Account Detail | Billing History | Contact Info | Tap | BackFlow | Private Fire | Service Req | Cust Flags

If yes, Do NOT turn off

final read only + start read back to owner/landlord

TIMELY AUTOMATIC PAYMENTS PROGRAM

Home » Customer Service » Pay My Bill » Timely Automatic Payments Program

Enroll In or Discontinue Automatic Payments

York Water's Timely Automatic Payment Program is called TAP. You can enroll in or discontinue your automatic payments with the forms below.

ENROLL IN TAP

Who can enroll in TAP?

All York Water customers can enroll in TAP. This includes York Water water and wastewater customers, Spring Garden Township wastewater customers, New Salem Borough wastewater customers, and City of York refuse customers.

When will automatic payments begin?

When you complete the TAP enrollment form, automatic payments may not begin right away. Check your next York Water bill. When you are enrolled in TAP, we will print a message on your bill to let you know that enrollment is complete and that we will deduct the amount due from your bank account on the due date.

What do I do if I have a question about my bill?

We will continue to send you a monthly billing statement. The statement will arrive well before the automatic payment is withdrawn from your account. If you have any questions about your billing statement, contact our Customer Service team right away so we can resolve your inquiry before the automatic payment date.

TAP Enrollment Forms

Complete a TAP enrollment form:

- Enroll in TAP for Water Service
- Enroll in TAP for Wastewater or Refuse Service

DISCONTINUE TAP

Who can discontinue TAP?

All York Water customers can discontinue TAP if they have enrolled in the program. This includes York Water wastewater customers, Spring Garden Township wastewater customers, New Salem Borough wastewater customers, and City of York refuse customers.

TAP Discontinuance Forms

Fill out a form below to discontinue your water, wastewater, or refuse bill automatic payments.

- Discontinue TAP for Water Service
- Discontinue TAP for Wastewater or Refuse Service

20

TIMELY AUTOMATIC PAYMENT "TAP" SYSTEM

With the "TAP" System, you will continue to receive a monthly water statement. A copy of your water bill will arrive before the payment is due. If you have any question, you will have sufficient time to contact us for clarification.

Simply fill out the section(s) that apply to you. We will print a message on your bill when you are enrolled. On the due date, we will deduct the amount due from your bank account. If you have any questions, please call our Customer Service Department at (717) 845-3601 or our Toll Free number 1-800-750-5561 weekdays from 8:30am to 5:00pm.

PLEASE FILL OUT PERSONAL INFORMATION BELOW

Customer Name:
Service Address:
City, State, Zip:
Email Address:

Phone Number:
(please include area code)

Home
Cell
Work

Choose your option(s) below

WATER SERVICE ONLY

Customer Account Number (as it appears on the water bill)
Financial Institution Name:
Financial Institution Acct. No.   O Checking Acct.
(ENCLOSE VOIDED CHECK)   O Savings Account
Financial Institution Routing Number

WASTEWATER SERVICE ONLY

Customer Account Number (as it appears on the water bill)
Financial Institution Name:
Financial Institution Acct. No.   O Checking Acct.
(ENCLOSE VOIDED CHECK)   O Savings Account
Financial Institution Routing Number.

Payment Authorization

☐ *By selecting this box, I authorize The York Water Company to instruct my financial to make payments from the account(s) listed above. I understand that I may discontinue this payment service at any time by notifying The York Water Company.*

NAME	0123
ADDRESS	
CITY, STATE, ZIP	

DATE

PAY TO THE ORDER OF _____ | $

BANK NAME
ADDRESS
CITY, STATE, ZIP

Bank Routing   Bank Account   Check
Number   Number   Number

Go Paperless! Save Paper! Reduce Clutter

* Receive your water or wastewater bill on line!
Sign up for this service and we will send you an Email when your bill is available.

——— Check here to sign up for paperless billing. Or sign up
on our web site @ www.yorkwater.com

Requires Email Service

THE YORK WATER COMPANY
130 E. MARKET STREET
YORK, PA 17401-1219
EMAIL: CUSTOMER.SERVICE@YORKWATER.COM

Customer Name:

Customer # :

Service Address:

Billing Address:

Override?

Paperless

Phone # :

YWC Sewer Cust

Number Of EDU's :

Cust. Class:

Billing Method:

Cust. Site Status:

Billing Cycle:

Location Status:

Last Bill:

Township/Borough

Billing Date:

Heat:

Account Status:

3rd Party:

Bill To Site Use ID:

Price List Name:

Tax Code:

Continue Service:

Payment Method:

No. of Estimates:

Weighted Average:

Service Eff. Date

Payment Agreement

Meter No:

Meter Pit Yes/No:

Meter Inst Date:

Location:

Meter Mfg:

Unigun Location1:

Meter Size:

Unigun Location2:

MIU No:

Unigun Location3:

MIU Inst Date:

Unigun Location4:

MIU In/Out:

Route Number:

Previous	Next	SLPP Application

Account Detail	Billing History	Contact Info	Tap	BackFlow	Private File	Service Req	Cust Flags

The York Water Company

Water Service Line Protection Plan

"That good York water"
SINCE 1816

Did you know that you are responsible for any maintenance on the water service line from The York Water Company's shut-off valve at the curb line into your house? Although infrequent, when there is a problem on your service line, it could cost over $2,000 to repair and may restrict access to the water for the days it takes for you to contact a plumber, schedule an appointment, and then have the repairs completed.

Over the years, our customers have asked The York Water Company to provide a voluntary program where The York Water Company would assist with those repairs. We offer this "peace of mind" program to our customers for a small monthly fee of $5, or, if you sign up for a full year, it is $55 (like receiving a month free!).

Benefits of the program:

- ✓ What is covered: Repair/replace the leaking or broken service line
  Repair/replace any driveway, sidewalk, or lawn areas that are disturbed during the repair
- ✓ Costs covered per year: up to $3,000
- ✓ 12 month guarantee on all work performed
- ✓ No deductibles
- ✓ No special numbers to call, just call into our office or 24-hour emergency number
- ✓ We partner with local plumbers who live in our area and can respond quickly to your needs

Monthly Fee: $5, or pay for the full year, upfront, and only pay $55 (a $5 savings!)

Again, this is a voluntary program. Not only does it cover all costs for a typical homeowner's service line repair or replacement, but it gives you peace of mind with one phone call to The York Water Company!

If you have additional questions, please contact Tyler Clemens at (717) 718-2979 or email tylerc@yorkwater.com.

The York Water Company

YES! Sign me up for The York Water Company Service Line Protection Plan!
Please read the Terms and Conditions for plan details.

Name_____ E-mail:_____ I prefer e-mail notifications

Customer Account Number (from your water bill if available) _____ Phone:_____

Service Address Street_____

City, State, ZIP_____

Billing Address (if different from service address) Street_____

City, State, ZIP_____

Select a Payment Method:
1. Send a check for $55 for 12 months, payable to "The York Water Company".
2. Automatically withdraw $5 each month. Send a check for first month's fee and we'll set up a monthly automatic withdrawal.
3. Automatically withdraw $55 once each year. Send a check for the first year's annual fee and we'll set up an annual automatic withdrawal.

*Once a payment has been set up, we will send a confirmation notice via email or letter, which will initiate the Protection Plan.

Signature for Automatic Withdrawal Payment_____ Date_____

Please send completed application to: The York Water Company Customer Service at 130 East Market Street, York, PA 17401.

THE YORK WATER COMPANY	130 E MARKET STREET	YORK, PA 17401
TEL. (717) 845-3601	FAX (717) 852-0058	www.yorkwater.com

Billing/Payment Agreement

Billing History - Select from Front Page

Billing History

Inv Date	Inv Due Date	Gross	Payment	Adjustments	Credits	Debits	Late Charge	Current Charge	Use	Read	Read Date	Read Code	Tax Name 1	Tax Amt 1	Tax Name 2	Tax Amt 2
18-NOV-21	13-DEC-21	24.39	25.41	.00	.00	.00	.00	23.77	1,500	52800	12-NOV-21	Company Read	DSIC		.62 PA Surcharge	.0
18-OCT-21	12-NOV-21	25.41	25.18	.00	.00	.00	.00	24.77	1,700	51300	12-OCT-21	Company Read	DSIC		.64 PA Surcharge	.0
17-SEP-21	12-OCT-21	25.18	26.20	.00	.00	.00	.00	24.77	1,700	49600	13-SEP-21	Company Read	DSIC		.41 PA Surcharge	.0
20-AUG-21	14-SEP-21	26.20	24.17	.00	.00	.00	.00	25.77	1,900	47900	16-AUG-21	Company Read	DSIC		.43 PA Surcharge	.0
19-JUL-21	13-AUG-21	24.17	26.27	.00	.00	.00	.00	23.77	1,500	46000	13-JUL-21	Company Read	DSIC		.40 PA Surcharge	.0
18-JUN-21	13-JUL-21	26.27	23.77	.00	.00	.00	.00	26.27	2,000	44500	14-JUN-21	Company Read	DSIC		.00 PA Surcharge	.0
20-MAY-21	14-JUN-21	23.77	25.27	.00	.00	.00	.00	23.77	1,500	42500	14-MAY-21	Company Read	DSIC		.00 PA Surcharge	.0
19-APR-21	14-MAY-21	25.27	22.28	.00	.00	.00	.00	25.27	1,800	41000	13-APR-21	Company Read	DSIC		.00 PA Surcharge	.0
18-MAR-21	12-APR-21	22.28	23.29	.00	.00	.00	.00	22.26	1,200	39200	12-MAR-21	Company Read	DSIC		.02 PA Surcharge	.0
18-FEB-21	15-MAR-21	23.29	17.76	.00	.00	.00	.00	23.27	1,400	38000	11-FEB-21	Company Read	DSIC		.02 PA Surcharge	.0
15-JAN-21	09-FEB-21	17.76	.00	.00	.00	.00	.00	17.75	300	36600	11-JAN-21	Company Read	DSIC		.01 PA Surcharge	.0

Invoice Details

25

The York Water Company
130 EAST MARKET STREET, BOX 15089
YORK, PENNSYLVANIA 17405-7089
PHONE: 717-845-3601

Group Number: 2	Lead Number:	Seq: 0	

Service To: ▮

Invoice Number: ▮
Invoice Date: 22-JUN-2017
Account Number: ▮
Please Pay: 112.58
Due Date: 17-JUL-2017

Mail To: ▮

Bill Period: 15-MAY-2017 — 15-JUN-2017   **Township:**
Meter Size: Meter size 5/8X3/4 Inch

Residential Gravity Price List
Meter Reading Information

Company Read	129,500
Prior Company Read	124,900

Gallons Billed	4,600
Current Water Charge	
Customer Charge	16.00

4,600 GAL x	0.004435	20.40
GAL x		
GAL x		
GAL x		
GAL x		
GAL x		
GAL x		

Current Water Charge	36.40

	x	
0 x	0.000000	.00
0 x	0.000000	.00
0 x	0.000000	.00
		.00

Amount of Last Bill:	154.26
You Paid:	80.00
Adjustments Since Last Inv:	.00
Credits:	.00
Debits:	.00
Total Adjustments:	.00
Bal Of Last Inv:	74.26
Late Charge:	1.92
Current Water Charge	36.40
PA Surcharge	.00
DSIC	.00
	.00
Total Amount Due:	112.58

Handwritten notes:

☐ 2 = 10 day notice
1 = 37 day notice

3 = normal
99 = paperless billing
95 = TAP customer last paper bill signed up for paperless
98 = non TAP customer " same 4 ||

PAYMENT AGREEMENTS

- When to set up a payment agreement:
    - Customer who has been issued a shut off notice
    - Customer who is past due and exhausted options such as an extension for a promise to pay
        - Past due balance can be less than $200.00
        - Remember this option helps a customer work on the past due and ease the shut off burden of one large lump sum and be able to pay overtime
    - Customer who has gone through a change in circumstance (loss of job, leak that has been repaired, additional household size)
    - Customer who has not been set up on a payment agreement in the past

- What happens once on a payment agreement:
    - If the monthly payment agreement is not paid by the due date, a shut off notice is generated and mailed to advise of the past due amount and the shut off date
        - This will happen each and every month
        - Terms are to pay each month the agreed payment agreement amount
            - Unlike a non-payment agreement customer where the notices are generated after 60 days past due, a payment agreement customer has shutoff notices sent each month when past due
    - Postings continue for these customers if not paid as well
    - Extensions, assistance options, etc. can still be eligible to customers
        - Look for correspondences on this via collections department

- Where do I find information on customers on payment agreements:
    - The payment agreement drive (J) lists all customers who received mailed notices
    - Oracle adjusts their status to show Payment Agreement when actively on one
    - Correspondences through collections department

ADDENDUM TO PAYMENT AGREEMENT INCOME GUIDELINES
EFFECTIVE 12/14/04

	LEVEL 1	LEVEL 2A	LEVEL 2B	LEVEL 3	LEVEL 4
Income & Expenses	Limited ability to pay. Review Sect. 8 housing. May have fewer expenses.	Limited ability to pay.	Limited ability to pay.	If expenses exceed income, disallow telephone bills higher than $25, CATV higher than $20, credit charges, furniture rentals.	If expenses exceed income, disallow telephone bills higher than $25, CATV higher than $20, credit charges, furniture rentals.
		$20			
Monthly Terms	$1 to $15/mth. plus CB.	$15 to $40/mth plus CB, unless medical problems or senior citizens.	$15 to $40/mth plus CB, unless medical problems or senior citizens.	$40 to $100/mth plus CB.	$100/mth plus CB, up to max. amt. available.
SERVICE ON					
FIRST OR SECOND PA OR PAID OFF PRIOR AGREEMENT.	No initial pymt. or catch up amt.	No initial pymt. or catch up amt.	No initial pymt. or catch up amt.	No initial pymt. or catch up amt.	50% of arrears & min. monthly of $100 + CB.
AFTER 2 GOOD PA'S OR BCS AGREEMENT.	Catch up amt; not More than $600.	Catch up amt; not more than $800.	Catch up amt; not more than $800.	Catch up amt; not more than $1,000.	Catch up amt; not more than $1,500.

28

Customer Name: Llov
 Customer # :   Billing Address.
Service Address'   Override?   ✓
                                        *aremss   i
                                     Phone # :

 YWC Sewer Cus   Number Of EDU's :

Cust Acct Atch   Site Atch

Cust. Class: Billing Method.
Cust. Site Status   Billing Cycle.
Location Status: Last Bill.
Township/Boroug   Billing Date.
Heat: Account Status:
3rd Party: Bill To Site Use ID
Price List Name: Tax Code:
Continue Service: Payment Method
No. of Estimates: Weighted Average:
Service Eff. Date   Payment Agreement

Meter No.   i   Meter Pit Yes/No   i
Meter Inst Date   Location:
Meter Mfg   Unigun Location1:
Meter Size: Unigun Location2:
MIU No: Unigun Location3:
MIU Inst Date.   Unigun Location4:
MIU In/Out   Route Number.

                         Previous   Next   SLPP Application |

   Account Detail | Billing History : Contact Info | Tap   :   BackFlow   Private Fire | Service Req | Cust Flags |

Currently displaying data for customer ██████████

██████████

Agreement List

Bill Location ████████ Open

Previous Location   Next Location   Edit Locations

✔ Auto Populate On Open

Customer Data - At A Glance

Type	Code	Description	Income	Level	Balance	Months	Agreement Date	Close Date	Document ID
1		First YWC Payment Agr	973.00	1	315.32	8	13-APR-2017		██████████

Open Invoices 0   Functional Balance   0.00

Next Bill Due Date 08-FEB-2019   Curr Amt   26 54

Recent Shutoff Notice 11-APR-2017   3 Day

Turn On Charge   15.00

Invoice Amount Due   55.47

Total Amount Due   277.14

Payment Agreement

New

Recent Correspondence

In Person   Agreement Date 13-APR-2017   CYCLE 4   Document ID ██████████

• Telephone   Agreement Closed On   Witnessed By ██████████

Type	Code	Description
1	Blank	First YWC Payment Agreement

Household Information

Adults ██   Children ██

Ages ██████

Agreement
Notes

Household
Notes

Initial Outstanding Charges   315.32   Initial Outstanding Months   8

Customer Profile Information

Credit & Collections: Account Status in Collection

Dunning: Send Letter   Days in Period

Finance Charges: Charge Interest

	Amount	Level			
Income	████	1	Enter Payment Terms	Third Party Payment Log	View Payment Agreement
Expenses	████		Agreement Adjustments	Enter Activity Notes	View Activity

Switch Profile Values

Activity Dt	Activity Type and Description	Tax Amt	Due Date	Cur Bill	Fixed Amt	PA Amount	Tot PA Amt	Total Bal
Activity Dt	Activity Type and Description	Tax Amt	Due Date	Cur Bill	Fixed Amt	PA Amount	Tot PA Amt	Total Bal
Activity Dt	Activity Type and Description	Tax Amt	Due Date	Cur Bill	Fixed Amt	PA Amount	Tot PA Amt	Total Bal
13-APR-2017	Agreement Term - One-Time Payment		27-APR-2017		$100.00	$100.00	$100.00	$315.32
21-APR-2017	Invoice	$35.18					$100.00	$353.50
21-APR-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		16-MAY-2017	$38.18	$15.00	$53.18	$153.18	$353.50
00-MAY-2017	Payment	$-100.00					$53.18	$253.50
22-MAY-2017	Invoice	$39.18					$53.18	$291.68
22-MAY-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		16-JUN-2017	$38.18	$15.00	$53.18	$106.36	$291.68
22-JUN-2017	Invoice	$39.18					$106.36	$329.86
20-JUN-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		17-JUL-2017	$38.18	$15.00	$53.18	$159.54	$329.86
10-JUL-2017	Payment	$-50.00					$109.54	$279.86
21-JUL-2017	Invoice	$39.31					$109.54	$319.17
21-JUL-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		16-AUG-2017	$39.31	$15.00	$54.31	$163.85	$319.17
00-AUG-2017	Payment	$-38.18					$125.67	$280.99
21-AUG-2017	Invoice	$43.87					$125.67	$324.86
21-AUG-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		15-SEP-2017	$43.87	$15.00	$58.87	$184.54	$324.86
22-SEP-2017	Invoice	$48.44					$184.54	$373.30
22-SEP-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		17-OCT-2017	$48.44	$15.00	$63.44	$247.98	$373.30
02-OCT-2017	Payment	$-130.00					$127.98	$253.30
13-OCT-2017	Invoice	$39.61					$127.98	$292.91
13-OCT-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		17-NOV-2017	$39.61	$15.00	$54.61	$182.59	$292.91
20-NOV-2017	Invoice	$45.12					$182.59	$338.03
20-NOV-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		15-DEC-2017	$45.12	$15.00	$60.12	$242.71	$338.03
05-DEC-2017	Payment	$-100.00					$142.71	$238.03
22-DEC-2017	Invoice	$52.94					$142.71	$290.97
22-DEC-2017	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		16-JAN-2018	$52.94	$15.00	$67.94	$210.65	$290.97
22-JAN-2018	Invoice	$51.95					$210.65	$342.92
22-JAN-2018	Agreement Term - Ongoing Pmt (Beginning 21-APR-2017)		16-FEB-2018	$51.95	$15.00	$66.95	$277.60	$342.92

FIRE SERVICE
Rates

Public:	Gravity Per Month	Repumped Per Month
Public Fire Hydrant (Billed to a municipality or other customer)	$25.97	$36.36

Private:

Sprinkler or Fire Service Systems:		
2-Inch connection	$34.11	$46.47
3-Inch connection	45.42	61.93
4-Inch connection	56.77	77.46
6-Inch connection	113.75	154.90
8-Inch connection	227.50	309.94
10-Inch connection	341.31	465.01
12-Inch connection	507.64	693.68

Fire Hydrant, Private:		
Direct Connection to Company Owned Mains:		
First Hydrant	45.42	56.25
Direct Connection to Customer Owned Mains:		
First Hydrant	46.42	56.25
Each Additional Hydrant	34.11	42.23

GRAVITY AND REPUMPED SYSTEM
Meter Rates

Customer Charges

	Monthly Customer Charge	
Meter Size (Inches)	Gravity System	Repumped System
5/8	$17.25	$17.25
3/4	23.70	23.70
1	33.40	33.40
1-1/2	51.50	51.50
2	66.90	66.90
3	161.10	161.10
4	239.80	239.80
6	266.30	266.30
8	511.00	511.00
10	657.60	657.60
12	809.60	809.60

Output Charges

		Rate Per 1,000 Gallons					
Monthly Consumption		Gravity System			Repumped System		
(Gallons)		Residential	Commercial	Industrial	Residential	Commercial	Industrial
First	5,000	$6.631	$6.426	$6.426	$10.210	$9.853	$9.853
Next	45,000	6.631	4.601	4.601	10.210	8.371	8.371
Next	1,950,000	6.631	3.585	3.861	10.210	4.508	7.495
Over	2,000,000	6.631	3.585	3.324	10.210	4.508	4.600

Sewer Rates for YWC Owned and Operated Wastewater systems SMARTSHEET

YWC is owner and operator

- Water & Sewer on **same bill** for homeowners who reside at the service location
- Water & Sewer are **separated** in Landlord/tenant situations where tenant is responsible for the water and the landlord is responsible for the sewer
- Water rates follow those specified in the approved tariff
- Only **wastewater** bills will be generated for the approx. 125 customers in Felton Borough
- Only **wastewater** bills will be generated for the approx. 150 customers in Letterkenny Township
- Only **wastewater** bills will be generated for the approx. 180 customers in Memphord Estates Sewer Company (MESCO)

West York Rates:

- $60.00 per month for Residential customers
- $69.55 per month for Commercial & Industrial customers
- There are some properties in WY that are "not connected" and are not to be billed for sewer (Jack Longstreet)

East Prospect Rates: (If water is turned off, wastewater charges need to continue billing)

- $86.90 per month for the first 4,000 gallons of water used
- $86.90 per month + $7.565 for every 1,000 gallons used after the first 4,000 gallons
- Wastewater customers may be granted a 1 time a year pool credit (grandfathered in when system acquired by YWC)
  - This means if a customer state they filled their pool, you may credit them for wastewater charges as the water to fill the pool did not get processed by the wastewater plant
  - You will credit the customer based on average usage. Ex: The average water consumption is 5,000 gallons. The customer filled a pool, and the usage was 10,000 gallons. The credit for the associated wastewater charges would be for 5,000 gallons (10,000 − 5,000 = 5,000).

Asbury Pointe Rates:

- $86.90 per month flat rate

Jacobus Rates: (If water is turned off, wastewater charges need to continue billing)

- $86.90 per month for the first 4,000 gallons of water used
- $86.90 per month + $7.565 for every 1,000 gallons used after the first 4,000 gallons

Felton Borough Rates:

- $86.90 per month flat rate

Letterkenny Township Rates:

- $86.90 per month flat rate per EDU

Amblebrook Gettysburg (Straban Twp) Rates: (If water is turned off, wastewater charges need to continue billing)

- $86.90 per month flat rate for the first 4,000 gallons of water used
- $86.90 per month + $7.565 for every 1,000 gallons used after the first 4,000 gallons

West Manheim Rates: (If water Is turned off, wastewater charges need to continue billing)

- Base Rate : $57.85 per month
- If consumption occurs, the following amounts will be added in billing
  - Usage Rate: 0 – 3,500 gallons is $7.565 per 1,000 gallons per month
  - Usage Rate: 3,501 – 7,000 gallons is $10.789 per 1,000 gallons per month
  - Usage Rate: 7,001 and above is $13.487 per 1,000 gallons per month
- Wastewater customers may be granted a 1 time a year pool credit
  - This means If a customer state they filled their pool, you may credit them for wastewater charges as the water to fill the pool did not get processed by the wastewater plant
  - You will credit the customer based on average usage. Ex: The average water consumption is 5,000 gallons. The customer filled a pool, and the usage was 10,000 gallons. The credit for the associated wastewater charges would be for 5,000 gallons (10,000 – 5,000 = 5,000).
  - (note added 5.21.2024)

CountryView Manor MHP Rates:**Wastewater stays In the name of the tenants**(If water is turned off, wastewater charges need to continue billing)

- $40.00 for the first 3,000 gallons
- $40.00 per month + $5.00 per 1,000 gallons after the initial 3,000 gallons

LIDA Rates: (If water is turned off, wastewater charges need to continue billing)

- Commercial/Industrial
  - $111.85 for the first 10,500 gallons
  - Above + $15.44 per 1,000 gallons after the initial 10,500 gallons
- Residential
  - $40.00 for the first 4,000 gallons
  - $40.00 per month + $5.00 per 1,000 gallons after the initial 4,000 gallons

Albright Mobile Home Park/SYC: (If water is turned off, wastewater charges need to continue billing)

- Residential
  - $40.00 for the first 4,000 gallons
  - $40.00 per month + $5.00 per 1,000 gallons after the initial 4,000 gallons
- Commercial/Industrial
  - $111.85 for the first 10,500 gallons
  - Above + $15.44 per 1,000 gallons after the initial 10,500 gallons

West Donegal Township (CIP):

- Customers will be charged rate of $13.89 per 1,000 gallons and subject to a minimum of $58.33 per month

Memphord Estates Sewer Company (MESCO):

- Customers are charged flat fee $44.20 per month

Consumption Calls

A. **High Consumption:**
- a. Before you call:
  - i. Look at the bill history to see if they used a similar amount around that time last year
  - ii. Are there any notes about H/C?
  - iii. Has their usage been increasing recently?

- b. Prompt:
  - i. Hi this is (your name) from the YWC, Is this (account holder's name)?
  - ii. I am calling about the address _____
  - iii. I am calling because we noticed your consumption this past month was significantly higher than normal.
  - iv. Your average usage is ___ per month and this past month from _____ to ___ it was ___ gallons
  - v. Are you aware of why it would be so high?

- c. If unaware:
  - i. They can check their meter – explain to them how to look at the meter to tell if there is a leak/water running or not (**see following page for meter info**)
  - ii. Toilets:
    1. 90% of high consumption is because of a leaky toilet. If they haven't checked their toilets explain this test to them:
       - a. Tell them to place food dye in the tank of each toilet, wait 15-20 WITHOUT flushing. After that time, check the bowl of the toilet. If the bowl is turning the color of the food dye, then water is running in the toilet

B. **No Consumption**
- a. Prompt
  - i. Hi this is (your name) from the YWC, Is this (account holder's name)?
  - ii. I am calling about the address _____
  - iii. I am calling because we noticed your consumption this past __ months have shown little or no consumption. I was checking to see if the property was vacant, or if our meter had stopped working.
- b. If vacant – okay, note this in service requests
- c. If not vacant – schedule an "investigate stopped meter" in service requests

** YWC are not plumbers. If we send a meter reader to check for leaks, they will not make any repairs. This is a courtesy; we are not required to call or send someone out to check for leak. Try to avoid making these appointments (sometimes we will make them though – if scheduling an appointment, check with ▮▮▮▮▮ first to see what day will work with Meter Reading's schedule)**

How To

Online Applications : Steps

Processing Online Water Applications

	Top Ten List
Customer Inquiry	1 YWCSTREAMLINE
+ Customers	
+ Service Requests	
+ Collections	
+ Transactions	
+ Requests	
+ Control	
+ Interface	
YWC Schedule Distance	
YWC Payment Agreement	
YWC Dunning History	
Processing Online Water Applicatio	
Approval History	

Open

| Not Processed | Processed | Rejected | | Applications From Date | | Applications To Date | | Refresh Dates |

Name	Property Address	City	Customer Type	Property Type	Application Status	Application Date	Service Effective Date	Comments

OK

— Search name to see if current or previous customer

— if previous, check SSN to verify same person
  ↳ if yes, check for "in collections" status

Previous Online Application

Data from the Online Application
This is data entered by the customer. Review & fix errors as you move it to the main data area

Processed
Cust Type
Party Name
Taxpayer ID
Cust Class
Profile Class
Address 1
Address 2
Address 3
City St Zip

Data From The Customer Moving Out
The address and site data here is currently in use and probably accurate.

Find OLD Customer   Find Existing SR

Final Read Date   Create Final

Next Online Application

Data used to Create New Customer

Start Read Type
Start Read Begin
Start Read End

Search Criteria for the Old Customer's Location

Customer Number
Customer Name
Customer Address
City
Zip Code
Use ID

Site & Use Status
Active   In Active   All

Bill To Location
Bill To SW USE ID

Clear   Find   6

need to chose the account w/ the meter #

Search Results - Pick the Old Customer's Location from the Following List

Cust Number	Customer Name	Class	Site Number	Address	City	Zip	Cust Site Status	Meter Number	Billing Method	Ship To Site Use Id	Service Eff Date

OK   7

 # they address on the app needs to match Oracle

40

Data from the Online Application
This is data entered by the customer. Review
it for errors as you move it to the main data area

Data From The Customer Moving Out
The address and site data here is currently
in use and probably accurate

Find OLD Customer   Find Existing SR

8

Processed ?
Cust Type
Party Name
Taxpayer ID
Cust Class
Profile Class
Address 1
Address 2
Address 3
City, St, Zip

Final Road Date

Service Requests

SR Number	Date	Type	Status
	02-APR-20	START READ	Completed
	29-FEB-12	FINAL READ	Completed

Modify Existing SR

Service Request Details
WO #1:
Customer Name:
Address:
SR Type:
Problem Summary:
Problem Code
Resolution Summary
Resolved On:

OK   *9*

— Verify that the water is either on or off
— if scheduled to be turned off that day, call
Meter Reader to see if it is off yet or not
    ↳ if still on, they will get a final read only, and
leave the water on

Data from the Online Application

Data From If a Customer Moving Out

Data used to Create New Customer

— change if "B"

— start date requested

—if known - must have if yes

if blank: ✓

read notes

10

13 create   start read & final read   work orders

14: create sewer acct if applicable

42

Add Customer in Paymentus

Agent Dashboard

[2]

Accounts

Find Account | Add Account | Suspend an Account | Block A Payment Method | Find Blocked Payment Method | Paper Suppression | Fin

Please use the criteria below to find the customer. Once the customer is found, select the customer and click Continue.

[3] Email Address [_____]

First Name: [_____]

Last Name: [_____]

Date Created From: [____ ▾][__][____] 📅
mm   dd   yyyy

Date Created To: [____ ▾][__][____] 📅
mm   dd   yyyy

Search [4]   **Add Customer** [5]

if no email found ↗ ↙

Agent Dashboard

User Management

Users | Customers | Groups

▸ Add Customer
Find Customer

[6]

Customer Details

First Name: [_____]

Last Name: [_____]

Email Address (User Id): [*email* _____]

Phone Number: ([____])[____]-[____] [ex][_____]

ZIP Code: [_____]

Language Preference: ⦿ English

User Id: [*email* _____]

Password: [_____]

Re-enter password: [_____]

Status: [Active ▾]

Expiration Date: [____ ▾][__][____] 📅
mm   dc   yyyy

Add   **Cancel** [7]

43

Creating an Account from a Paper Application

Customer Name:	Billing Address:
Customer #	Override?
Service Address	(Populate
	Phone # :
YWC Sewer Cust	Number Of EDU's :
Cust Acct Atch:	Site Atch:
Cust Class:	Billing Method:
Cust. Site Status:	Billing Cycle:
Location Status:	Last Bill:
Township/Borough	Billing Date:
Heat	Account Status:
3rd Party	Bill To Site Use ID.
Price List Name	Tax Code:
Continue Service	Payment Method.
No. of Estimates:	Weighted Average.
Service Eff. Date.	Payment Agreement
Meter No:	Meter Pit Yes/No:
Meter Inst Date.	Location:
Meter Mfg:	Unigun Location1.
Meter Size	Unigun Location2.
MIU No:	Unigun Location3:
MIU Inst Date	Unigun Location4:
MIU In/Out	Route Number.

SLPP Application

| Account Detail | Billing History | Contact Info | Tap | Disc/Flow | Private Fire | Service Req | Cust Flags |

Handwritten margin note:
 # 1st: search for customer — may have old account #

Previous Search for Moved Customer | Next Step Add New Customer Site

	Customer Data for MOVING OUT Location	Customer Data for MOVING IN Location	COMBINED DATA for New Customer Location
	For customers moving from outside the York Water service area, this data will be blank. Otherwise, it will contain data from their "current" (soon to be old) service address	This column shows data for the previous customer who lived at the moving in location. This will be the "new" service address after the move is complete	This column is a combination of contact information from the old service address and service information from the previous customer at the new address.
Cust Type			
Party Name			
Taxpayer ID			
Cust Class			
Profile Class			
Address 1			
Address 2			
Address 3			
City, St, Zip			
Billing Method		Billing Method	Billing Method
Heat Code		Heat Code	Heat Code
Township Code		Township Code	Township Code
Third Party		Third Party	Third Party
Advance Hum		Advance Hum	Advance Hum
Weighted Avg		Weighted Avg	Weighted Avg
Num of Est		Num of Est	Num of Est

YTD Cons	YTD Cons	YTD Cons
Serv Effective	Serv Effective	Serv Effective
Single Pub/Out	Single Pub/Out	Single Pub/Out
Billing Note Dt	Billing Note Dt	Billing Note Dt
Billing Note Cd	Billing Note Cd	Billing Note Cd
Billing Notes	Billing Notes	Billing Notes
Landlord	Landlord	Landlord
Cont of Serv	Cont of Serv	Cont of Serv
Sewer Override	Sewer Override	Sewer Override
Link to Wtr	Link to Wtr	Link to Wtr
Sewer Only	Sewer Only	Sewer Only
Recur Serv	Recur Serv	Recur Serv
Num of EDUs	Num of EDUs	Num of EDUs

Bill To Address - Override Address | **Bill To Address - Override Address** | **Bill To Address - Override Address   Clear Override**

Effective Date		
Comments		
Ovrd Addr 1		
Ovrd Addr 2		
Ovrd Addr 3		
Ovrd Addr 4		
City / St / Zip		

Tax Classification / Price List / Payment Method

| Tax Class | RESIDENTIAL | RESIDENTIAL |
| Price List | YWK_RESIDENTIAL REPUMP | YWK_RESIDENTIAL REPUMP |

Contact Information - Up to 4 Phone Numbers	Contact Information - Up to 4 Phone Numbers	Contact Information - Up to 4 Phone Numbers
		Phone Number NOT Provided
Phone 1		Phone 1
City / Area / Num / Ext		City / Area / Num / Ext
Phone 2		Phone 2
City / Area / Num / Ext		City / Area / Num / Ext
Phone 3		Phone 3
City / Area / Num / Ext		City / Area / Num / Ext
Phone 4		Phone 4
City / Area / Num / Ext		City / Area / Num / Ext

Contact Information - Up to 4 Email Addresses	Contact Information - Up to 4 Email Addresses	Contact Information - Up to 4 Email Addresses
		Email Address NOT Provided
Email 1	Email 1	Email 1
Email 2	Email 2	Email 2
Email 3	Email 3	Email 3
Email 4	Email 4	Email 4

Add Customer / Site

9: create start / final / turn - on work order(s) as needed

Moving Customer from One Address to Another

Customer Name
Customer #
Smart Address

YWC Sewer Cost

Cust Acct Auth
Cust Class
Cust Site Status
Location Status
Township/Borough
Hint
3rd Party
Price List Name:
Contract Device
No. of Estimates
Service Eff Date

Meter No.
Meter Inst Date
Meter Mfg
Meter Size
MIU No.
MIU Inst Date
MIU In/Out

Billing Address
Override?
Phone #

Number Of EOU's

Gas Atch
Billing Method
Billing Cycle
Last DU
Billing Date
Account Status
Bill To Site Use ID
Tax Code
Payment Method
Weighted Average
Payment Agreement

Meter PR Yes/No:
Location
Unique Location1
Unique Location2
Unique Location3
Unique Location4
Route Number

SLPP Application

Account Detail | Sanc History | Credit Info | Tax | Use Flow | Points Tax | Service Req | Cost Flags

---

Create Quick SR

Final Type FINAL READ   Status Open   Severity High
Group METER READ   Problem Code FINAL READ

Problem Summary
Task Start
Task End   Create Quick SR

Next Step - Search for New Location

Refresh SR List

Service Requests

SR Number	Date	Type	Status
	13-AUG-70	FINAL READ	Open
	30-APR-70	START READ	Completed
	16-APR-17	FINAL READ	Completed

Create Manual Service Request

Service Request Details

WO #
Customer Name
Address
SR Type
Problem Summary
Problem Code
Resolution Summary
Resolved On

Previous Step - Create Final Read SR | Next Step - Add New Site Data

Search Criteria for the Customer's New Location

Customer Number
Customer Name
Customer Address
City
Zip Code
UU D

Site & Use Status
Active   In-Active   All
Bill To Location
Bill To Site Use D

Clear | Find

Search Results - Pick the Customer's New Location from the Following List

Cust Number	Customer Name	Class	Site Number	Address	City	Zip	Cust Site Status	Billing Method	Ship To Site Use H	Service Eff Date

Select New Location

(handwritten right margin) 1, 3, 4, 5

(handwritten right margin)
& need metered account & verify addresses match &

Previous Step - Create Final Read SR | Next Step - Add New Site Data

Search Criteria for the Customer's New Location

Customer Number
Customer Name
Customer Address
City
Zip Code
UU D

Site & Use Status
Active   In-Active   All
Bill To Location
Bill To Site Use G

Clear | Find

Search Results - Pick the Customer's New Location from the Following List

Cust Number	Customer Name	Class	Site Number	Address	City	Zip	Cust Site Status	Billing Method	Ship To Site Use Id	Service Eff Date

Select New Location

(handwritten) 6

(handwritten)

7: fill out like any other app

8: start/final/turn-on as needed

Creating a work order

✦ 1st: copy Meter

Customer Name:
Customer #:
Service Address.

YWC Sewer Cust

Cust Acct Alch:

Cust. Class:
Cust. Site Status:
Location Status:
Township/Borough
Heat:
3rd Party:
Price List Name:
Continue Service:
No. of Estimates:
Service Eff Date:

★ Meter No:
Meter Inst Date:
Meter Mfg:
Meter Size:
MIU No:
MIU Inst Date:
MIU In/Out:

Billing Address:
Override? [ ]
Separate   [ ]
Phone #.

Number Of EDU's:

Site Alch:

Billing Method:
Billing Cycle:
Last Bill:
Billing Date:
Account Status:
Bill To Site Use ID:
Tax Code:
Payment Method.
Weighted Average:
Payment Agreement:

Meter Pit Yes/No:
Location:
Unique Location1:
Unique Location2:
Unique Location3:
Unique Location4:
Route Number

Freeze   Heal   SLPP Application

Account Detail   Billing History   Contact Info   Tag   Backflow   P(vate Fxr   Service Req   Cust Flags

---

Service Requests

SR Number	Date	Type	Status
	05-MAR-20	START READ	Completed

Create Service Request 2

Service Request Details

WO #1:
Customer Name.
Address.
SR Type:
Problem Summary.
Problem Code:
Resolution Summary:
Resolved On:

CUSTOM SR2 — Log and Notes — Dashboard

Contact Type	Customer	Customer Type: Person — *3*
First		Name
Last		Number — Site Name Number *5*
Email		Account # *before — 4* → "Tab"
Number		Email
Relationship		Phone
Phone		Phone Type

Number | Reported 13-AUG-2020 11 0 | Type | Status Entered | Severity High | Group | Owner

Workbench Contacts / Addresses Tasks Interactions Related Objects Service History Charges Work Orders

Item	Item Rev
Component	Component Rev
Subcomponent	Subcomponent Rev
Item Instance	Status
System — Type	Lot Num
Covered Site — Order Num	Sales PO Num

Refresh Data (Instance Configuration) (Instance Data) (Register Instance)

Contracts

Contract	Service	Description	Status	Coverage Name	Coverage Type	Coverage Desc	Warranty Start Date	End Date

• Entitled Contracts   • All Contracts   Get Contracts

5: See below image for step 5-8 ↓

Context Value	Manual Manual
Site Number & Address	*Click — 6*] *these 2 addresses need to match*
Meter Number	*Paste meter # — 7*

8 (OK) (Cancel) (Clear) (Help)

CUSTOM SR2 — Dashboard(P)

Contact Type / First / Last / Email / Number / Relationship / Phone

Customer Type / Name / Number / Account / Email / Phone / Phone Type

Site Name Number

Number / Reported 13-AUG-2020 11 0 / Type / Status / Severity High / Group / Owner

9 *10* *11*

Subject Workbench Contacts/Addresses Tasks Interactions Related Objects Service History Charges Work Orders

Problem Summary *22* *13*
Problem Code
Urgency Immediate — Error Code
Resolution Summary
Resolution Code
Respond By — On

Notes
View By — Print Friendly
From — To — Refresh (Y)
Description — Source — Detail — Type

Solutions
Outcome / Title / Type / Number / Visibility
16d *16d*

Type / Description — Visibility

Search Knowledge — Unlink Solution — Refresh — New (Q) — Note Details (X) — Log and Notes (Z)

14: SAVE (automatically takes you to "Tasks")

CUSTOM SR2

Contact Type Customer / First / Last / Email / Number / Relationship / Phone

Customer Type Person / Name / Number / Account / Email / Phone / Phone Type

Site Name Number

Number / Reported 13-AUG-2020 11 0 / Type / Status Entered / Severity High / Group / Owner

Subject Workbench Contacts/Addresses Tasks Interactions Related Objects Service History Charges Work Orders

Date / Number / Type / Status / Priority / Owner / Subject / Description / Publish Cool

Type *Scheduled* / Owner Type / Status / Owner / Priority / Assignee Type / Restrict Closure / Assignee
Corporate Time Zone Eastern Time
Planned / Scheduled / Actual
Start
End *17* *18*

Planned Effort / Actual Effort / Duration

Num / Parent / Address / Escalation / Confirmation / Private Publish

Link Tasks / Degree / Plan / Send / A case / Site Line / Launch Workflow / New

19: Save + Exit

can check done correctly by clicking "service request"
again

Editing a Work Order

Customer Name:

Customer #:
Service Address:

Billing Address:
Override? ☐
Pay... ☐
Phone # :

YWC Sewer Cust

Number Of EDU's :

Cust Acct Arch.

Site Arch.

Cust. Class:
Cust. Site Status
Location Status:
Township/Borough
Heat:
3rd Party:
Price List Name:
Continue Service:
No. of Estimates:
Service Eff. Date:

Billing Method.
Billing Cycle.
Last Bill.
Billing Date
Account Status:
Bill To Site Use ID:
Tax Code:
Payment Method.
Weighted Average
Payment Agreement

Meter No:
Meter Inst Date:
Meter Mfg:
Meter Size:
MIU No
MIU Inst Date
MIU In/Out:

Meter PR Yes/No:
Location:
Unigun Location1:
Unigun Location2:
Unigun Location3:
Unigun Location4:
Route Number:

Meter.   List   SLPP Application

Account Detail   Billing History   Contact Info   Tag   Back Flow   Private File   Service Req   Cust Flags

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Service Requests

SR Number	Date	Type		Status
copy → 2	05-MAR-20	START READ		Completed

3   Create Service Request

Service Request Details

WO #1:
Customer Name:
Address:
SR Type:
Problem Summary:
Problem Code:
Resolution Summary
Resolved On

CUSTOM SR2

Contact Type: Customer | Customer Type: Person | Number
First | Name | Reported: 13-AUG-2020 11 2
Last | Number | Site Name Number | Type
Email | Account | Status: Entered
Number | Email | Severity: High
Relationship | Phone | Group
Phone | Phone Type | Owner

Subject | Workbench | Contacts / Addresses | Tasks | Interactions | Related Objects | Service History | Charges | Work Orders

Item | Item Rev
Component | Component Rev
Subcomponent | Subcomponent Rev
Item Instance | Type | Status
System | Order Num | Lot Num
Covered Site | Refresh Site | Sales PO Num

Instance Configuration | Instance Detail | Register Instance

Contracts

Contract	Service	Description	Status	Coverage Name	Coverage Type	Coverage Desc	Warranty Start Date	End Date

Entitled Contracts | All Contracts | Get Contracts

4: click F11 Key

CUSTOM SR2

Contact Type: | Customer Type: | Number
First | Name | Reported
Last | Number | Site Name Number | Type
Email | Account | Status
Number | Email | Severity
Relationship | Phone | Group
Phone | Phone Type | Owner

Subject | Workbench | Contacts / Addresses | Tasks | Interactions | Related Objects | Service History | Charges | Work Orders

Item | Item Rev
Component | Component Rev
Subcomponent | Subcomponent Rev
Item Instance | Type | Status
System | Order Num | Lot Num
Covered Site | Refresh Site | Sales PO Num

Instance Configuration | Instance Detail | Register Instance

Contracts

Contract	Service	Description	Status	Coverage Name	Coverage Type	Coverage Desc	Warranty Start Date	End Date

Entitled Contracts | All Contracts | Get Contracts

5: Paste #

6: hold Ctrl + F11 keys

7: add notes / make changes

8: save + exit

Debit / Credit / Balance Transfer
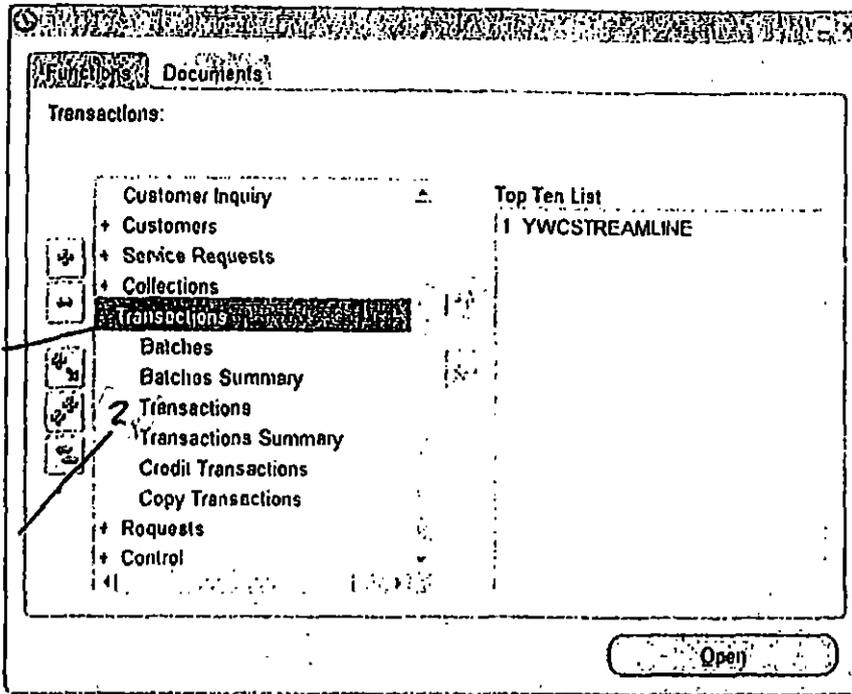
debit = adding amount to account

Credit = subtracting amount from account

double click

open

3) cust serv

4) debit/credit

5) csr/sewr type

6) acct # before

tab → Make sure address is correct

★ if the customer has multiple accts, use the [...] beside the location box to choose the correct acct/address

** Please be aware that #5 has different options to choose from**

Transaction

Source		Date	13-AUG-2020	Balance Due	Line
Number		GL Date			Tax
Class		Currency	USD		Freight
Type		Document Num			Charges
Reference		Transaction	( )		Total
Legal Entity			☐ Complete		Details,

Main · More · **Notes** · Commitment · Reference Information

Date	Source	Memo
13-AUG-2020	Invoice Maintenance	*8. type reason / details — if balance transfer, note other acct #*

9 [Line Items] [Tax] [Freight] [Distributions] [Sales Credits] [Incomplete]

** Please be aware that #10 has different options to choose from**

	Transaction	Lines	Tax	Freight
Total	0.00	0.00	0.00	0.00

Main · Sales Order · Tax Exemptions · Rules · Ship To Information · Fields

Num	Item	Description	UOM	Quantity	Unit Price	Amount	Tax Classifica. Trans
■	*0/0 → tab*			*12*	*13 → tab*		

[Tax] [Tax Information] · Receipt · [Distributions] [Sales Credits]

10 "11

/ choose item # ↓ find correct debit/credit type

13: if it is a credit, a — must be in front of # to subtract

14: save
15: Tools → submit for approval
16: once approved (receive email) ⟶ next page

16: once approved (receive email) go back into transactions & press F11.

17: paste/insert debit/credit memo #

18: choose whether it was a credit or debit

19: ctrl + F11

20: complete

21: if credit, apply

(you can verify that it was completed by going into account details)

PROCEDURE TO APPLY CREDITS

When completing any type of credit (i.e. customer charge, balance transfer, water consumption), the amount of the credit needs to be applied to the open invoices (& debit memos). Complete the credit as you normally do. When it is completed go to the top of the screen and click **ACTIONS**, which will then show a drop-down box. Select **APPLICATIONS** from the choices offered. Now click **APPLY TO**. If more than one invoice comes up, you will need to scroll to the right to find the correct location to apply it to. (When doing balance transfers, you could have many invoices to close). Click on the oldest invoice first, and then continue down until the invoice totals match the credit amount. Click **SAVE**.

To verify that all invoices are closed, you must go out of the account details, and then going back in. Doing this will correct the aging amounts.

Promise to Pay / collection notices / med. certs

Screen 1 (form with blacked-out fields):

- Customer Name:
- Customer # :
- Service Address:
- YWC Servie Cust
- Cust Acct Atch
- Cust. Class:
- Cust. Sae Status:
- Location Status:
- Township/Borough
- Hart:
- 3rd Party:
- Price List Name:
- Continue Service:
- No of Estimates
- Service Eff. Date:
- Meter No:
- Meter Inst Date
- Meter Mfg:
- Meter Size:
- MU No.
- MU Inst Date
- MU In/Out:

- Billing Address:
- Override?:
- Phone # :
- Number Of EDU s
- Site Atch
- Billing Method.
- Billing Cycle:
- Last Bill
- Billing Date:
- Account Status:
- Bill To Site Use ID
- Tax Code:
- Payment Method:
- Weighted Average:
- Payment Agreement
- Meter Pd Yes/No
- Location
- Unique Location 1:
- Unique Location 2:
- Unique Location 3:
- Unique Location 4:
- Route Number:

[Previous] [List] [GLPP Application]

[Account Detail] [Billing History] [Contact Info] [Tag] [Bill Print] [Prorate File] [Service Req] [Cust Page]

Screen 2 (Collector form with blacked-out fields):

- Collector
- Customer Names
- Customer Num
- Locations
- Status

Display Currency   Currency

[Balances] [Profile]

- Balances
- Open Credits
- Credit Limits
- Exceeded Credits
- Amounts Past Due
- Transactions Past Due

[Close] [Find]

Handwritten notes (right side):

Promise to Pay :

- only gets 1 PP for every 10 day notice

- always check w/ ■■■■ if we can do a PP before telling customer yes

- always check to see if the customer already has/had a PP for this notice

57

Cust Account

Customer Name	Customer Nur	Location	Profile Class	Status	Account Status	Functional Bal	En
████████						141.42	

Customer · Correspondence · Call · Aging

Credit Hold · Account Overview · Account Details

Calls · Statements · Dunning Letters

Collector	Date	Status	Contact	Response
████████	06-MAR-2020	Open	████████	Posting
	14-JAN-2020	Open		Posting
	18-NOV-2019	Open		Posting
	16-SEP-2019	Open		Posting

Notes 48 HRS NOTICE 3.9.2020 OB S182 13

Customer Name ████████ Location ████████

Customer Number ████████

Call · Account Details

{5.}
"new"

Call ID 374102
Date 06-MAR-2020 16:36:44
Status Open
Collector [REDACTED]
Trans Num

Customer
Name [REDACTED]
Number
Location

Address [REDACTED]

Contact Response

First Name
Job Title

Last Name [REDACTED]

Area
Code   Number   Extension
Phone
FAX

Customer Account   Actions   Topics

Meto

Call ID
Date 13-AUG-2020 14:03:17
Status Open
Collector [REDACTED]
Trans Num

your name

Customer
Name [REDACTED]
Number
Location

Address [REDACTED]

Contact Response

First Name
Job Title

Last Name

cust. nam
or
"MR"/"MRS"

Area
Code   Number   Extension
Phone
FAX

Customer Account   Actions   Topics

59

Call ID [ ]
Date [13-AUG-2020 14:03:17]
Status [Open ▼]
Collector [ ]
Trans Num [ ]

Customer
Name [ ]
Number
Location

Address [ ]

Contact | Response | 8

Response [(9)] [...] Outcome [ ]
Notes [(10)]
Follow Up Action [ ] Date [ ] ☐ Complete
Promise Forecast
Date [(11)] Date [ ]
Amount [USD (12)] [%]

(Customer Account) (Actions) (Topics)

Mete

(13) Save

☆ can not edit ☆

Creating a Payment Agreement

☆ 1st: click "Payment Agreement" on front Page ☆

Payment Agreement

Currently displaying data for customer

Agreement List

							Previous Location	Next Location	Edit Locations
Type	Code	Description	Income	Level	Balance	Months	Agreement Date	Close Date	Document ID
1		First YWC Payment Agrt	973.00	1	315.32	8	13-APR-2017		

Payment Agreement

- In Person
- Telephone

Agreement Date 13-APR-2017 CYCLE 4

Agreement Closed On

Type	Code	Description
1 ▼	Blank ▼	First YWC Payment Agreement

Agreement Notes

Initial Outstanding Charges 315.32 Initial Outstanding Months 8

Document ID

Witnessed By

Household Information

Ⓢ 2 Adults Ⓢ 3 Children
Ⓢ 4 Ages

Household Notes

New Ⓢ 1

Ⓢ 7
	Amount	Level
Ⓢ 5 Income		1
Ⓢ 6 Expenses		

Enter Payment Terms Third Party Payment Log View Payment Agreement

Agreement Adjustments Enter Activity Notes View Activity Ⓢ

Ⓢ 9 Ⓢ 8

Payment Agreement Query

Bill Location Open

☐ Auto Populate On Open

Customer Data - At A Glance

Open Invoices 0   Functional Balance 0.00

Next Bill Due Date 03-FEB-2019   Curr Amt 26.64

Recent Shutoff Notice 11-APR-2017 3 Day
Turn On Charge 15.00
Invoice Amount Due 55.47
Total Amount Due 277.14

Recent Correspondence

Customer Profile Information

Credit & Collections: Account Status in Collection
Dunning: Send Letter ☐ Days in Period
Finance Charges: Charge Interest ☐

Select Profile Values

Ⓢ 10

Ⓢ 5 drop down menu for type of income — amount of each income — determines how much the fixed amount is — get as accurate of #s as possible

Ⓢ 6 best guess (doesn't have to be 100% accurate)

Ⓢ 10 note account in correspondence

61

Creating Paperless Billing in Paymentus

Agent Dashboard

Accounts

Find Account | Add Account | Suspend an Account | Block a Payment Method | Find Blocked Payment Method | Paper Suppression | Find Account

Please use the criteria below to find the customer. Once the customer is found, select the customer and click Continue.

Email Address:

First Name:

Last Name:

Date Created From:

| | dd | yyyy |

Date Created To:

| | dd | yyyy |

Search   Add Customer

1-1 of 1 Items

Continue   Cancel

Agent Dashboard

Accounts

Find Account | Add Account | Suspend an Account | Block a Payment Method | Find Blocked Payment Method | Paper Suppr

Please enter all of the information below and click Continue.

User ID:

* Payment Type: Water Bill (Consumer)

* Account Number: add #

Notes:

Paper Suppression: *mark yes*   ⦿ Yes   ⦾ No

Add   Cancel

10. go to Oracle →

62

Paper less Billing

Can See
where
bills are
being
Sent

Checking in
Oracle

		Customer Name.					Billing Address.	
		Customer # :					Organ in?	
		Service Address					Phone #.	
		YWC Sewer Cust					Number Of EDU's	
		Cust Acct Acti					Size Atch	
		Com. Class:					Billing Method:	
		Cust Site Status					Billing Cycle:	
		Location Status					Last Bill	
		Township/Borough					Billing Date.	
		Heat:					Account Status:	
		3rd Party					Bill To Site Use ID:	
		Price List Name.					Tax Code:	
		Continue Service:					Payment Method	
		No. of Estimates:					Weighted Average:	
		Service Eff. Date:					Payment Agreement	
		Meter No:					Meter PI Yes/No.	
		Meter Inst Date:					Location	
		Meter Mfg.					Unigun Location 1.	
		Meter Size:					Unigun Location 2	
		MIU No·					Unigun Location 3	
		MIU Inst Date:					Unigun Location 4:	
		MIU In/Out:					Route Number.	

SLPP Application

Account Detail | Billing History | Contact Info | Tag | Bill Print | Rebate Flag | Service Req | Cust Flags

Paperless Billing / Email Addresses

Beg Date	End Date	Comment	Email Address	Format	Primary	Purpose	Preferred	Active
01-MAY-2014				Plain t...	V	Paymentus	J	V
14-FEB-2013	15-NOV-2013			HTML ...				J

Password

Beg Date	End Date	Password

Alerts

Beg Date	End Date	Alert Description

Paperless Billing
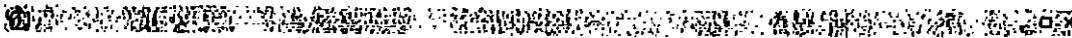
Email Notifications

Send Date	Message Type	Status	Email To	
11-AUG-2020	INVOICE_NOTICE	SENT	▓▓▓▓▓▓▓▓	▲ RESEND
11-JUL-2020	INVOICE_NOTICE	SENT		
11-JUN-2020	INVOICE_NOTICE	SENT		
09-MAY-2020	INVOICE_NOTICE	SENT		
11-APR-2020	INVOICE_NOTICE	SENT		▼

Message Type: INVOICE_NOTICE

From: York Water <PaperlessCommunications@yorkw

To: ▓▓▓▓▓▓▓▓▓▓▓▓▓▓

Cc:

Bcc:

Subject: Your August York Water invoice is ready

Message:

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 https://www.yorkwater.com/automatic-payments

Invoice Overview:

▓▓▓▓▓▓▓▓▓

Agent Dashboard   ▓▓▓▓▓ ▓▓▓▓▓ [Accounts] ▓▓▓▓▓ ▓▓▓▓▓ ▓▓▓▓▓ ▓▓▓▓▓

End Account | Add Account | Suspend an Account | Block a Payment Method | Find Blocked Payment Method | Paper Suppression | Find

Seeing if customer is on paperless billing via Payments

Please use the criteria below to find the customer. Once the customer is found, select the customer and click Continue.

Email Address:

First Name:

Last Name:

Date Created From: [▼][ ][ ] 🗓
                   MM   dd   yyyy

Date Created To: [▼][ ][ ] 🗓
                 MM   dd   yyyy

[Search]   [Add Customer]

Account Number: ▓▓▓▓▓▓▓▓▓▓▓▓▓

1-1 of 1 Items

▓▓
○ ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ (Yes)

[Continue]   [Cancel]

Attaching Document (Deed/Lease) to Oracle Account

Customer Search Criteria

Site & Use Statuses
* Active Inactive All

Customer Number
Customer Name
Customer Address
City
Zip Code
Area Code / Phone

Customer Search Result

Cust Number	Cust Atch	Customer Name	Class	Site Number	Address	City	Zip	Cust Site Status	Meter Number	Billing Method	Site Ship To Atch Site Use Id	Service Eff Date

File Edit View Folder Tools Window Help

Customer Name:
Customer # :
Service Address:

Billing Address:
Override?
Phone # :

YWC Sewer Cust

Number Of EDU's :

Cust Acct Atch

Site Atch:

Cust. Class:
Cust Site Status:
Location Status:
Township/Borough
Heat:
3rd Party:
Price List Name:
Continue Service.
No. of Estimates:
Service Eff Date:

Billing Method:
Billing Cycle:
Last Bill:
Billing Date:
Account Status:
Bill To Site Use ID
Tax Code:
Payment Method.
Weighted Average:
Payment Agreement

Meter No.
Meter Inst Date:
Meter Mfg
Meter Size
MIU No
MIU Inst Date:
MIU In/Out:

Meter Pit Yes/No
Location:
Unigun Location1:
Unigun Location2:
Unigun Location3:
Unigun Location4:
Route Number:

Previous | Use | SLPP Application

Account Detail | Billing History | Contact Info | Tap | BackFlow | Private Fire | Service Req | Cust Flags

Main | Source

Seq	Category	Title	Description	Data Type	May Be Changed
10	Site Number	DEED	DEED	File	✓
20					✓

Entity Name: Site Number

Open Document...

Publish to Catalog | Document Catalog...

Main | Source

Seq	Category	Title	Description	Data Type	May Be Changed
10	Site Number	DEED	DEED	File	☑
20	Site Number	FILL IN	FILL IN		☑

Entity Name: Site Number

Find %

Datatype
File
Long Text
Short Text
Web Page

(Find) (OK) (Cancel)

Open Document...

Publish to Catalog | Document Catalog

File Upload

* Upload File [Browse...] */C.)*

[Submit] Cancel Clear

Diagnostics Preferences Help Personalize Page Close Window
About this Page Privacy Statement

Choose File to Upload

↑ › This PC › customer_service (\\ywxfs) (I:) › 2020 LEASES   Search 2020 LEASES

Organize ▾   New Folder

This PC
- 3D Objects
- Desktop
- Documents
- Downloads
- Music
- Pictures
- Videos
- OS (C:)
- cwildasin (\\ywf
- customer_servic
- payment_agreer
- ywc_shared (\\y

Network

Name	Date modified	Type	Size

File name: *Choose File /doc*   All Files (*.*)

12   Open   Cancel

File Upload

* Upload File _____ [Browse...]

13 [Submit] [Cancel] [Clear]

Seq	Category	Title	Description	Data Type	May Be Changed
10	Site Number	DEED	DEED	File	M
20	Site Number	FILL IN	FILL IN		M

Entity Name: Site Number

Open Document

Billing   Site   Ship To
Method   Attch Site Use Id
tered   SC 101568

Open Document   Document Catalog

Has the file been uploaded successfully?

14 [Yes] [No]

15 [Save and exit]

Verifying & opening Attachment

Customer Name.
Customer #.
Service Address.

Billing Address.
Override?
(Province) P
Phone #:

YWC Sewer Cus

Number Of EDU's

Cust Acct Atch

Site Atch.

Cust. Class.
Cust. Site Status
Location Status
Township/Borough
Heat:
3rd Party
Price List Name
Continue Service
No. of Estimates
Service Eff Date

Billing Method:
Billing Cycle.
Last Bill:
Billing Date
Account Status:
Bill To Site Use ID
Tax Code
Payment Method
Weighted Average:
Payment Agreement

Meter No:
Meter Inst Date:
Meter Mfg:
Meter Size
MU No
MIU Inst Date
MIU In/Out

Meter Pit Yes/No.
Location:
Unigun Location1;
Unigun Location2.
Unigun Location3:
Unigun Location4:
Route Number:

yes>=
attachment

| | Use | SLPP Application |

| Account Detail | Billing History | Contact Info | Tap | Backflow | Petrols File | Service Req | Cust Flags |

Main Source

Seq	Category	Title	Description	Date Type	May Be Changed
10	Site Number	DEED	DEED	Fdc	v
20					v

Entity Name: Site Number

Open Document

Enter to find valid Documents

| Publish to Catalog | Document Catalog |

69

(3)

(4)

attachment
opens

Home Convert Edit Organize Comment View Form Protect Share Connect Accessibility Help

Select · SnapShot · Clipboard · Bookmark · Actual Size · Reflow · Rotate Left · Rotate Right · Edit Text · Edit Object · Typewriter · Highlight · Rotate Pages · Insert · Delete · Extract · Scan · Quick OCR · PDF Sign

How To – City of York Refuse changes:

1. Enter sewer side of Oracle

File Edit View   Tools Window Help

Functions | Documents

YWC Refuse Customer Changes

Customer Inquiry ▲ Top Ten List

+ Customers
+ Service Requests
+ Collections
+ Transactions
+ Requests
+ Control
+ Interface
YWC Schedule Distance
YWC Payment Agreement
YWC Dunning History
Processing Online Water Applica
YWC Refuse Customer Changes ▾
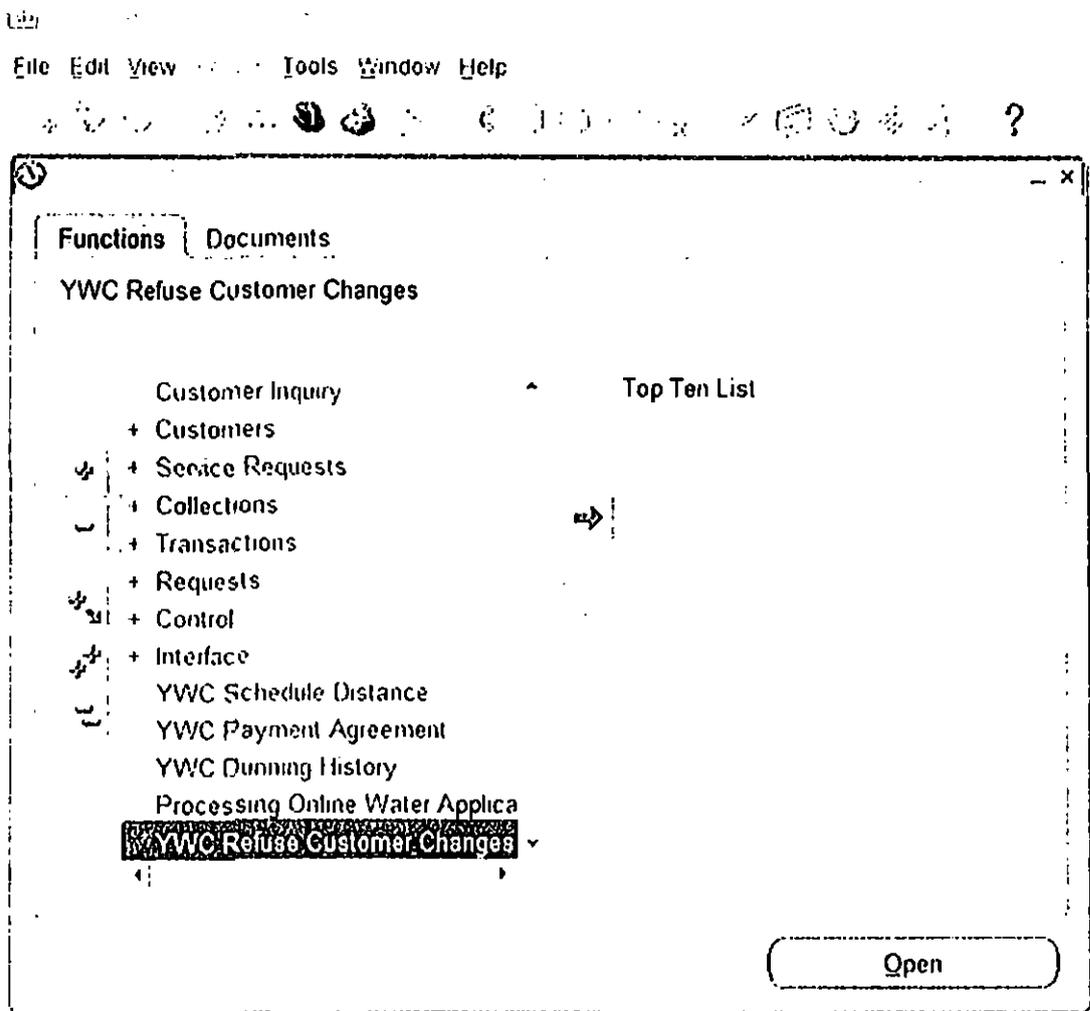
Open

2. Open "YWC Refuse Customer Changes"

	Applications From Date	Applications To Date	Refresh application list
✔ Non Processed Processed Rejected Unknown	From Processed Date	To Processed Date	

Lost Owner	Present Address	Old Owner	Type of Transaction	Application Status	Create Date	Processed Date	Reject Date

cw

---

3. Select app with "New Owner & Transfer charges" (Type of Transaction) & open

	Previous Application	Next Application
Data from the Online Application This is data entered by the customer. Review it for errors as you move it to the main data area	**Data From The Customer Moving Out** The address and site data here is currently in use and probably accurate	**Data used to Create New Customer**

Find OLD Customer   Deactivate

Processed? NO REJECT	Cern Balance Transfer Data	Opening Balance
Trans Type		
Cust Type		
Party Name		V
Old Owner		
Address		

	Serv Effective	Serv Effective
	Billing Method	Billing Method
	Heat Code	Heat Code
	Township Code	Township Code
	Third Party	Third Party
	Advance Num	Advance Num
	Weighted Avg	Weighted Avg
	Num of Est	Num of Est
	YTD Cons	YTD Cons

---

4. Find Old Customer

Data from the Online Application
This is data entered by the customer. Review
& for errors as you move & to the main data area

Data From The Customer Moving Out
The address and site data here is currently
in use and probably accurate

Data used to Create New Customer

Find OLD Customer   Inactivate

Processed ? NO   REJECT

Trans Type

Cust Type

Party Name

Old Owner

Address

Open Balance   Transfer Bill

Opening Balance

Search Criteria for the Old Customer's Location

Customer Number

Customer Name

Customer Address

City

Zip Code

Site & Use Status

Active   In-Active   All

Go To Location

Go To Site Use ID

Clear   Find

Search Results - Pick the Old Customer's Location from the Following List

Cust Number	Customer Name	Class	Site Number	Address	City	Zip	Cust Site Status	Meter Number	D Reg Method	Ship To Site Use Id	Service Eff Date

OK

5. Old customer name should match in both spots – click "OK" if so

Previous Application   Next Application

Data from the Online Application
This is data entered by the customer. Review it for errors as you move it to the main data area

Data From The Customer Moving Out
The address and site data here is currently in use and probably accurate

Data used to Create New Customer

Find OLD Customer   Inactivate

Processed ? NO   REJECT
Trans Type
Cust Type
Party Name
Old Owner
Address

Open Balance   Transfer Bal

Opening Balance

YORK   PA   17404 3335   YORK
YORK   PA   17404 3335   YORK

Serv Effective
Billing Method
Heat Code
Township Code
Third Party
Advance Num
Weighted Avg
Num of Est
YTD Cons

Serv Effective
Billing Method
Heat Code
Township Code
Third Party
Advance Num
Weighted Avg
Num of Est
YTD Cons

6. Input effective date

Single Pr Bulk
Sec Prof Value
Util og Note Dt
Billing Note Cd
Billing Notes
Landlord
Cert of Serv
Sewer Override
Link to Wtr
Sewer Only
Recur Sew
Num of EDUs

Single Pr Outfl
Sec Prof Value
Billing Note Dt
Billing Note Cd
Billing Notes
Landlord
Cert of Serv
Sewer Override
Link to Wtr
Sewer Only
Recur Sew
Num of EDUs

Bill To Address - Override Address

Bill To Address - Override Address

Bill To Address - Override Address   Class Override

Ovrd Addr 1
Ovrd Addr 2
City St Zip

Payment Method

Tax Classification / Price List / Payment Method

Tax Classification / Price List / Payment Method

Pymt Mtho   Check or Cash

E-EXPT
YORK CITY SEWER
New City Payment

E-EXPT
YORK CITY SEWER
New City Payment

7. Update mailing address if needed

(0)

Phone 2
City / Area / Num / Ext
Phone 3
City / Area / Num / Ext
Phone 4
City / Area / Num / Ext

City / Area / Num / Ext
Phone 2
City / Area / Num / Ext
Phone 3
City / Area / Num / Ext
Phone 4
City / Area / Num / Ext

Contact Information - Up to 4 Email Addresses

Contact Information - Up to 4 Email Addresses

Email 1

Email 1

Email Address NOT Provided

Email 1

Refuse Notes

Email 2

Email 2

Email 3

Email 3

Email 4

Cust Account Site Creation Status: SUCCESS

OK

Add Customer / Site

8. Add customer/site – Click OK & scroll to top of app. *Do not exit the screen/app*

Previous Application   Next Application

Data from the Online Application
This is data entered by the customer. Here is
a list of errors as you move it to the main data area

Data From The Customer Moving Out
The address and site data here is currently
in use and probably accurate

Data used to Create New Customer
New Account Details

Inactivate

Processed? YES   REJECT

Open Balance $4.72   Transfer Date

Opening Balance

Trans Type
Cust Type
Party Name
Ord Owner
Address

9. If there is an open balance, click "Transfer Balance"
   a. If $0 or old customer has a credit, at this time, do not do anything with that – skip to Step 11

Data From The Customer Moving Out
The address and site data here is curently
in use and probably accurate.

⌐ ⌐ ⌐ ⌐ ⌐ ⌐   Inactivate

Open Balance £4 77   Transfer Data

███████████████████████

YORK   PA   17401-3338   YORK

Serv Effective
Billing Method
Heat Code
Township Code
Thid Party
Advance Num
Weighted Avg
Num of Est
YTD Cons
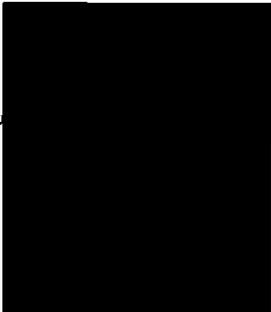
Data used to Create New Customer
New Account Details

Opening Balance

Third Party
Advance Num
Weighted Avg
Num of Est
YTD Cons

Old Customer credit memo creation via api Status S SUCCESS
Created customer_trx_id = ███

(OK)

Township Code

i Application   **Next Application**

Data From The Customer Moving Out
The address and site data here is curently
in use and probably accurate.

⌐ ⌐ ⌐   Inactirate

Open Balance £4 77   Transfer Bata

███████████████████████

███████████████

Serv Effectne
Billing Method
Heat Code
Township Code
Thid Party
Advance Num
Weighted Avg
Num of Est
YTD Cons
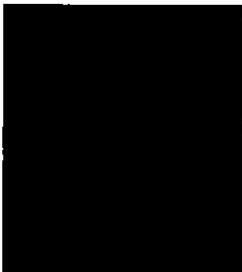
Data used to Create New Customer
New Account Details

Opening Balance

Third Party
Advance Num
Weighted Avg
Num of Est
YTD Cons

New Customer Dabl Memo creation via api Status S SUCCESS
Created customer_trx_id = ███

(OK)

Township Code

10. Confirmation that Credit Memo for Old Customer has been created & then confirmation that Debit Memo for New Customer has been created. Click OK for both. You will not need to "complete" the credit/debit, it will be done automatically. Credits do not need to be applied at this time.

11. Inactivate old account/customer

12. To confirm, you can search the address in Sewer Oracle. You should see the new customer as the only active account, and you can verify that the credit/debit were processed correctly.

** Type of Transactions: Refuse Classification Change, Other, and Mailing Address Update – These will need to be manually updated. They cannot be done through the application process. **

- However*** once you complete these (through a mailing update on the back page, through a manual credit needed, through a change to the classification on the back page, etc.), you will need to do the following:
  - o Select "Manual"; that is all that is needed. It is a way to track our efforts that are more manual versus processing in Oracle. It also clears out the line on the screen that houses all unprocessed requests.

	Previous Application			Next Application	

Data from the Online Application
This is data entered by the customer. Review
it for errors as you move it to the main data area

Data from the Customer Moving Out
The address and site data here is currently
in use and probably accurate

Data used to Create New Customer

First OLD Customer   Inaccurate

Processed?	Yes	REJECT	APPROVAL	Open Balance	Transfer Due	Opening Balance
Trans Type						
Cust Type						
Party Name						
Old Owner						
Address						

		Serv Effective		Serv Effective
		Billing Method		Billing Method
		Meter Code		Meter Code
		Township Code		Township Code
		Third Party		Third Party
		Advance Num		Advance Num
		Weighted Avg		Weighted Avg
		Num of Est		Num of Est
		YTD Cons		YTD Cons

O

- The option "REJECT" is to be used only when there is a multiple request from ▮▮▮▮ or a request that has already been updated. Again, it will clear it out of the processing form and show it was reviewed by us. (Address below for example purposes only)

	Previous Application		Next Application	

Data from the Online Application
This is data entered by the customer. Review
it for errors as you move it to the main data area

Data From the Customer Moving Out
The address and site data here is currently
in use and probably accurate

Data used to Create New Customer

First OLD Customer

Processed?	No	REJECT	Open Balance	Opening Balance
Trans Type				
Cust Type				
Party Name				
Old Owner				
Address				

O

CHANGING PAYMENTUS ACCOUNT PASSWORD

Agent Dashboard

(1)

(2)

| | | | | User Management | |

Users | Customers | Groups

Add Customer
- Find Customer

Email Address: ▒▒▒▒▒ **(3)**

First Name:

Last Name:

Date Created From: [▼][ ][ ] 📅
   MM   dd   yyyy

Date Created To: [▼][ ][ ] 📅
   MM   dd   yyyy

☐ display inactive customers

(4) [Search] [View all customers]

Download CSV

1-1 of 1 Items

(5)

Agent Dashboard

| | | | | User Management | |

Users | Customers | Groups

Add Customer
- Find Customer

Last modified: Nov 20, 2018 10:05:07 AM
Modified by: adamg
Created: Nov 20, 2018 10:05:07 AM
Created by: adamg

[Edit] **(6)**

First Name:

Last Name:

Email Address:

Phone Number:

ZIP Code:

Language Preference:

User Id

Parent Group

Status:

[back]

---

(7) update w/ temp. password + save

FINDING PAYMENT

Agent Dashboard | Payments

User Id.

Confirmation Number:

Payment Type: -SELECT-

Account Number:

Email Address:

Channel: -SELECT-

Payment amount range: From: $ To: $

Payment Date Range
Start Date: MM dd yyyy

End Date: MM dd yyyy

Payment Method: -SELECT-

Status: -SELECT-

SEARCH

Handwritten: 3. Search w/ your parameter (any of #)

1-25 of 200 lines

Handwritten:
- List of payments will come up after clicking "search"
- look for/find your payment

80

FINDING SCHEDULED AUTOPAY

Agent Dashboard

User Id

Last Name

Confirmation Number

Payment Type

Account Number

Email Address

Payment Amount (Avg)   From $ [   ] To $ [   ]

Next Payment Date Range
Start Date

End Date

Schedule Creation Date Range
Start Date

End Date

Payment Method

☐ display hidden schedules

1-1 of 1 items

— Can edit, cancel AutoPay here

SCHEDULE AUTOPAY

Agent Dashboard

Schedule a Payment | Find Payment Schedule | Preauthorized Payment

Find Customer

Please use the criteria below to find the customer. Once the customer is found, select the customer and click Continue.

Email Address:
First Name:
Last Name:
Date Created From:

MM   dd   yyyy

Date Created To:

MM   dd   yyyy

Search   Add Customer

Agent Dashboard

Schedule a Payment | Find Payment Schedule | Preauthorized Payment

Find Customer

Please use the criteria below to find the customer. Once the customer is found, select the customer and click Continue.

Email Address:
First Name:
Last Name:
Date Created From:

MM   dd   yyyy

Date Created To:

MM   dd   yyyy

Search   Add Customer

Download CSV

1-1 of 1 Items

Continue   Cancel

Agent Dashboard

Account & Payment Information

Please enter all of the information below and click Continue.

' Account Number:

' First Name:

Middle Name:

' Last Name:

' ZIP Code:

' Daytime Phone Number:

Email Address:

' Frequency: -SELECT-

End Date: [   ] [   ] [   ]
                  MM   dd   yyyy

' Payment Method: -SELECT-

CUSTOMER WALLET

Agent Dashboard

Payments

Make a Payment | Pay Multiple Accounts | Encrypted Swipe Payment | Find Payment | Customer Wallet

Please use the criteria below to find the customer. Once the customer is found, select the customer and click Continue.

Email Address:

First Name:

Last Name:

Date Created From:

Date Created To:

Account Number:

Search

Download CSV

1-1 of 1 Items

Continue Cancel

Agent Dashboard

Payments

Make a Payment | Pay Multiple Accounts | Encrypted Swipe Payment | Find Payment | Customer Wallet

User ID:
First Name:
Last Name:

Add Payment Method Cancel

— any payment methods saved in Payments will appear here

— you can delete payment methods from here if customer requests us to do so

— may add also

MISCELLANEOUS ACCOUNT DETAILS/INFO

Agent Dashboard

Find Account | Add Account | Suspend an Account | Block a Payment Method | Find Blocked Payment Method | Find Suspension | Find Account Detail | Deactivate Previous Payment ID

Payment Type [Water Bill ▼]

Account Number: ▮▮▮▮▮

[ ] display only suspended accounts

[ ] display inactive accounts

Date range
Start Date. [_____ ▼][____][____]
             yyyy   dd   mm

End Date. [_____ ▼][____][____]
           yyyy   dd   mm

1-1 of 1 items

- can suspend/unsuspend accounts in Payments

- can deactivate an account

Wastewater/Sewer

Sanitary Sewer Emergency – Customer Service

Purpose:
This information will assist YCW representatives receiving a customer complaint related to a sewer problem or emergency. The following basic information and questions should be asked of the caller:

Customer Identification:
Name: Caller's Name (and Owner's/Landlord's, if renting)
Address: Number, street name and direction
Phone number(s): where they can be reached: Make sure to include area code.

Ask for a description of what they are observing or experiencing:

> Briefly transcribe the nature of the problem.
>
> Ask: -when they started to see the problem?
>
> -where are they are seeing the problem (basement, 1st floor, 2nd floor, outside, in the street, from a neighbor's house?

Ask if they have had a Plumber or Drain Cleaning firm respond or work on the issue?

> If **YES**: Obtain the Name of the firm, phone number, and when service was performed.
>
> Follow-up: When did they do the work? Did they report back to the customer what they determined? (ie. Roots, grease, other debris)

> If **NO**: Inform the customer that the owner is required to have a qualified Plumber or Drain Cleaning Service respond and service the blockage. The Plumber or Drain cleaning service needs to effectively attempt to restore service.
>
> If the plumber/cleaning service is unable to restore service, the customer is to call back and report on the findings found by the plumber. If the cause of the blockage is in the main sewer, the YWC will respond to address the issue. Inform the Customer that a supervisor on duty will be notified ASAP and will follow-up on the call. The follow-up may include contacting the Plumber/Drain Cleaning firm to obtain additional information.

Notes:
If a customer is calling to report a problem observed at a neighbor's house they may be unwilling to give their name and identification. The address of the property that is the source of the problem should be obtained. The follow-up investigation will identify the nature and resolution to the complaint.

If the customer describes sewage in the basement – ask if the amount is increasing, decreasing or holding steady.

If the customer describes sewage in the street – ask if it coming from a Manhole or somewhere else.
Sometimes a customer may be complaining of odor without evidence of sewage. Collect the information and the YWC will follow-up during normal working hours.

March 1, 2017

Municipal Agreements

YWC Owns and Operates:

- East Prospect
- Asbury Pointe
- West York
- Jacobus
- Amblebrook
- Country View Water
- Felton Borough (wastewater only)
- Letterkenny Township (wastewater only)
- West Manheim Township
- LIDA
- Albright

Water & Sewer on same bill for homeowners who reside at the service location.

Water & Sewer are separated in Landlord/tenant situations where tenant is responsible for the water and the landlord is responsible for the sewer.

YWC Posts and Shuts off:

- Jackson Township
- Conewago Township
- Railroad Borough
- Springfield Township
    - Loganville Borough & Seven Valleys
- Springettsbury Township
- York Haven
- New Salem (soon)

YWC Shuts Off ONLY; Municipality does its own postings:

- Abbottstown Borough
- Manchester Township
- West Manchester Township
- York Township
- Spring Grove Borough
- North Codorus Township
- Windsor Township
- Northeastern York County
- Eastern York County (Hellam)
- Shrewsbury Borough

YWC Billing Agent:

- Spring Garden Township
- York City Refuse
- York New Salem

SPRING GARDEN TOWNSHIP SEWER SMART SHEET

Our main point of contact at Spring Garden TWP is:

Email ███████████████████

Phone: (717)-848-2858

- York Water became the sewer billing agent effective the 4th qtr. 2015 for the period Oct. – Dec. 2015. Spring Garden Twp. bills quarterly for *residential, commercial, and industrial customers*

- Spring Garden Township rates are as follows **(effective with April 2022 sewer billing dates)**:

Residential		
Connected	Treatment & Transportation	$164.45 per quarter
Not Connected	Maintenance (Reservation)	$98.67 per quarter

Commercial		
Connected	Commercial Treatment & Transportation	$230 per quarter plus $2.07 for each 1,000 gallons of sewage over 31,800 gallons per quarter
Not Connected	Commercial Maintenance (Not Connected)	$98.67 per quarter

Industrial		
Connected	Industrial Treatment & Transportation	$258.75 per quarter plus $2.18 for each 1,000 gallons of sewage over 31,800 gallons per quarter
Not Connected	Industrial Maintenance (Not Connected)	$98.67 per quarter

- Spring Garden Twp. customers will receive a **separate bill for refuse (trash)**.

- Spring Garden Twp. sewer accounts must **always** be in the *deeded owners* name because sewer is a lienable service.

- *No name changes can be done without the approval from Spring Garden Twp*. The twp. will have customers fill out a change of address form which they will then review, approve, and notify YWC accordingly. *You will also will need to notify accounting of any name change done to an account*. When doing a name change or transfer of service, be sure to inactivate the old customer in Oracle.

- *YWC is **not** authorized to take "Promise to Pays" from Spring Garden Twp. sewer customers*. Do not confuse this with the water side. Although we can take promise to pays from Spring Garden Twp. customers on the water side, it is solely up to the twp. whether or not the customer is eligible for any type of extension on the sewer side.

  o **As of recently (2019), Spring Garden is not honoring or entering into any new payment agreements with Spring Garden sewer customers**

- *Because we **cannot** take "Promise to Pays",* make sure we are not coding any correspondence note with the response code of *"Promise to Pay".* By doing this, the account will automatically reject from the shut-off report and the customer may potentially not be posted when they need to be.

- *Customers have 30 days to pay the bill and will receive <u>a 10-business day</u> grace period before posting fees and/ or late charges apply.* Spring Garden Twp. customers who are late on their sewer bill will receive a *one-time 10% charge* on any late sewer payment.

- *The shut-off process for Spring Garden Twp.* customers will begin approximately **15 days** after the due date of the bill. Fees are added to the account for the postings performed.

- *Payments made via Paymentus are issued a processing fee.* The fee is $3.25 per $500.00 maximum payment via debit or credit card or e-check. A fee for reoccurring ACH/e-check has a fee of $0.75.

- *When settlement companies call or email to request a pay- off amount, you will need to refer the settlement company to the contacts of Spring Garden.* YWC is unaware of any potential lien fees or other associated fees that do not appear in our billing system. They in return, will probably ask YWC to provide them with screen shots of the account history, and add that amount to what they have on file. Pat will be responsible for providing the information to the settlement companies.

- *Keep in mind that Spring Garden Twp. does bill for <u>vacant lots</u>.* You may refer to the twp. ordinance that states that any residential property *not* connected with/or using the sewer system, **<u>BUT</u>** which is available for connection and use will be billed for sewer.

- *If we are instructed by Spring Garden Twp. to complete a debit memo,* and if the amount being debited is part of a past due bill, we need to make sure we are making the due dates of the debit memos to be due *<u>immediately</u>.* That way, the customer will receive shut-off notices for the right amount.

- If you see an *open work order for a meter exchange* while taking a payment or interacting with a customer for some other reason, remember to schedule the appointment during that interaction.

<u>MEDICAL CERTIFICATES:</u>

- *Effective 6/29/16, the CSR responsible for emails/vmails will follow this procedure for SGT medical certificates:*
  - ✓ When emailing/vmailing use the medical certificate form on the server. This is a fillable form. Make sure you include the date and Spring Garden Township. Doing so will eliminate the need to pull up the account in Oracle when we receive it from a doctor's office.
  - ✓ Upon receipt of a med. cert. in MIXIE, view it, and if necessary, pull up the address in Oracle to verify if the property is In SGT.
  - ✓ Forward med. cert. to ▮▮▮▮▮ for her records.
  - ✓ If the property is in SGT, forward the fax via email to Spring Garden.

  - o SGT has adopted the same medical certificate procedure as York Water. SGT customers can submit <u>one</u> medical certificate that is good for 30 calendar days, and then <u>2 renewals</u> **((for a total of 3))** before they will be required to make payment on the current bill.

  - o If the customer wishes to submit *more than 3,* they will then be obligated to pay on at least their *<u>current quarterly charges</u>,* not the full account balance.

DATE OF DEPOSIT

JAN 1 3 2025

90

SEWER ACCT WHEN YWC IS BILLING AGENT (IN SEWER ORACLE):

Customer Name

Customer #

Service Address.

Third Party Sewer

Cust Acct Atch

Cust Class

Cust Site Status

Location Status.

Township/Borough

Heat.

Price List Name·

Continue Service·

Service Eff. Date.

Billing Address

Override?

Paperless

Phono #

Number Of EDU's

Site Atch

Billing Method.

Billing Cycle

Last Bill.

Billing Date·

Account Status

Bill To Site Use ID

Tax Code.

Payment Method

Account Detail   Billing History   Contact Info   Cust Flags

Spring Garden Township   Residential Sanitary Sewer Bill
c/o THE YORK WATER COMPANY
130 EAST MARKET STREET
YORK, PENNSYLVANIA 17401

Group Number: Load Number: Seq: 0

Service To: Invoice Number:

Invoice Date:

Account Number

Mail To.   Please Pay:

Due Date:

Bill Period:

Account Summary			TOTAL
Previous Balance			164.45
Payment Received			164.45
Late Fee			.00
Adjustments			.00
Balance Forward			.00

Current Charges	Rate	Quantity	
Treatment, Transportation & Maintenance	164.45	1.	164.45
Total Current Charges			164.45
		Total Amount Due:	164.45

Creation Date: 03-APR-2023   Last Update Date: 03-APR-2023
Adjustment Desc:
Add'l Comments 1:
Add'l Comments 2:
Add'l Comments 3:
Oracle Balance: 164.45

Billing Method: Connected
Billing Cycle: SW SEWR QTR BEF

92

SEWER ACCT WHEN YWC IS OWNER/OPERATOR (IN WATER ORACLE):

Customer Search Criteria

Site & Use Statuses

Customer Number
Customer Name
Customer Address
City
Zip Code
Area Code / Phone

DA To Location
DA To Site Use ID

Meter Number
VUO

Current Call   Clear   Exit

Customer Search Result

Cust Number (Hist)	Cust Hist	Customer Name	Class	Site Number	Address	City	Zip	Cust Site Status	Meter Number	Billing Method	Site Attch Site Use Id	Ship To	Service Eff Date

RENTAL PROPERTY

Customer Name
Customer #
Service Address

Billing Address
Override?
Phone #

YWC Sewer Cust

Number Of EDUs

Cust Acct Atch

Site Atch

Cust Class
Cust Site Status
Location Status
Township/Borough
Heat
3rd Party
Price List Name
Continue Service
No of Estimates
Service Eff Date

Billing Method
Billing Cycle
Last Bill
Billing Date
Account Status
DA To Site Use ID
Tax Code
Payment Method
Weighted Average
Payment Agreement

Meter No
Meter Inst Date
Meter Mfg
Meter Size
MIU No
MIU Inst Date
MIU In/Out

Meter Pit Yes/No
Location
Unigun Location1
Unigun Location2
Unigun Location3
Unigun Location4
Route Number

Account Detail   Billing Master   Contact Info   Tap   Bar Flex   Private Fire   Service Req   Cust Flags

NOT A RENTAL PROPERTY

The York Water Company

130 EAST MARKET STREET, BOX 15089
YORK, PENNSYLVANIA 17405-7089
PHONE: 717-845-3601

Group Number: 3	Lead Number	Seq 0
Service To:		Invoice Number
		Invoice Date.
		Account Number.
Mail To.		Please Pay
		Due Date

Bill Period. 15-JUN-2020 _ 14-JUL-2020   Township
Meter Size: Meter size 5/8X3/4 Inch

Residential Gravity Price List
Meter Reading Information

Company Read	799,400
Prior Company Read	791,200

Gallons Billed		8,200	
Current Water Charge			
Customer Charge		16.25	Amount of Last Bill: 121.82
8,200 GAL x	0.005012	41.10	You Paid. 121.82
GAL x			Adjustments Since Last Inv .00
GAL x			Credits .00
GAL x			Debits .00
GAL x			Total Adjustments .00
GAL x			Bal Of Last Inv. .00
GAL x			Late Charge .00
Current Water Charge	57.35		Current Water Charge 57.35
Current Sewer Charge			DSIC .05
West York Sewer	2 x 32.710000	65.42	PA Surcharge .00
	0 x 0.000000	.00	
	0 x 0.000000	.00	
	0 x 0.000000	.00	
Current Sewer Charge		65.42	Current Sewer Charge 65.42
			Total Amount Due 122.82

Meter Reading

METER READING

A. Areas of Service

    a. Cycles: 1, 4, 5, 8

        i. Cycle 1: **East** (Mt Zion Water District, East Prospect, , York TWP, Hellam, Red Lion, Dallastown, Felton (sewer only))

        ii. Cycle 4: **City** (East City & West City, West York, North York, Spring Garden)

        iii. Cycle 5: **West** (Carroll Valley, Gettysburg, Amblebrook, Scotts Water (acquiring soon – near Chambersburg, New Oxford, East Berlin, Abbottstown, West Manheim/Hanover, Spring Grove, Jackson TWP/Thomasville, West Manchester, Letterkenny TWP (sewer only)) & **South** (Spring Garden, York New Salem, Stoverstown/N Codorus, Seven Valleys, Springfield, Railroad, Shrewsbury, Codorus/Jefferson)

        iv. Cycle 8: **North** (Springettsbury, Manchester, East Manchester/Mount Wolf, York Haven, Conewago Dist #1 & Dist #2 (Bull Rd), Letterkenny Township (sewer only))

B. Meters

    a. Neptune ARB

    b. Neptune E-Coder (digital)

        i. Both get exchanged every 20 years

C. Meter Reading

    a. RF Device: Radio Frequency device at each property/for each meter

        i. RF device sends signal to reading software & gets read as driving by/close

    b. Fixed Collector: allows us to get a reading from the office instead of going out to the property

i. Sometimes it won't pick up, so in those instances, a YWC rep has to go to prop

to get reading

Need help reading your meter?

STEP 1: FIND YOUR WATER METER

First, you must locate your water meter. It may be indoors or outdoors in a pit.

Indoor Meter

Most meters are located indoors. Find your indoor meter along a basement wall or wherever the water line enters the building.

Outdoor Meter

Some water meters are located outdoors. Find an outdoor meter inside a meter pit in the ground. You must lift the meter pit lid to view your meter.

STEP 2: IDENTIFY YOUR METER MODEL

Next, identify which type of meter you have. The York Water Company uses two types of meters. Look at the face of your meter and click on the type that you have from the meters below to learn more.
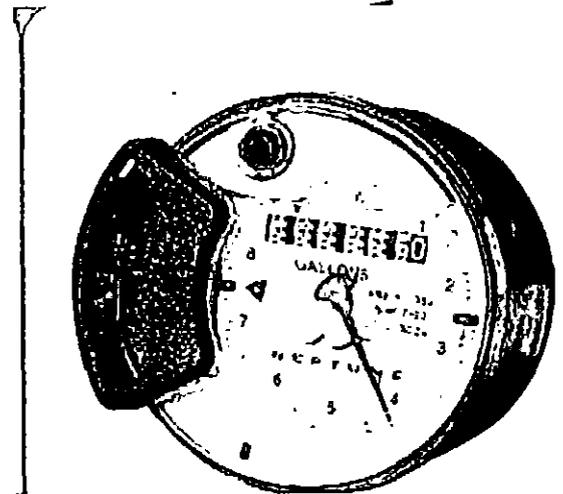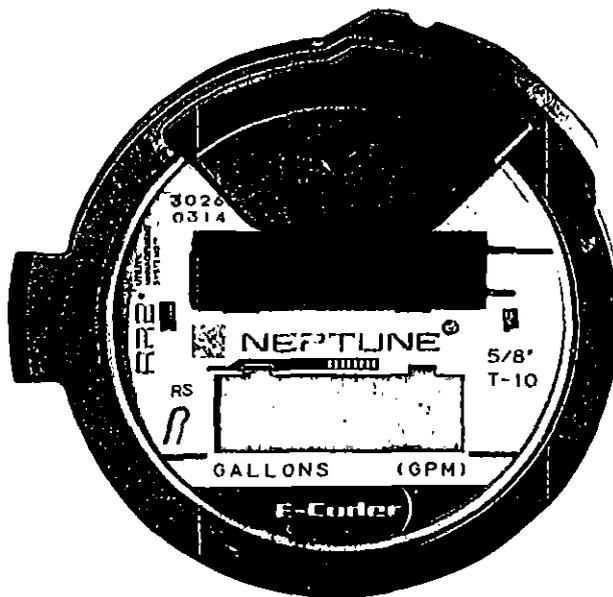
STEP 3: READ YOUR NEPTUNE ARB METER

How do I read my water meter?

To read your Neptune ARB meter, complete the following steps:

1. Look at the number display located on the face of the water meter. This is your water meter reading.
2. Adjust your reading: York Water bills in hundreds of gallons, so if your meter reads 3,487 gallons, we will bill for 3,400 gallons. We won't bill for those extra gallons on the meter until the reading surpasses 3,500 gallons.
3. Compare your adjusted meter reading to the one on your most recent water bill. Subtract the water usage on your bill from your adjusted water meter reading to calculate how many gallons of water your household has used since the last water meter reading of that bill.

How can I tell if there is a water leak in my home?

If you feel that your water bill is unusually high, your Neptune ARB meter may indicate that there is a leak somewhere in your home or business

Most often, the cause of high-water usage is a leak in a toilet or a running toilet tank. These are not the only reasons there may be a leak. If you suspect another cause for a leak, it's a good idea to hire a professional plumber to help you.

Find the low flow dial on your water meter:

On the face of the Neptune ARB meter, there is a small red or black diamond or triangle. If that dial is spinning, water is moving through the meter at that exact moment. If no one in your home is using water, the low flow dial should be completely still. If it is moving, there is a leak somewhere in your home.

STEP 3: READ YOUR NEPTUNE E-CODER METER

How do I read my water meter?

To read your Neptune E-Coder meter, complete the following steps:

1. Your meter display needs light to activate it. If the LCD display is blank or looks dark, shine a flashlight on it. The light will activate the meter.
2. When you activate the meter, the LCD display will first show "8.8.8.8.8,8.8.8." The reading will appear within a few seconds
3. When the reading appears, it will stay on the LCD display for 12 seconds. The reading will contain numbers with commas and a decimal point. It shows your meter reading in gallons.
4. Adjust your reading to hundreds of gallons. York Water bills in hundreds of gallons, so if your meter reads 3,487.20 gallons, we will bill for 3,400 gallons. We won't bill for those extra gallons on the meter until it surpasses 3,500 gallons.
5. Compare this reading to the one on your most recent water bill. Subtract the water usage on your bill from your current water meter reading to calculate how many gallons of water your household has used since the printing of that bill.

View printable instructions for reading your Neptune e-Coder meter. (This link will open in a new window.)

How can I tell if there is a water leak in my home?

If you feel that your water bill is unusually high, your Neptune e-Coder meter may indicate that there is a leak somewhere in your home or business.

Most often, the cause of high-water usage is a leak in a toilet or a running toilet tank. These are not the only reasons there may be a leak. If you suspect another cause for a leak, it's a good idea to hire a professional plumber to help you.

This is how your Neptune e-Coder meter may indicate a water leak:

1. Follow instructions 1-3 in the How do I read my water meter? section above.
2. After the initial water meter reading appears, the word RATE will appear at the top of the LCD display. The flow rate will appear for 4 seconds. The flow rate shows in gallons per minute.
3. Your meter automatically checks to see if water is flowing in your system every 15 minutes. The image of a dripping spigot is a the leak indicator for this meter model. If it appears, this indicates there may be a leak. You may also see these variations of the leak indicator:

   Flashing leak indicator: If the leak indicator is flashing, this means water has been used for at least fifty of the ninety-six 15-minute intervals during the previous 24 hours. This may indicate a leak in your system.

   Continuous leak indicator: If the leak indicators appears continuously, water has been used for all of the 15-minute intervals during the previous 24 hours. This may indicate a leak in your system.

Emergency

Current Outages

Pay My Bill

My Account

Alerts

Start / Stop Service

Customer Service

EPA Water Sense Partner

News & Updates

THE YORK WATER COMPANY
CUSTOMER REQUEST FOR METER TEST

Service Address	Account No.

Name of Customer	Phone No.

I hereby request The York Water Company to test the accuracy of registration of the water meter at the above address. The required fee has been paid to the Company.

I have been notified of my right, personally or by a representative, to witness the testing of the meter and that I may require the seal of the meter to be broken in my presence or in that of my representative. I wish to exercise these rights:

(SEAL)	YES _____	NO _____
(TEST)	YES _____	NO _____

If the meter is found to be accurate within the limits specified by the Pennsylvania Public Utility Commission, the fee shall be retained by The York Water Company; but if not so found, the Company shall bear the cost and the fee paid by me shall be refunded. The Company shall notify me of the results of the test.

Date: _____

_____
Signature of Customer

Fee Paid_____
           Date

_____
Signature of Company Representative

FORM #357

Collections/Past Due Information

The York Water Company
130 EAST MARKET STREET
YORK, PENNSYLVANIA 17401-1219

"That good York water"
SINCE 1816

BILLING PERIOD THRU:

ACCOUNT NO.

CUSTOMER NAME:

OLD BALANCE
LATE CHARGE
WATER SERVICE
ELECTRIC

SERVICE ADDRESS:

AMOUNT DUE

PAYMENT

CURRENT BILL DUE:

NEW BALANCE

RETAIN THIS BILL FOR YOUR RECORDS

THE YORK WATER COMPANY
130 East Market St., Box 15089, York, Pa. 17405

FORM 111   WHITE·CUSTOMER COPY   CANARY·RETURN WITH PAYMENT   PINK·FILE COPY

YORK WATER CARES PROGRAM

PAYMENT CONFIRMATION

The customer _____ at the following address

_____

with account number _____-_____ has made at least a 25% payment of the past due balance. Please see proof of payment as well.

Past due balance: _____

25% of past due balance paid: _____

Date of Payment: _____

Remaining Balance owed: _____

York Water Company Employee Initials: _____

Phone Number Required: _____

THE YORK WATER COMPANY

REQUEST FOR MEDICAL CERTIFICATION

Completed by Customer Service Department
Mailing Date: _____
Account Number: _____
Ratepayer's Name: _____
Street Address: _____
City, State & Zip: _____
Home and/or Cell Number: _____
Email Address: _____

THE RATEPAYER STILL HAS THE OBLIGATION TO PAY ALL CURRENT UNDISPUTED BILLS.

Completed by Customer
Name of Afflicted Person: _____ *PLEASE PRINT*
Address: _____ *PLEASE PRINT*
Relationship to Ratepayer: _____ *PLEASE PRINT*

WATER SERVICE MAY BE SHUT OFF TO YOUR HOME WITHIN 7 DAYS OF THE ABOVE MAILING DATE UNLESS THIS FORM IS COMPLETED AND SIGNED BY A LICENSED DOCTOR, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER AND RETURNED TO:

THE YORK WATER COMPANY
ATTN: CUSTOMER SERVICE
130 E. MARKET STREET
YORK, PA 17401-1219
TELEPHONE: (717) 845-3601
EMAIL: customer.service@yorkwater.com
FAX (717) 845-3792

*** This certificate is in effect for the anticipated length of illness to a maximum of 30 days unless renewed.***

*** Completed by a Licensed Doctor, Physician's Assistant or Nurse Practitioner
I certify that in my professional opinion the following person is ill and this condition would be aggravated by the absence of water service

_____ *Date*	
_____ *Name of Afflicted Person:*	_____ *Name of Practice*
_____ *Anticipated Duration of Illness:*	_____ *Physician's Address, City, State and Zip Code*
	_____ *Physician's Phone Number*
	_____ *Physician's, Physician's Assistant or Nurse Practitioner's Signature*

Date Returned to The York Water Company: _____   The York Water Company Representative: _____

Initials

THE YORK WATER COMPANY
CUSTOMER ASSISTANCE PROGRAM AGREEMENT (CAP)

Credit up to $120

I, _____agree to enter The York Water Company's Customer
  (Print Name)
Assistance Program.

Fixed amou
Credit each

As a participant in The York Water Company's Customer Assistance Program, I further _month_
agree to: _based on_
                                                                                 incom.

- Pay my current water bill monthly;

- Make an additional payment of $_____ per month (in addition to the
  currently monthly charge) applied to my past due amount.

- Receive an immediate forgiveness of $_____ per month of my past due
  amount.

- Permit an in-home audit of my plumbing and water fixtures to be conducted by
  The York Water Company personnel to assess the need for conservation devices
  and plumbing repairs; and

- Permit a qualified plumber to install water conservation devices and make in-
  home plumbing repairs.

_____   _____
(Company Signature)   (Customer Signature)

_____   _____
(Date)   (Date)

                                 _____
                                     (Customer Name)

                                 _____
                                     (Service Address)

                                 _____
                                     (Account Number)

106

A customer who becomes delinquent on a bill that is 60 days past due will be issued a delinquent termination notice as a reminder to make a payment or call YWC to discuss other options. You may also use the posting guidelines below for a user without contract posting.

The posting process goes as follows:

Postings for a Multi-Unit property:

37 day termination notice mailed to landlord/owner on file

30 day termination notice for tenants posted physically to the service address

- There will be a tenant amount to pay buy a tenant
- There will be a landlord/owner amount to pay by the landlord/owner

3 day termination notice for tenants posted physically to the service address

Shut off posting – occurs on the date the shut off happens (blue paper)

Postings for Singe Unit property:

30 day termination notice mailed to customer

3 day termination notice physically posted to the service address

48 hour termination notice physically posted to the service address

Shut off posting – occurs on the date the shut off happens (blue paper)

For delinquent customers, they may be granted an extension. If a customer makes a Promise to Pay, where they promise to pay the amount delinquent at a later date, this will replace a 3 day termination notice. So if they do not follow through on their promise, the customer will be subject to a 48 hour termination notice posting.

Customers may be eligible for a payment agreement as well. Payment agreement customers follow the same posting requirements.

YWC addresses that are Shut Off will have to pay a $15.00 turn on fee.

- PFA – Protection from Abuse Order (info below is online at
  https://www.yorkwater.com/customer-service/customer-rights/#if-you-have-a-protection-
  from-abuse-order)

If You Have a Protection from Abuse Order

If you are a victim of abuse and have a Protection from Abuse (PFA) order issued by the courts, special procedures and protections exist for handling your concerns regarding your water or sewer service.

Some of these protections include:

- Your service cannot be turned off during the winter without approval from the PUC.

- Depending on your income, a special payment arrangement may be available.

- Your service cannot be terminated the day before a weekend or holiday.

- You may not be held responsible for a bill in someone else's name.

- You may not be required to pay a security deposit. If you are required to pay a security deposit, you may qualify to spread the amount due over three payments.

Call your water or sewer company to inform them about your PFA so these special procedures and protections can be provided. Your water or sewer company may require you to provide them with a copy of your PFA order.

- Steps by YWC CSRs
  o Ask for name of person who has the PFA and then name of the person who the PFA is against
  o Notes on the Customer Flag section is needed to be made with that information
  o Request the account holder to place a password on the account for extra security of their information
  o Enforce for a copy of the order is needed for our records– effective/active dates of the order will be noted
    - Forward to █████████ (she will track/records like Med Certs)
      - CS drive has this folder with received PFAs (named: PFA)
    - *We are enforcing a copy is needed due to the next bullet point around no termination on active PFA accounts (emailed/scanned versions are acceptable)*
  o EXTRA YWC STEPS: we will not shut off the water to an active water account customer with an active PFA.

Miscellaneous

DATE OF DEPOSIT

JAN 1 3 2025

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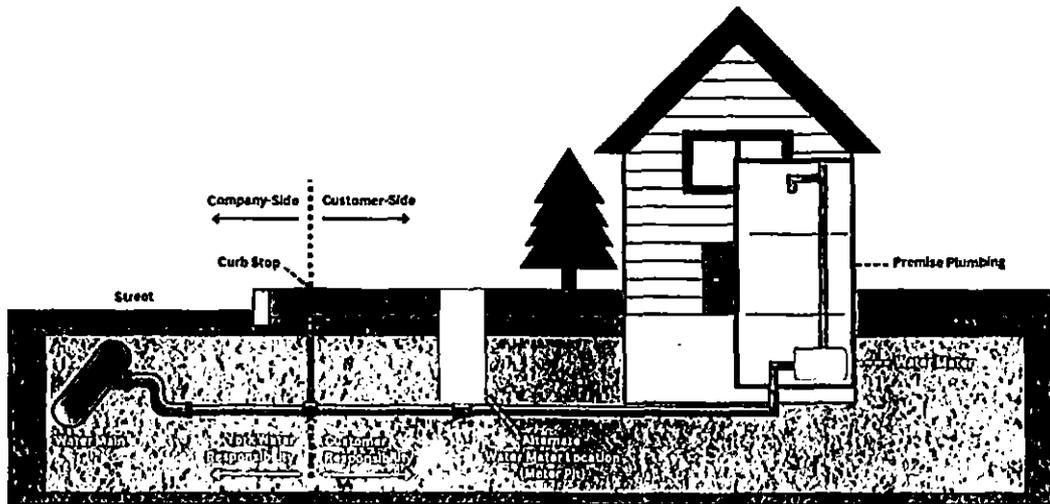
Source: https://files.dep.state.pa.us/Water/BSDW/DrinkingWaterManagement/Regulations/LCRR_SLI_Workbook_2023_v4.pdf

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

Lead

Copper

Galvanized Steel

Plastic
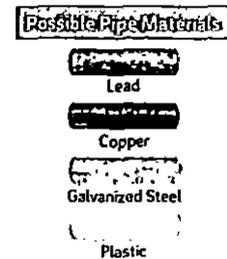
Steps to Check Your Service Line Material

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.

Frequently Asked Questions (FAQ) about Drinking Water Quality

Here is a list of FAQs that may enable you to resolve any questions or issues you may have quickly.

Please feel free to utilize this information, though we request that you be a customer of The York Water Company (*receive your water bills from us*) if calling us for assistance, please. Unfortunately, we cannot provide accurate information, nor can we help solve issues with another water supplier's water. Secondarily, The York Water Company's laboratory is not considered a commercial lab and therefore we cannot test another company's water for you. For those that are not YWC customers, we can provide a list of certified commercial laboratories that may be willing to, for a small fee, test or evaluate the water you have questions about.

When calling the YWC with a drinking water quality issue, we will typically ask for some information from you to begin:
- What is the address where the problem is occurring? (We'll need to confirm you are a YWC customer first)
- What is the condition of the water or the nature of the problem? We're looking for a brief description of what you've observed and what has prompted your call.
- When did you first notice the issue, and how long has it been going on?
- Do you experience the issue in both the cold water and hot water; or only one or the other?
- Does your home have any kind of water treatment device (filter, softener, UV, etc.)?
- Is the issue observed throughout the whole house or limited to a single tap? If the issue is only in some taps but not others, it is likely an internal problem in the home or apartment. The water comes into the home or apartment from the water main using a single pipe known as the service line. If the problem were with the water, the issue should be detected at all taps.
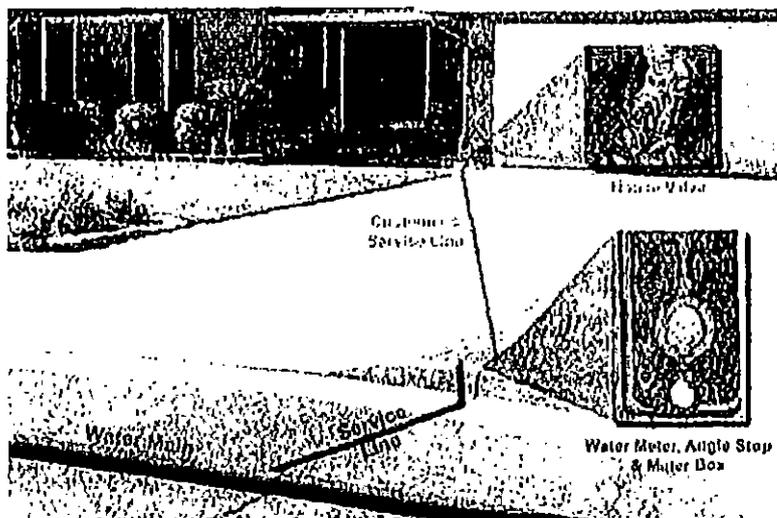
Please note, customers are responsible for protecting their water meter if the meter resides in a meter pit. Responsibilities are as follows:
Between the curb stop and the home = Customer.
Between the main and the curb stop = York Water Company.

*Lettering in blue is additional information that is not published on the website. It is for reference purposes for York Water Company employees to utilize when assisting customers regarding these topics

Each of the below headers in our list of Common Issues encountered has some details and descriptions that may prove helpful

Discolored Water
1) <u>My water is milky or cloudy. What causes this? Is it safe to drink?</u>
   Water appearing to be **Milky or Cloudy in appearance** is usually dissolved air in the water creating teeny-tiny bubbles. It is the most common and recurring complaint during the cold weather months, is temporary, and not harmful.
   <u>How can the customer test this?</u>
   Fill a glass with the milky, cloudy water and let it sit on the counter for 1 to 5 minutes. The water should appear to clear from the bottom up, eventually disappearing. This confirms the discoloration is just air. If any of the milky/cloudiness settles to the bottom, please feel free to call The York Water Company for additional troubleshooting help.
   <u>"Milky" or "Cloudy" in Appearance</u> – this cloudy appearance of the water can be very upsetting to some customers. It is important to understand that this is a temporary condition and is not harmful.
   <u>Possible Causes of Air in the Water:</u>
       a) Increasing temperature of the water – cold water getting warmer, typically
       b) Shutdowns or low water pressure in mains
       c) Fires or main breaks
       d) Overheating of the hot water system
2) <u>Why does my water appear brown? Is there anything that can be done? Is it safe to drink?</u>
   Brown-colored water, or particulates in the water, while scary, does occasionally happen. Our system has miles of pipe where rust and other particles settle to the bottom until the water flows fast enough to stir it up. Normal household use is not fast enough to stir up the water. If both hot and cold water are discolored at all taps throughout the home, it is often the settled bits being stirred up by a disturbance in our distribution system from events such as:
   - Main breaks
   - Flushing nearby
   - Hydrant testing
   - Fire-fighting activities
   - Etc.

   While the color is off-putting, the drinking water still meets safety standards and regulations and is drinkable. If we have received other calls in the same area, YWC can confirm that this is a general condition in the area.
   If the disturbance is ongoing, the likelihood is the water will continue to look unappealing for the duration. If the work is complete, running the cold water in your sink(s), or even better a bathtub, for a few minutes should flush out any particles that have entered your residence. If it doesn't clear up by the end of the day, please feel free to call us.
   If the discoloration is only in the hot water taps, more often than not the hot water heater or hot water piping is to blame. Check the hot water heater anode and dip tube, and consider draining and refilling the heater to observe and remove sediment build-up. A lot of information can be found online; it is recommended to flush your water heater at least

once per year to prevent any potential sediment build-up. As this is an issue with the hot water heater, rather than the water supply, the manufacturer and a local plumber should be able to help you to solve this. If plastic pieces are part of the "sediment" then there is a chance that the dip-tube may have cracked or broken (*the dip-tube is a plastic tube that carries the cold water coming into the water heater to the bottom of the tank where it can be heated. The hot water goes out of the top of the water heater*). Dip Tube — Starting in about the year 2000, customers reported small white sediment clogging the aerator of the kitchen faucet. It also slows the flow from the showerhead and affects how fast the washing machine might fill. If the sediment is plastic it likely comes from the dip tube located in their hot water tank. This has not been much of a problem recently, though there are some occasional exceptions.

Image Source: https://www.familyhandyman.com/project/how-to-repair-or-replace-defective-water-heater-dip-tubes/
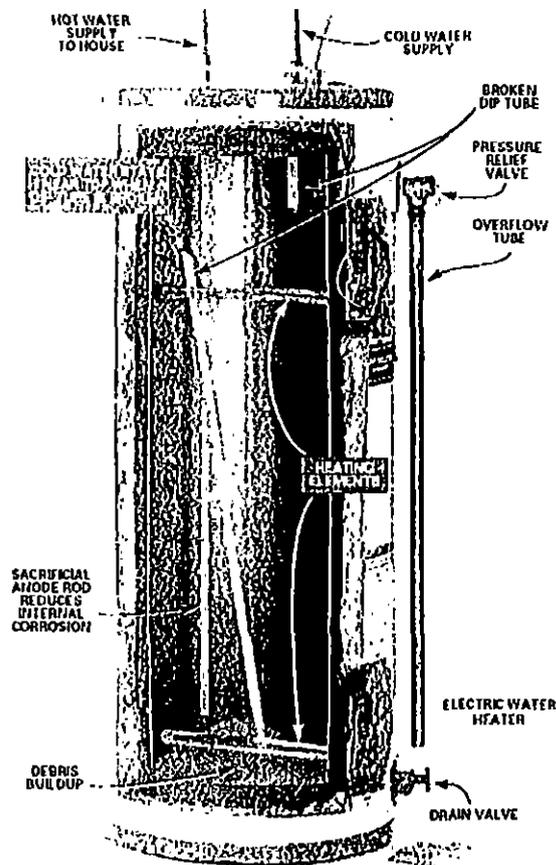
Tastes & Odors

The York Water Company takes great pride in providing high-quality water that tastes good and has no noticeable odor. On occasion, there may be scenarios that can occur in the piping or distribution system that may affect the customer's perception of the taste or odor.

Alternatively, certain conditions can occur in the source water for the treatment plant that can cause the same issues, namely by-products of algae growth in the river or lake from where the water is being drawn. Luckily, York Water has not had issues with odors on the South Branch of the Codorus Creek, likely due to a more environmentally conscious public combined with source water protection measures (for more information, please see our Source Water Protection page).

Some people are more sensitive to these changes than others. Typically, taste and odor concerns can be split into three categories.

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Chlorine, or "Swimming Pool" taste and odors occasionally happen, but that is not necessarily a bad thing. Almost all water treatment facilities, YWC included, use Chlorine in the form of a food-grade sodium hypochlorite (bleach) solution or Chlorine Gas, to properly disinfect the water during the treatment process. Our regulators at the Department of Environmental Protection (DEP) and the Environmental Protection Agency (EPA) require that we have some disinfectant remaining in the water as it reaches our customers' taps to ensure the water is safe from disease-causing bacteria and microorganisms. If your tap water has a bleach aroma, that is a very good sign that your water is safe to drink. If you prefer your water to have less of that aroma, you can boil it or run it through a carbon filter (most name-brand filter pitchers are carbon filters) and the aroma will be reduced.

Rotten/Sewer odors often come from the drains – there is an "S" or "P" trap under each sink, toilet, and shower drain that keeps water in it at all times to block sewer gases from coming back into the home (see image, below). All drains need to be flushed or refilled every so often or the water in the trap will evaporate, releasing the sewer aromas back into the home. Cleaning the traps can also help get rid of the odor as well, as there is the chance for items to get trapped, like food scraps that can ferment, causing odors (or, a dropped wedding ring or other jewelry, that can then be retrieved).

Trap terminology

Image Source: http://www.thewatertreatments.com/wastewater-sewage-treatment/traps/

DATE OF DEPOSIT

JAN 1 3 2025

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
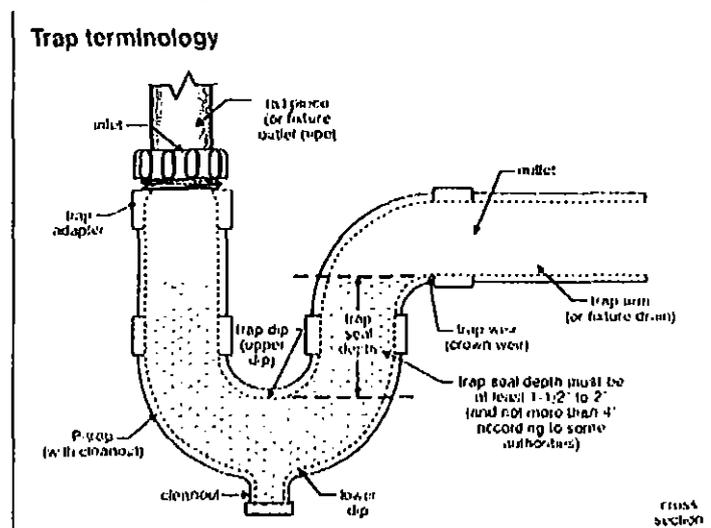
Other causes can include:

- Household or point-of-use filters need to be replaced – if they're used too long, material can get caught and cause bacteria to grow
- Sink aerators need to be cleaned – similar to the above, caught material can cause bacteria to grow, and they should be cleaned out regularly
- Cross-connections, such as a hose left in a pond can draw pond water back up, or plumbing could have potable water incorrectly connected to non-potable water
- Dead-ends in the plumbing, anywhere in the house (allows water to get stuck and become stagnant, losing its disinfection)

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Earthy/Musty taste and odor issues can stem from the same reasons as rotten/sewer-like issues, with the addition of a lake or creek having an algae bloom (rare for YWC), or a hot water issue, as mentioned above.

Scale, Soap-Scum and Spots on Glassware / Dishes

This is often blamed on hard water, which gets a 'bad rep.' Water hardness is mainly based on calcium and magnesium content (both of which are essential minerals). Soft water tends to have higher concentrations of sodium, rather than calcium and magnesium. Water that is too soft can be just as bad as water that is too hard. It is up to the customer to adjust the hardness, typically with a water softener, if they choose to do so. The hardness of the water in York Water's main system comes in at about 75 mg/L (PPM) as $CaCO3$ (Calcium carbonate), or about 4.5 grains, and is considered "moderately hard."

image Source: https://semesters.in/yhot-is-hardness-of-water-and-problems-with-hard-water-notes-pdf-ppt/
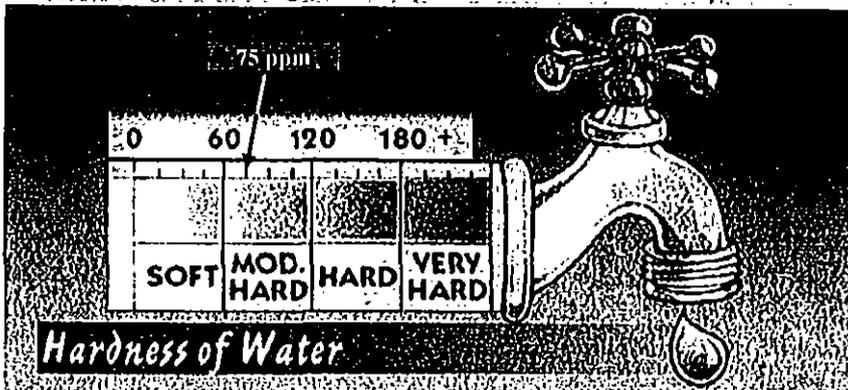
Most spots or soap scum are caused by compounds from the soap being used that are insoluble in hard water. Certain brands of detergents are made to be used with hard water that will prevent build-up or spots. This is because the detergents are prepared by chemists to keep the components in the detergent in solution when mixed with water, and will thus limit or prevent any build-up or spots. When hard water is boiled, the scale or minerals are deposited, leaving the build-up, or scale, seen in coffee makers, tea kettles, hot water heaters, dishwashers, etc. Often, changing soaps and/or detergents, or a household water softener being out of salt can cause a scale or spots to appear. Citric Acid crystals can be found in a hardware-type store and can help remove some spots and mineral buildup.

Sickness or Skin Irritation

As we are not medical professionals, we strongly recommend a doctor be consulted immediately, and we do not take these concerns lightly. It is very important to document when the sickness or irritation began, what the symptoms are, and immediately determine the source of water. The following questions should be investigated to help both your doctor and other members of your residence/family narrow down the causes:

- Are you a York Water Company Customer?
- Have all members of the family or residence been affected?
- Have the affected individuals been out of town recently?

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- What indications do you have that the water is the cause of the sickness?
- Does the irritation occur only on the hot water line or is it both cold and hot? Are any of the affected individuals consuming water from the hot water tap?
- Are there other factors observed such as taste, odor, color, particles, cloudiness, etc.?
- Has your doctor suggested tap water as the likely cause?
- Do you have a well and public water in your home or apartment, and could they be connected – even accidentally?
- Do you have any filters, softeners, or other treatment devices connected to your water line(s)? Are they connected properly and operating and maintained correctly (backwashing, rinsing, replaced, checked by plumber/installer, etc.)?

Pink Residue

Not all mold is dark-colored – there is a mold that has a pinkish color that comes from airborne bacteria that grow on damp or wet surfaces, and is often seen on the bottom of shower curtains, shower or sink drains, or even a pet's water dish. There is no mold in your tap water, and the mold does not indicate a problem with the water supply, particularly as some customers have reported seeing this pink color in one bathroom but not another; natural lighting and air circulation can impact the presence and concentration. Cleaning products with bleach are typically recommended to remove the residue, or diluting 1oz bleach into a spray bottle of water to use while cleaning to sterilize the surface, causing the mold to not grow back as fast. Always use caution when cleaning pet water dishes with chemicals, and make sure you rinse well.

Image Source: https://moldoid1.wordpress.com/2014/09/18/a-homeowners-guide-to-pink-mold/

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Aquarium or Fish Problems

Owning and maintaining fish in aquariums is both rewarding and challenging. If you happen to be encountering problems with your aquarium, there are a number of factors to consider, including the water.

When encountering problems with your aquarium, water is one of the factors considered. YWC uses a method of disinfecting our water called chloramination. Chlorine is added during the treatment process, then a small amount of ammonia is added in a 5:1 ratio (Chlorine:Ammonia) to provide a longer-lasting chlorine residual so it is present throughout our distribution system. The bound ammonia can cause certain nitrite, nitrate, and ammonia analyzers and test kits (particularly if they are color-based, aka colorimetric) to give false results that are very high, as the compounds are all nitrogen-based. Free chlorine residual will be at or near zero in chloraminated water. Laboratory test methods (more expensive - $$ - $$$$) will yield accurate and reproducible results for each analyte. Some are available to the well-heeled hobbyist, or take a sample taken to a laboratory utilizing a method sanctioned by the most recent edition of Standard Methods for Examination of Water and Wastewater.

YWC is in compliance regarding nitrite, nitrate, and ammonia standards, regulations, and guidance; we monitor continuously, our operators are licensed, and we test regularly. We, and our families, live here and drink the water, too! Consider using a three-in-one (chlorine, chloramine, & ammonia) conditioner. The pH of the tap water should be in the range of 7.4 to 8.8, and we do not use extra phosphates or other corrosion inhibitors for our corrosion control. If issues continue, other items to check are:

- When did the fish begin to die?
- When was water last added to the aquarium?
- Were any new fish added?
- Have any new foods or plants been added?
- Were any sprays or cleansers used near the aquarium?
- Is the aquarium new or have new materials been used?
- Have there been any changes in temperature?
- Has the dissolved oxygen changed?
- Has the aquarium been overloaded or could the fish be over or under-fed
- Were any chemicals used to fight or prevent disease?

Some use sodium thiosulfate or "SeaChem Prime or Safe" to remove the chlorine and allow bio-filter(s) to use the extra ammonia). We form chloramines at ≈ 5:1 ratio; so, if the total chlorine residual is 2.0-mg/L there will be approximately 0.40-mg/L of ammonia added (divide total chlorine residual by 5 and that will be very close to the total ammonia in the tap water).

To learn more about what is in our tap water, please see our Water Quality Analysis and Water Quality Reports, updated annually.

A few other helpful websites are an outline of the EPA's regulations, API Fish Care (link brings you to Ammonia testing), and Monster Fish Keepers forums (link brings you to a chloramine post).

If you are interested in having your water tested by an accredited laboratory, two local laboratories are:

- ALS (Analytical Laboratory Services) – drop-off for York is in Shiloh Village, or the actual lab is in Middletown. Call (717) 944-5541 to request instructions.
- LABS (Laboratory and Biological Services) – located in New Oxford, near Abbottstown. Call (717) 259-6550 to request instructions.

Freezing Pipes / No Water in Very Cold Conditions

Pipes that freeze most often are those exposed to severe cold:

- Outdoor hose bibs
- Swimming pool supply lines
- Water sprinkler lines
- Water supply pipes in unheated, interior areas, such as basements, crawl spaces, attics, garages
- Pipes that run against exterior walls with little to no insulation
- When exposed to drafts, breezes, or cold winds, especially on windy days

Preventative Steps in the Winter that can reduce freezing pipes are:

- Repair broken windows and place insulation in cracks & drafty areas
- Keep a space heater or move warm air over pipes in high-draft areas
- Open a spigot or faucet to keep water moving if the above isn't possible
- Keep the heat on when traveling
- Install pipe insulation
- Use pipe sleeves or UL-listed heat tape, heat cable, etc. on exposed water pipes.
  Even newspaper provides some degree of insulation and protection to exposed pipes

If pipes do freeze, the best course of action is for you to contact a local plumber to help you thaw it out and make the necessary repairs.

If the pipe has not burst, you can try to thaw it out with an electric heating pad, hair dryer, towel soaked with hot water, or space heater. Apply heat by slowly moving the heat source toward the coldest spot on the pipe. NEVER concentrate heat in one spot, as cracking ice can shatter a pipe. Turn the faucet on and let it run until the pipe is thawed, and water pressure returns to normal. DO NOT use a blow torch or other open-flame device, as there are fire and carbon monoxide exposure risks.

If a frozen pipe bursts and water floods the home, turn the water off at the shut-off valve before calling a licensed plumber for help, especially if you cannot find the broken pipe or it's inaccessible. Do not turn the water back on until the pipe has been repaired. Please call customer service if you need an emergency water shut-off.

Please Note, Customers are responsible for protecting their water meter if it resides in a meter pit. Insulate or heat-tape the pipes and/or meter. For meter pits, manufactured housing, and very cold, drafty basements, check the heat tape... make sure it is warm and plugged in.
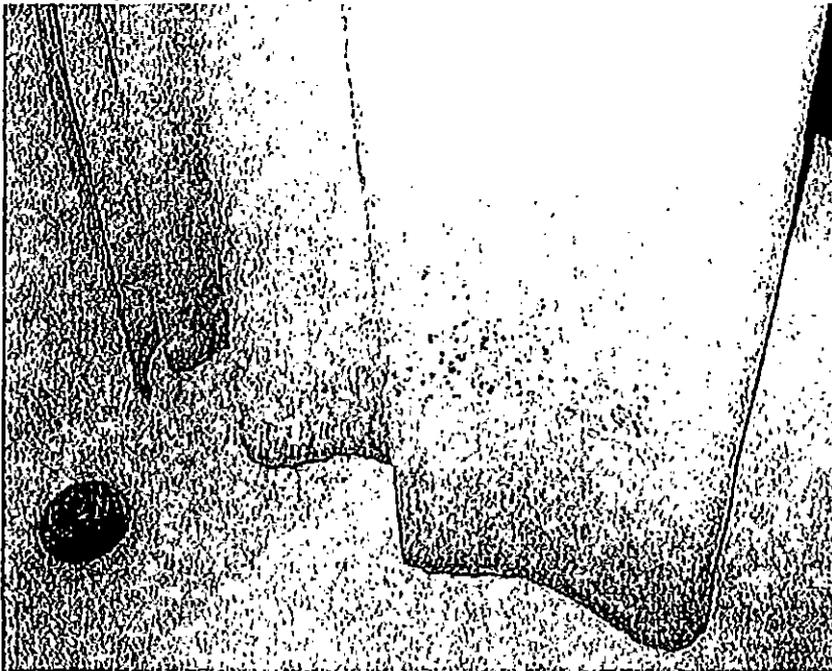
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Water Pressure – Why Is mine low?

Due to the nature of our service area, pressure delivered to our customers will vary. The water leaving our treatment plant is pushed out to the system solely through gravity. As the water gets further out in the distribution system, pressure decreases, so we have pumphouses and tanks set up to give the water an extra boost. Including the gravity pressure zone, there are 26 different pressure zones in our main system alone. Regulations state normal operating pressure should be between 25 and 125 PSIG, or pounds per square inch gauge. Our company has a policy in place to ensure the static pressure at the mains remains between 30 and 110 PSI (The difference between PSIG and PSI: PSI is an absolute pressure unit, while PSIG is a gauge pressure unit; PSI can be used to measure gauge pressure, absolute pressure, or vacuum pressure. As we are not going below atmospheric pressure and are not in a 'closed system,' or vacuum, the terms are interchangeable). Locations near the far ends of one pressure zone may experience pressure that is on the lower end of that range. There are options available to modify the pressure experienced throughout the residence; however, as our obligation ends at the water main it is the customer's responsibility to manage the pressure beyond that. There may be times when a home is at a much higher or lower elevation from the main, or located several hundred feet from the main. In these cases, someone from the company should be (and most likely is) pointing these conditions out to the homeowner or builder so they can take corrective actions during early construction stages.

Occasionally, water pressure suffers in the event of main breaks, nearby flushing, or fire-fighting activities. These changes in pressure will be temporary, with the amount of time varying depending on what event is occurring.

When the static pressure at the main is outside the company goal of 30 and 110 psi, there are special arrangements the company uses as guidelines. If the pressure is:

- *Greater than 110 PSI* – pressure reducing valves are <u>required</u> to be installed on the inlet side of the meter
- *Between 80 and 110 PSI* – pressure reducing valves are <u>recommended, but not required</u>; installation is at the discretion of the customer
- *Between 35 and 80 PSI* – no special requirements needed, as this is normal
- *Between 30 and 35 PSI* – oversized internal piping, meter, and service lines are recommended
- *Under 30 PSI* – a supplemental service agreement is required

If you still require assistance after reviewing these topics, please do not hesitate to contact customer service, who will be happy to help you.

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Who to Call & When (Distribution, Maintenance & Grounds, Filter Plant)

Dispatch: Emergencies; Same day reschedules or cancelations

Marisol - Pressure ; No water; Fire Hydrants; Main Breaks; Turn On schedule after 330p; Taste & Odor; Flushing

Rachel - Meter Info; Meter sets; Meter schedule; Backflow; Same things as Marisol

Kelly - Lead service lines; Service line leak (SLPP); Turn on schedule after 330p

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Lower Shop: AFTER 3PM

Daulton (Sup.)

Colton (Asst. Sup.)

Tyler C.

Turn on schedule after 3p; Rescheduled/"no-show" turn on appointment; Flushing
; Emergency shutdowns; Main Breaks/Leaks; YWC Crews working; Pressure;
Dirty Water

New Construction:

Nick (Sup.)

Kevin (Const. Coord.)

Elder (Const. Coord.)

Main replacement projects; Main extensions; Shutdowns

Contractors working: York Excavating Co., Kinsley, E&K Services, etc.

Wastewater:

Vaugh (Sup.)

Eric (Asst. Sup.)

Derek (Asst. Sup.)

Leaks if wastewater system is Owner & Operated by YWC

If YWC only bills, they need to call their Municipality

M&G:

Jesse (Sup.)

Andy S (Asst. Sup.)

Josh (Asst. Sup.)

YWC Properties; Tanks

Cell phone companies will call about placing their satellites on YWC water tanks --
take their info and email to M&G

Filter Plant:

Doug (Water Quality Manager)

Katrina (Asst. Sup.)

Jed (Asst. Sup.)

Water Quality concerns

Engineering:

Kent (Engineering Manager)

Lynsey (Engineering Tech.)

Devon (Engineering Tech.)

New services/New connections to YWC; Splitting services;

Hydrant Flow Tests

Operations Services:

Joe (Supply Chain & Operations Manager)

Jeff (Operations Services Coordinator)

Backflow; Meter pits; Meter Installs

ABBOTTSTOWN BOROUGH	717-259-0965	NORTHEASTERN YORK CO SEWER	717-266-7406
BERWICK TWP	717-632-1829	NORTH YORK BOROUGH	717-845-3976
COLUMBIA WATER – WRIGHTSVILLE	717-684-2188	PARADISE TWP (ABBOTTSTOWN)	717-259-0385
CONEWAGO TWP (BILLING: 1-877-330-1699)	717-266-5518	PENN TWP	717-632-7366
DALLASTOWN/YOE	717-244-6626	RAILROAD BOROUGH	717-235-5042
DOVER BOROUGH	717-292-6530	RED LION	717-244-3475
DOVER TWP	717-292-3634	SHILOW WATER AUTHORITY	717-764-3624
DOVER SEWER AUTHORITY	717-292-5355	SHREWSBURY BOROUGH	717-235-4371
EAST BERLIN BOROUGH	717-259-9224	SHREWSBURY TWP	717-235-3011
EASTERN YORK CO SEWER (HELLAM)	717-252-2797	SPRING GARDEN TWP	717-848-2858
FAIRVIEW TWP	717-901-5261	SPRINGETTSBURY TWP	717-757-3521
GLEN ROCK WATER/SEWER	717-235-2082	SPRINGFIELD TWP (SEVEN VALLEYS)	717-428-1413
HAMILTON TWP (ABBOTTSTOWN)	717-259-7237	SPRING GROVE BOROUGH	717-225-5791
HANOVER BOROUGH	717-637-3877	STARVIEW MHP (CENTRAL OFFICE – OPTION 1)	717-266-6696
HEIDELBERG TWP (SPRING GROVE)	717-225-6606	STEWARTSTOWN BOROUGH	717-993-2963
HELLAM BOROUGH (SEWER – EYCSA)	717-755-0810	WASHINGTON TWP (EAST BERLIN)	717-432-9082
HELLAM TWP (SEWER – EYCSA)	717-434-1300	WEST MANCHESTER TWP	717-792-3505
JACKSON TWP	717-225-5661	WEST MANHEIM TWP	717-632-1539
JACOBUS BOROUGH	717-428-1752	WEST YORK BOROUGH	717-846-8889
JEFFERSON/CODORUS JOINT SEWER	717-744-5234	WINDSOR TWP	717-244-3512
LOWER WINDSOR TWP	717-244-6813	WRIGHTSVILLE BOROUGH	717-252-2768
MANCHESTER BOROUGH	717-266-1022	YOE BOROUGH	717-244-5904
MANCHESTER TWP	717-764-4646	YORKHAVEN BOROUGH	717-266-7261
MOUNT WOLF BOROUGH	717-266-3211	YORK NEW SALEM BOROUGH	717-739-6053
NEW FREEDOM	717-235-2337	YORK TWP	717-741-3861
NORTH CODORUS SEWER	717-225-1324	YORK CITY (& YC SEWER/TRASH)	717-849-2268
NORTH CODORUS TWP	717-225-4812	YORK CITY ███████	717-848-4059

ETTERS/ GOLDSBORO	717-938-3456
LETTERKENNY TWP/ORRSTOWN	717-532-8716
██████████████	
NEWBERRY TWP	717-938-6992
READING TWP	717-624-4222

CONTACT NUMBERS

CATHOLIC CHARITIES	717-845-2696	CREDIT BUREAU OF YORK (CBY)	717-843-8685
SALVATION ARMY	717-848-2364	PAYMENTUS (YWC USE)	1-800-420-1663
GIVES $50 MAX TAKES CALLS M-F 9-1130 & 1-330			customercare@paymentus.com
		PAYMENTUS (CUSTOMER USE)	1-888-476-8910
			OPTION 0

SAINT MATTHEWS CHURCH	717-817-5480	**YORK WATER COMPANY:**
(HELPS SAME CUST EVERY 90 DAYS)	717-817-6001	**_MAIN OFFICE:_**
CUST SERVICE ONLY #	717-845-2721	130 E MARKET ST – YORK, PA 17401-1219
GIVES $50 MAX TAKES CALLS TUES. 830-930 FCFS		P: 717-845-3601
LUTHEREN SOCIAL SERVICES	717-852-4357	F: 717-845-3792
750 KELLY DR – YORK, PA 17404-2433		E: customer.service@yorkwater.com
Community Progress Council	717-846-4600	www.yorkwater.com
OTHER:		PAY BY PHONE (IVR/AUTOMATED CALL) 1-866-665-9578
MET ED/FIRST ENERGY	1-800-545-7741	**_DISTRIBUTION:_**
ADAMS ELECTRIC COMPANY	717-344-9211	1801 MT ROSE AVE – YORK, PA 17403
PP&L 1-800-342-5775 1-888-232-6732		**EMERGENCY/AFTER HOURS # (FOR CUSTOMERS)** 717-848-2984
COLUMBIA GAS	1-888-460-4332	**METER READER PHONE #s:**
COMCAST/XFINITY	1-800-266-2278	
2801 E MARKET ST – YORK, PA 17402		
YORK WASTE DISPOSAL	1-800-210-9675	
REPUBLIC SERVICES (WAS WASTE MGMT) 1-877-485-7255		
PENN WASTE	717-767-4456	
CALL BEFORE YOU DIG	811	
PA 1 CALL (SERVICE LINE LOCATION)	1-800-242-1776	YWC USES FULTON BANK IN LANCASATER, PA
PA PUBLIC UTILITY COMMISSION	1-800-692-7380	PO BOX 3009
ALS ENVIRONMENTAL (water testing lab)	717-505-5280	LANCASTER, PA 17604-3009
2323 CARLISLE RD – YORK, PA 17408		LABS (water testing lab) 717-259-6550
Analytical Lab Services (water testing lab)	717-944-5541	Micro Labs (water testing lab) 717-763-0582

TYPE	MAPPING (GROUP)
3 ESTIMATED BILLS	AUTOMATIC
CUST CALL-COMMENT ONLY	CUSTOMER SERVICE
CUST CALL-DIRTY/RUSTY/CLOUDY	LOWER SHOP
CUST CALL-HIGH/LOW PRESSURE	LOWER SHOP
CUST CALL-LEAK AT METER	METER REPAIR
CUST CALL-NO WATER	LOWER SHOP
CUST CALL-NOISE IN LINE	METER REPAIR
CUST CALL-PARTICLES IN WATER	LOWER SHOP
CUST CALL-TASTE AND ODOR	LOWER SHOP
CUST CALL-VERIFY READ & MIU	METER READ
CUST CALL-AIR IN SERVICE LINE	LOWER SHOP
CUST CALL-CONSUMPTION HIGH/LOW	METER READ
FINAL READ	METER READ
M-DIRTY OR STEAMED REGISTER	~~METER REPAIR~~ *MTR*
M-EXCHANGE AND TEST METER ✳	METER REPAIR
M-EXCHANGE RF MIU	METER REPAIR
M-INSTALL RF MIU	METER REPAIR
M-INVESTIGATE STOPPED METER	METER REPAIR
M-INVESTIGATE RF MIU NO READ	METER REPAIR
M-METER RUNNING BACKWARDS	METER REPAIR
M-METER SLOWING DOWN	METER REPAIR
METER EXCH-ROUTINE	METER REPAIR
METER EXCH-BILLING VALIDATION	METER REPAIR
METER RESET & RESEAL	METER REPAIR
METER SET	METER REPAIR
MISC METER WORK	METER REPAIR
RE READ	METER READ
REMOVE METER AND FINAL	METER REPAIR
RF UNIT REPLACEMENT	METER REPAIR
SHUT OFF & FINAL READ	METER READ
START READ	METER READ
TEMP TURN OFF/TURN ON *afre noles*	LOWER SHOP
TURN ON & START READ	LOWER SHOP
TURN ON DELINQUENT CUSTOMER	METER READ
TURN ON METER RESET & RESEAL	METER REPAIR
TURN OFF & FINAL READ	METER READ
UNIGUN IN *Rf Repair*	~~AUTOMATIC~~ *MTR Repair*
munc. Turn on	*meter Read*

of change with RF MIU

T-ON & START READ WITH RF MIU INSTALL- ORDER SHOULD
BE DONE AS A TURN-ON BUT IN RESOLUTION SUMMARY ADD
INSTALL RF MIU- MAPPED TO LOWER SHOP BUT SCHEDULED
UNDER METER REPAIR SCHEDULE

Helpful Resources:

1. York Water Company website
2. York Water Company Intranet (internal employee use only)
3. PA PUC website
4. Paymentus
5. Oracle
6. Computer Folders/Drives
7. Neptune 360
8. Paylocity (internal employee use only)
9. ZAC phone system
10. Outlook email
11. TEAMs chats

Lower Shop Reminders

- Any email sent to Lower Shop should go to █████████████████████

- Turn On Schedule
  - Appointments
    - Make sure to have the appointment, municipality, and appointment type to the schedule.
    - We do not give a call ahead for turn on appointments.
    - Rescheduled appointments for future appointments, should be emailed to the LS supervisors.
    - Canceled/Rescheduled appointments for the same day, call Dispatch.
  - If an appointment is scheduled after 2:30p, for that evening or the next day, please email information to LS supervisors.
  - After 3:00p: should be calling Lower Shop or Dispatch before scheduling an appointment for that evening or for the next day (unless next day 4-6p/6-8p).
    - If approved, note who approved the appointment in your email to us.
  - Friday after 3:30p: the next available appointment is Monday 4-6p/6-8p.
    - ████████████ do not have access to the LS printer to get the work order for the Saturday worker.
  - Appointments should not be scheduled/placed on turn on schedule until the customer has application submitted and in Oracle.

- Turn On appointments (and any appointment) that have a Meter Pit should not be scheduled for night (4-8p)
  - Confined Space - needs 2 people (only have 1 for night)
  - Roving Utilitymen do not have Neptune Belt Clip readers like Meter Readers do – they get their reads manually off the meter.

- Work Orders
  - Leave a Service Request as "Entered" until you have an appointment scheduled. If open, it will print without any appointment details.
    - All appointment info should be on the SR/WO
  - Updates: do not delete old information on the service requests in Oracle – only add new information.

- Lower Shop leaves at 3:30p
  - Calls after 3:30p should go to Dispatch, as we are most likely no longer in the office with access to schedules, WOs, etc.

- Service Line Protection Plan
  - Appointment is needed.
    - Can't diagnosis appropriately if the customer is not present.

- Listens on service line – needs to know if water is being used inside or not.

Template on
Meter Exchange/Schedule

TIME	REASON	ADDRESS	TOWNSHIP	INITIALS
MONDAY 7/1/24				
8-12 AM	METER EXCHANGE			
8-12 AM	BACKFLOW			
8-12 AM	METER TEST - FEE PAID			
8-12 AM	METER TEST - FEE PAID			
8-12 AM				
8-12 AM				
8-12 AM				
8-12 AM				
8-12 AM				
8-12 AM				
8-12 AM				
8-12 AM				
10-12 AM	METER EXCHANGE			
12-2 PM				
12-3 PM	METER EXCHANGE			
12-3 PM				
12-3 PM				
12-3 PM				
12-3 PM				
12-3 PM				
1-5 PM	METER EXCHANGE			
1-5PM				
4-6 PM	METER EXCHANGE			
6-8 PM				
4-8 PM	METER EXCHANGE			
4-8 PM				
4-8 PM				
7:30 AM				
8:15 AM				

128

9:00 AM	
9:45 AM	
10:30 AM	METER EXCHANGE
11:15 AM	
1:00 PM	
1:45 PM	
2:15PM	METER EXCHANGE

DATE OF DEPOSIT

JAN 1 3 2025

Approved by: William T. Morris	File: Service - Pressure
Date: July 2002	
Revision:	Page 1 of 1

SERVICE - PRESSURE CONSIDERATIONS

Due to the nature of our service area, pressure delivered to our customers will vary. In view of this situation, it is imperative that we determine the expected static pressure before we agree to provide service.

The Pennsylvania Safe Drinking Water Act Regulation (§109.607) and the PaPUC Regulations (§65.6) specify that normal operating pressure should be not less than 25 psig nor more than 125 psig, at the main, except that during periods of peak seasonal loads the pressure at the time of hourly maximum demand may be not less than 20 psig nor more than 150 psig.

It has been our Company's policy to make special arrangements when the static pressure at the main is 30 psi or less and 110 psi or more.

The guidelines are:

Greater than 110 psi - Pressure reducing valves are required to be installed on the inlet side of the meter.

Pressures 80 psi to 110 psi - Pressure reducing valves are recommended but not required. The installation is at the discretion of the customer.

Pressures 35 psi to 80 psi - Normal range, no special requirements needed.

⟶ **Pressures 30 psi to 35 psi** - Oversize internal piping, meter and service lines are recommended.

Pressure less than 30 psi - The attached Supplemental Service Agreement and Covenant is required before service can be provided.

Customer wants more they pressure consider booster pump Can consider to purchase

Although our obligation for pressure ends at our water main, we should recognize that there may be times when a home is at a much higher or lower elevation than the main or is located several hundred feet from the main. In these cases, we should point out these conditions to the homeowner or builder so they can take corrective action during early construction stages.

SUPPLEMENTAL SERVICE
AGREEMENT AND COVENANT

THIS AGREEMENT made the _____ day of _____,A.D.
20___, between THE YORK WATER COMPANY, a corporation organized
under the laws of the Commonwealth of Pennsylvania, having its
principal office in the City of York, in the County of York and
said Commonwealth, hereinafter called "Company," of the first part;
and _____

hereinafter called "Applicant," of the second part, WITNESSETH:

WHEREAS, Applicant is the owner of a tract of land in the
_____, in said County of York and has requested
Company to provide service for the Applicant's use.

NOW, THEREFORE, in consideration of the premises and the
mutual covenants and agreements herein contained, it is
specifically covenanted and agreed by and between and for the
benefit of the parties hereto, their respective successors,
executors, administrators and assigns, all of whom it is expressly
agreed and bound hereby as follows, to wit:

It is hereby covenanted and agreed that The York Water
Company, under the provisions of 52 Pa.Code §65.15 "Refusal to
Serve Applicants" of Pa. P.U.C. Water Regulations and under the
Rules and Regulations of said Water Company, may properly and does
hereby decline to serve Applicant or Applicants for water service
for _____
shown on said Plan _____

_____

and that said The York Water Company shall have no obligation to
serve any of said lot or lots unless the following conditions and
requirements for adequate water service for domestic purposes only
shall have been complied with for each such lot or lots for which
application may be made in the future:

(A)   A one (1) inch Company service line and a one (1) inch
      customer service line, which together will connect the
      respective home with the water main, and also a three-
      fourths (3/4) inch meter shall be installed, and minimum
      and block rates for water service shall be based on such
      meter size.

(B)   Piping throughout the premises shall be properly sized so
      that excessive pressure losses are not created which
      would curtail the adequacy of service available to the
      customer.

(C)   A pump and pressure tank arranged for automatic operation properly sized and designed to provide an adequate volume of water at an adequate pressure shall be installed and maintained in the basement of each home at the owner's, customer's, developer's or builder's expense. (The minimum size pump recommended would be one capable of delivering a flow of 15 gpm at a net head of 20 psi with a 20 gallon pressure tank.)

This covenant and agreement shall constitute a covenant running with the land and said agreement shall be acknowledged and recorded in the York County Court House.

IN WITNESS WHEREOF, the parties hereto have caused these presents to be duly executed under seal, in duplicate original, the day and year first above written.

ATTEST: THE YORK WATER COMPANY

_____   By_____
Secretary   President

WITNESS:

_____   _____(SEAL)

_____   _____(SEAL)

_____   _____(SEAL)

COMMONWEALTH OF PENNSYLVANIA)
          (ss.
COUNTY OF YORK   )

   On this, the _____ day of _____, 20___, before me,
a Notary Public, the undersigned officer, personally appeared
_____, who acknowledged himself to be the
_____ of THE YORK WATER COMPANY, a corporation, and that
he as such _____, being authorized to do so, executed the
within Supplemental Service Agreement and Covenant for the purposes
therein contained by signing the name of the corporation by himself
as _____.

   IN WITNESS WHEREOF, I have hereunto set my hand and official
seal.

                _____
                    Notary Public

COMMONWEALTH OF PENNSYLVANIA)
          (ss.
COUNTY OF YORK   )

   On this, the _____ day of _____, 20___, before me,
a Notary Public, the undersigned officer, personally appeared
_____, known to me (or satisfactorily proven)
to be the persons whose names are subscribed to the within
Supplemental Service Agreement and Covenant, and acknowledged that
they executed the same for the purposes therein contained.

   IN WITNESS WHEREOF, I have hereunto set my hand and official
seal.

                _____
                    Notary Public

133

You will be using these CUST CALL options to document encounters with customers. We need to document customer encounters/disputes, provide resolutions to the issues, and then a date of the resolution. The new toggles (aka options to select) need to be used moving forward for tracking purposes. Refer to your other attachment on what toggle to use when.

Entering In a Toggle Note with CUST CALL begins the same way you would create a work order. The new steps begin when you in the Workbench tab of the Service Request notes.

Example here is for CUST CALL – BILL DSIPUTE

1. In the problem summary, you will explain the call similar to the past when a customer has a concern.
   a. ███CALLED 11.30.23 - DISCUSS HIGHER BILL - UNSURE WHY - EXPLAINED ABOUT POTENTIAL TOILET LEAKS, WATER USAGE AT SPIGOTS, AND HOW TO CHECK THE METER - FC WAS USED TO HELP LOCATE TIME OF USAGE SEEN AND SHOW HOW MUCH USAGE TO DATE ███

2. You will then note the resolution to the call in the Resolution Summary section
   a. ▮TOOK INFORMATION AND WILL CHECK FOR LEAKS▮

i
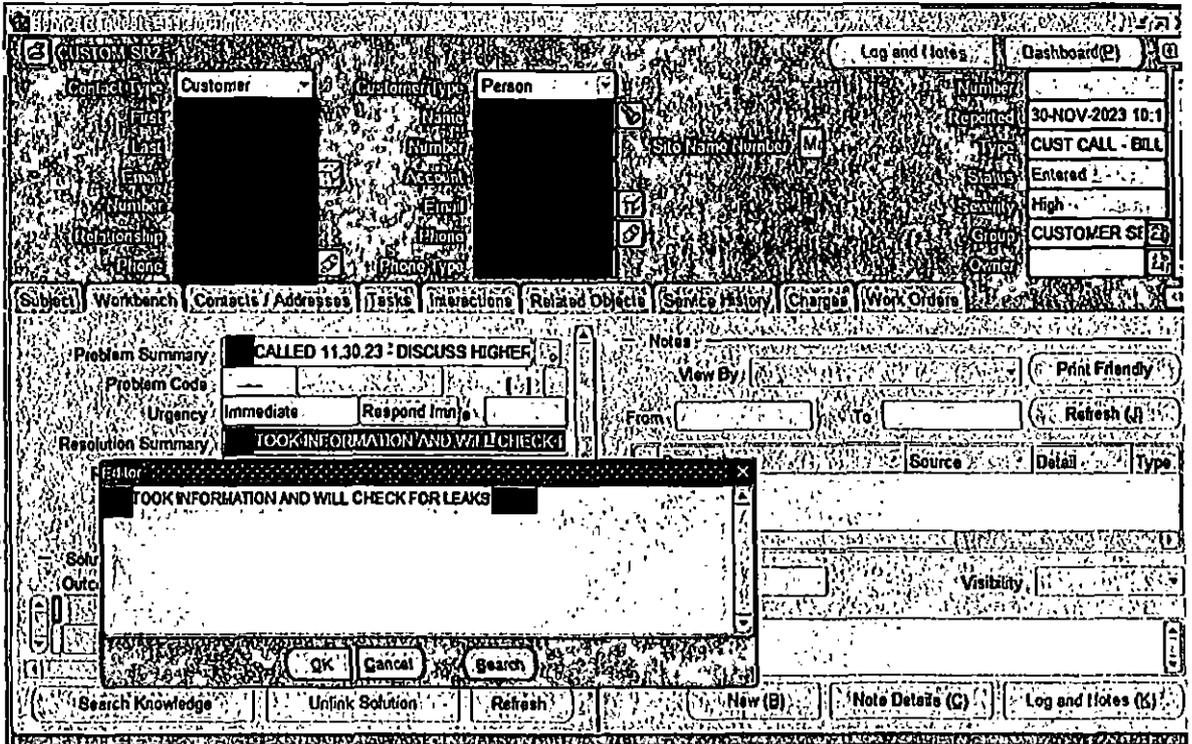
3. You will then need to enter the Date it was resolved here (this is crucial to enter).
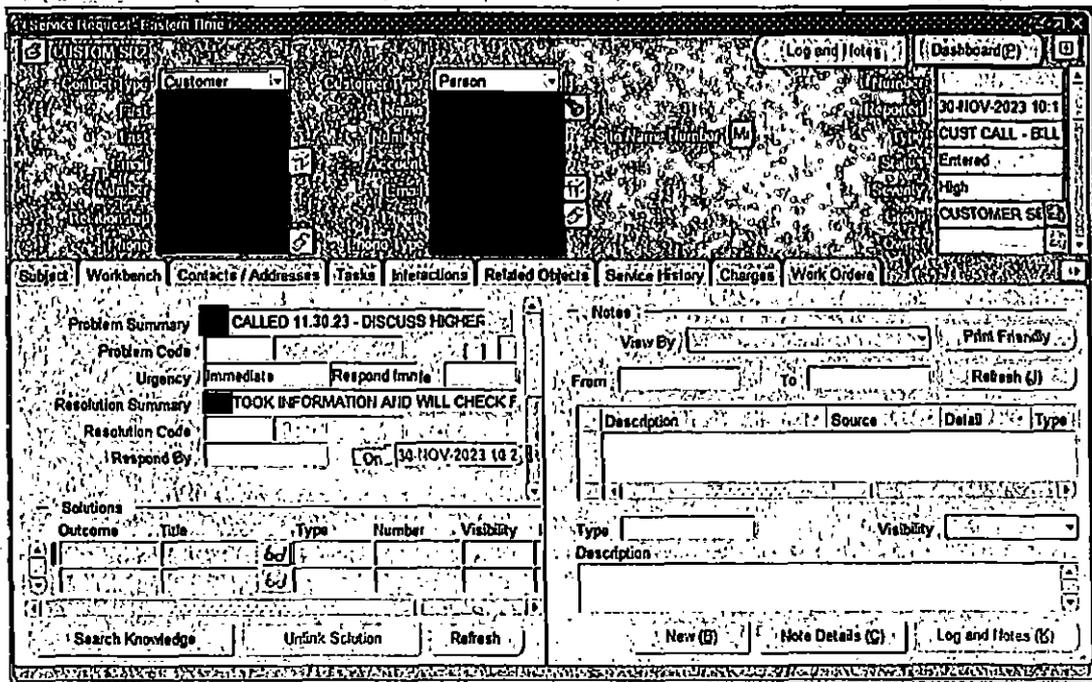
4. Save and Exit – results will be this now

Customer Service Request				
Service Request				
SR Number	Date	Type		Status
	30-NOV-23	CUST CALL BILL DISPUTE		Entered
	16-MAY-22	RE READ		Completed
	26-MAY-20	SERVICE LINE INSTALL		Completed

Create Service Request

Service Request Details

WO #1		Status		WO #2		Status	
Customer Name							
Address							
SR Type	CUST CALL BILL DISPUTE						
Problem Summary	CALLED 11.30.23 DISCUSS HIGHER BILL UNSURE WHY EXPLAINED ABOUT POTENTIAL TOILET						
Problem Code							
Resolution Summary	TOOK INFORMATION AND WILL CHECK FOR LEAKS						
Resolved On	2023/11/30 10:33						

CUST CALL – BILL DISPUTE	All disputes over the bill; Use when customer disagrees with their invoice; can include consumption billed for, total balance, etc.; offer details and resolution if achieved when explaining information (if a high consumption type call and a reread is asked for OR an appointment is approved to schedule → then you will use CUST CALL – CONSUMPTION HIGH/LOW
CUST CALL – COMMENT ONLY	Use for general/all other notes/comments for account
CUST CALL – DIRTY/RUSTY/CLOUDY	Use to document details from customer interactions on what customer experienced – resolution and suggestions can be noted
CUST CALL – FORMAL SEWER	Use ONLY by ███████████████
CUST CALL – FORMAL WATER	Use ONLY by ███████████████
CUST CALL – HIGH/LOW PRESSURE	Use when an appointment is needed to verify the pressure at the address
CUST CALL – INFORMAL SEWER	Use ONLY by ████████████████████ to track filed cases
CUST CALL – INFORMAL WATER	Use ONLY by ████████████████████ to track filed cases
CUST CALL – LEAD	Use when someone calls about possible lead lines (offer the tips on how to check their service line material), possible exposure – if unsure their service line material, you can schedule an appointment for this using a work order called Verify Service Line Material with the Lower Shop schedule.
CUST CALL – LEAK AT METER	Use when an appointment/work order needed to check if meter is leaking
CUST CALL – NO WATER	Use when an appointment is needed to verify why No Water throughout entire home (verify no other reason for this such as shut off, turn off, work in area, etc.)
CUST CALL – NOISE IN LINE	Use and document details from customer interactions on what customer experienced – resolution and suggestions can be noted
CUST CALL – OTHER CONTAMINATES	Use when asked about the water quality report, what YWC tests for, questions on PFAs, questions on Floride (website has tools to assist on these questions too)
CUST CALL – PAWC SEWER INQUIRY	Use to track all calls about PAWC – your note should state the following: "Call received xxx date & referred #s for PAWC – date of contact -- initials"
CUST CALL – TASTE AND ODOR	Use when customer has experienced taste/odor; list details experienced and relevant information; may be used if flushing is deemed appropriate by Filter Plant
CUST CALL – VERIFY READ & MIU	Use when getting another reading for customer; note reading/date when received back and usage that has occurred
CUST CALL – AIR IN SERVICE LINE	Use and document details from customer interactions around air in lines – resolution/suggestions can be noted
CUST CALL – CONSUMPTION HIGH/LOW	This is a result/follow up note from the CUST CALL – BILL DISPUTE option; Use when notating the readings obtained; use also when approved to schedule a High consumption appointment.

What to do When a Payment Agreement Customer Moves

First: Using this method is for those who have not had a Change in Circumstance or the PUC requiring a new agreement. If so, create a new PA and jump to step -T- (after writing down the Bill to Location ID from the old address)

A. Transfer the total balance from the OLD address to the NEW address (wait for the final bill to be in the system first)
B. Go to the OLD address, we need to gather information
C. Go into the Payment Agreement on the OLD address
D. Once in the Agreement, click the "View Activity" button

E. You'll need to write down the final payment agreement balance listed in the "Tot PA Amt" column. In the example above that number is $199.37. Not the Total Bal Number!!
F. Write down the "Fixed amount" in this example it is $15.
G. Exit out of the "View Activity". Write down the Bill Location from the upper right corner and the "Type" and "Code" if they are not "1" & "Blank".
H. Now that you've gather all the information from the OLD address, you're ready to start working on the agreement on the NEW address.
I. Go to the NEW address front page. Click Payment Agreement.
J. Press the "NEW" button.
K. Because this is a continuation of a previous payment agreement, we don't necessarily need to enter all the information that we normally would for a new payment agreement (although it wouldn't hurt anything if you filled out every field on the form). The following includes the few fields that are absolutely necessary.
L. Enter the "Type" and "Code" the same as the previous address.
M. Change the Description and Agreement Notes to indicate that this agreement entry is just a continuation of the agreement made at the previous address. As shown below:

Type	Code	Description
1 ▾	Blank ▾	First PA- CONTINUED from previous address

Agreement Notes	This PA is just a continuation of the agreement the customer entered while living at ▮▮▮▮▮ The previous Bill Location ID was ▮▮▮▮

N. For the Initial Outstanding Charges and Initial Outstanding Months fields, I would either blank them out or use the values from the agreement at the previous address.

Initial Outstanding Charges [   ] Initial Outstanding Months [   ]

O. At this point it would be a good idea to click the [Save] button to save your work.
P. To carry forward the balance of the payment agreement from the previous address, click the "Agreement Adjustments" button. Use the amount from step E. Use a date that is at least one day after your balance transfer date (You can always look at the previous PA for the Credit memo date). It should look like the example below: (then save and close)

Agreement Balance Adjustments		
Adjustment Date	Adjustment Explanation	Amount
06.NOV.2010	Balance forward from PA at previous address.	199.37

Q. Look up the customer's next due date from the Billing Schedule.
R. Now click the "Enter Payment Terms" button and add the terms. Most of the time you will NOT need to add a one-time payment. You can use the next due date and put in the ongoing terms with the same Fixed Amt written down from the previous address. **the date still has to be at least 2 weeks from when you enter it.
S. Close out of the Payment Terms and save your work.
T. Click on the "Edit Locations" button as show below:

Agreement List

[Previous Location] [Next Location] [Edit Locations]

U. As shown below the NEW address Bill Location ID will be in the "Current Bill Site" box. Enter the Bill Location ID from the OLD address in the "Previous Bill Site" box. Then click "Refresh Address" button to view the customer name and address connected to that Bill Location ID. If the name and address are the correct OLD address, click Save and Close.
V. The Agreement area should now have the Previous Location button enabled. You can now click the Previous and Next Location buttons to move between the two addresses. Also the "View Activity" button will now report on payment agreements from both locations.
W. Lastly click the [refresh] button

	Amount	Level			
Income	2,000.00	1	Enter Payment Terms	Third Party Payment Log	View Payment Agreement
Expenses	1,456.00		Agreement Adjustments	Enter Activity Notes	View Activity

To the right of the "View Activity" button. To make sure the Agreement is updated.

The York Water Company

"That good York water"
SINCE 1816

York Water Cares (YWC)
Low Income Customer
Assistance Program

THE YORK WATER COMPANY

YORK WATER CARES (YWC)
LOW INCOME CUSTOMER
ASSISTANCE PROGRAM

Introduction

The York Water Company's York Water Cares (YWC) Low Income Customer
Assistance Program ("Program") provides an alternative to traditional collection
methods for low income payment troubled customers. The Program is designed to (1)
make water service more affordable to low income customers; (2) reduce water usage;
(3) provide a cost effective means of collections; and (4) reduce past due amounts.

Program Description

The Company's York Water Cares (YWC) Low Income Customer Assistance Program
includes the following features:

- ⚠ It will be targeted to low income payment troubled customers (150% of
  poverty level).

- ⚠ It will include a water usage reduction component with plumbing repairs and
  the installation of water conservation devices.

- ⚠ It will include a requirement of monthly payments of not less than $5 nor
  greater than $15 to reduce past due amounts.

- ⚠ Customers will earn immediate forgiveness of past due amounts in an amount
  equal to the agreed upon monthly payment to reduce past due amounts.
  Total forgiveness of past due amounts will be limited to $120 for each
  participant.

Initially, the Company's Program will include approximately 30 low income, payment
troubled customers. There will be no limit to the number of customers allowed to enroll
in future years.

Payment Troubled Customers

The Company will identify those customers whose past due amounts have exceeded $100 or more for a period of five (5) successive months for potential inclusion in the Program.

Low Income Customers

The Company will determine which of the customers identified as payment troubled (past due amounts exceeding $100 or more for a period of five (5) successive months) are income Level 1 (150% of the federal poverty income guidelines) customers.

Customer Assistance Program Agreement

Customers determined by the company to be payment troubled, low income customers will be asked to sign a York Water Cares (YWC) Customer Assistance Program Agreement whereby they agree to (1) pay their current water bill; (2) make an additional payment applied to their past due amount; (3) receive an immediate forgiveness of past due amounts in an amount equal to the agreed upon monthly payment to reduce past due amounts. Total forgiveness of past due amounts will be limited to $120; (4) permit an in-home audit of plumbing and water fixtures and (5) permit a qualified plumber to make minor in-home plumbing repairs and install water conservation devices.

Water Usage Reduction

The Company will determine which of the customers identified as payment troubled and identified as low income would benefit from a water usage audit.

Water Usage Audit

The Company will perform an in-home water usage audit for those customers who the Company has determined may be using excessive amounts of water. The water usage audit will identify the need for minor plumbing repairs and water conservation devices.

Minor Plumbing Repairs and Water Conservation Devices

For those customers that were identified as needing minor plumbing repairs and water conservation devices, the Company will, at no cost to the customer, engage a plumbing contractor to make necessary repairs and install necessary water conservation devices.

Past Due Amount Forgiveness

Upon the receipt of a payment of a past due amount, the Company will immediately forgive an additional past due amount in an amount equal to the agreed upon monthly payment to reduce past due amounts. Total forgiveness of past due amounts will be limited to $120 for each participant.

Program Evaluation

The Company will conduct an evaluation of the on going costs and benefits of the Program, including an evaluation of customers continued participation in the Program.

THE YORK WATER COMPANY

YORK WATER CARES (YWC)
CUSTOMER ASSISTANCE PROGRAM
FLOWCHART

```
┌──────────────────┐
│   $100 or more   │ ──────► No ──────► [STOP]
│   Arrears List   │
└──────────────────┘
         │
        Yes
         │
         ▼
┌──────────────────┐
│ 150% Poverty     │ ──────► No ──────► [STOP]
│ Level            │
└──────────────────┘
         │
        Yes
         │
         ▼
┌──────────────────┐                    ┌──────────────────┐
│ Water Usage      │ ──────► No ──────► │  Enter Program   │
│ Reduction        │                    │                  │
└──────────────────┘                    └──────────────────┘
         │
        Yes
         │
         ▼
┌──────────────────┐
│ Water Usage Audit,│
│ Water Conservation│
│ and Pumping Repairs│
└──────────────────┘
         │
        Yes
         │
         ▼
┌──────────────────┐
│  Enter Program   │
│                  │
└──────────────────┘
```
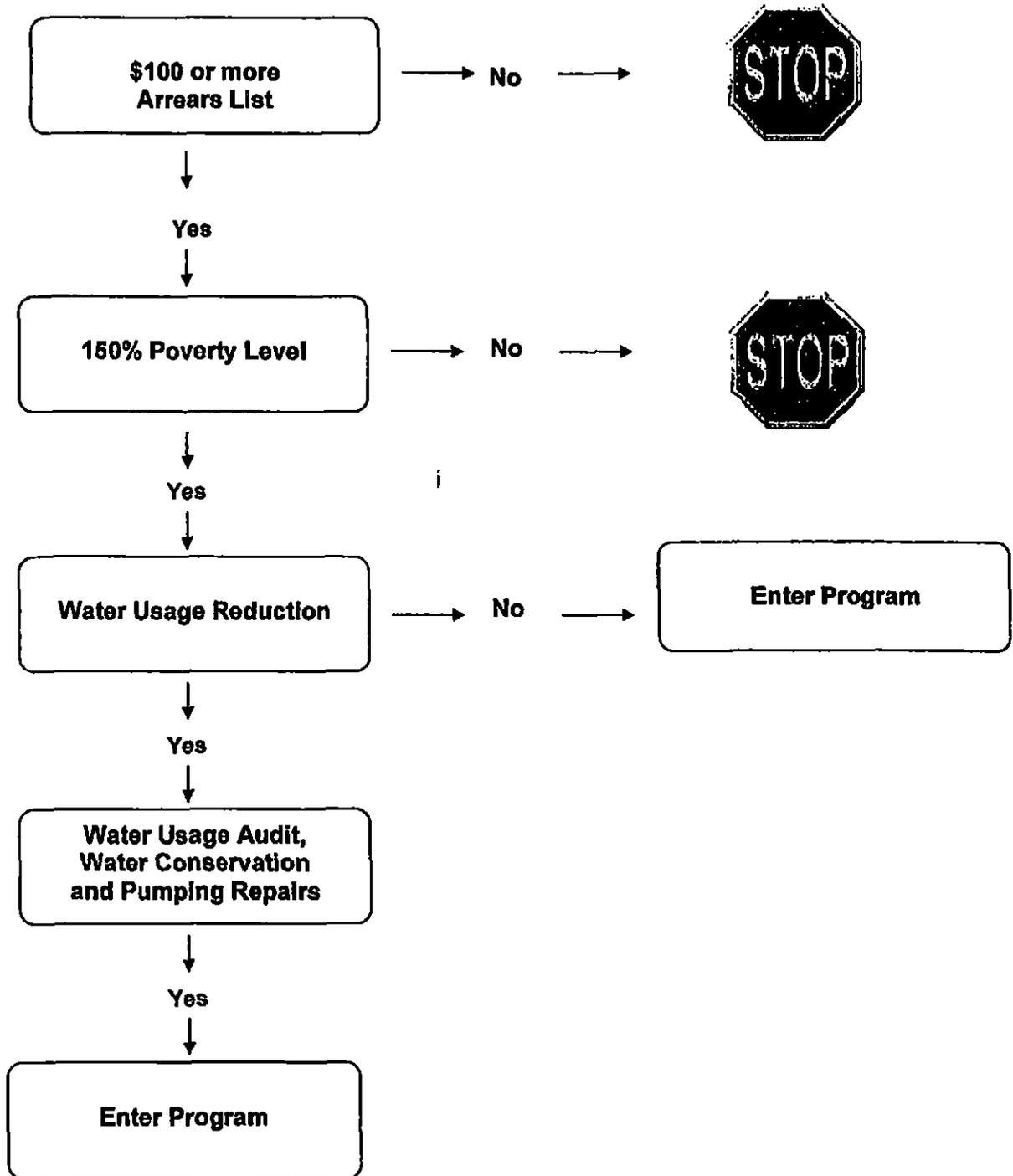
THE YORK WATER COMPANY

YORK WATER CARES (YWC)
CUSTOMER ASSISTANCE PROGRAM AGREEMENT

I, _____ agree to enter The York Water Company's York
    (Print Name)
Water Cares (YWC) Customer Assistance Program.

As a participant in The York Water Company's York Water Cares (YWC) Customer
Assistance Program, I further agree to:

- Pay my current water bill monthly.

- Make an additional payment of $_____ per month (in addition to the
  currently monthly charge) of not less than $5 nor greater than $15 applied to my
  past due amount.

- Receive an immediate forgiveness of $_____ per month of my past due
  amount in an amount equal to the agreed upon monthly payment to reduce past
  due amounts. Total forgiveness of past due amounts will be limited to $120 per
  participant.

- Permit an in-home audit of my plumbing and water fixtures to be conducted by
  The York Water Company personnel to assess the need for conservation devices
  and plumbing repairs; and

- Permit a qualified plumber to install water conservation devices and make in-
  home plumbing repairs.

_____   _____
      (Company Signature)   (Customer Signature)

_____   _____
          (Date)   (Date)

                                          _____
                                                 (Customer Name)

                                          _____
                                                (Service Address)

                                          _____
                                                (Account Number)

Requested By: _____   Date: _____

Cashier – Form for help/corrections/investigation

Note to CSRs: please inform the customer that you will respond back when an answer is available; *please allow a few days to properly investigate their concern/question*

Reason for request

- o Moving a payment
- o Apply open payments
- o Research payment(s)
- o Other

Moving a payment:

Where is the payment now – Full Account number: _____

-- Address's Location Number: _____

Where does the payment need moved to -- Full Account number: _____

-- Address's Location Number: _____

What is the amount of payment AND date of transaction:_____

Apply open payments:

Apply the payments at this account number to the open invoices: _____

-- Address's Location Number: _____

Researching payment(s):

Where is the payment located (full account number): _____

What is the amount of payment AND date of transaction:_____

Additional details from customer/CSR: _____

Other:

Please explain the reason for your request/details to help cashiers:_____

_____

Cashier comments: _____

_____

Sign off by cashier:

CSR Front Counter Daily Log

Name	Date	Customer Name	Time

Thank you in advance.

The York Water Company

2

Customer Services- Call flow

What is Customer service to you?

Effortless Introduction

Greeting

Brand company

The York Water Company

Offer Assistance

Verify
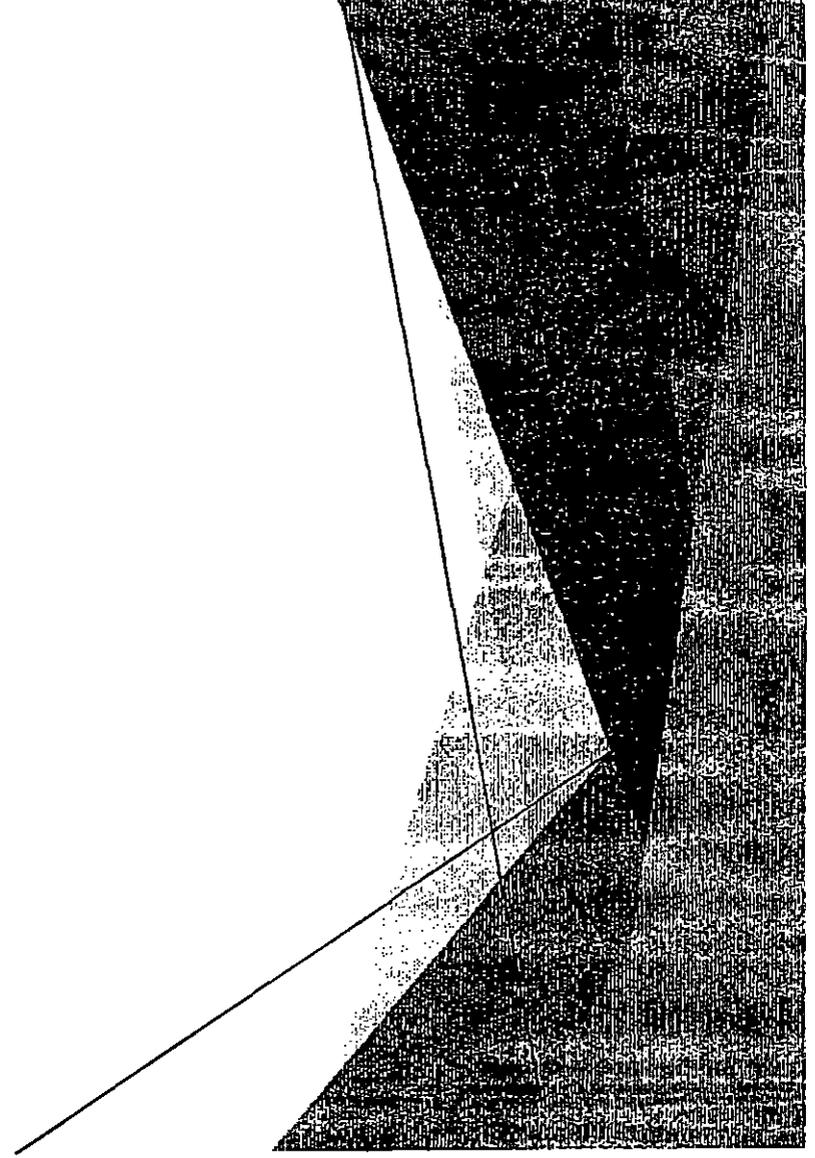
Listen Actively and Respond Appropriately

Active Listening Skills

- Ask open-ended questions
- Request clarification
- Be attentive
- Summarize
- Paraphrase
- Reflect feelings
- Be attuned to feelings
- Ask probing questions
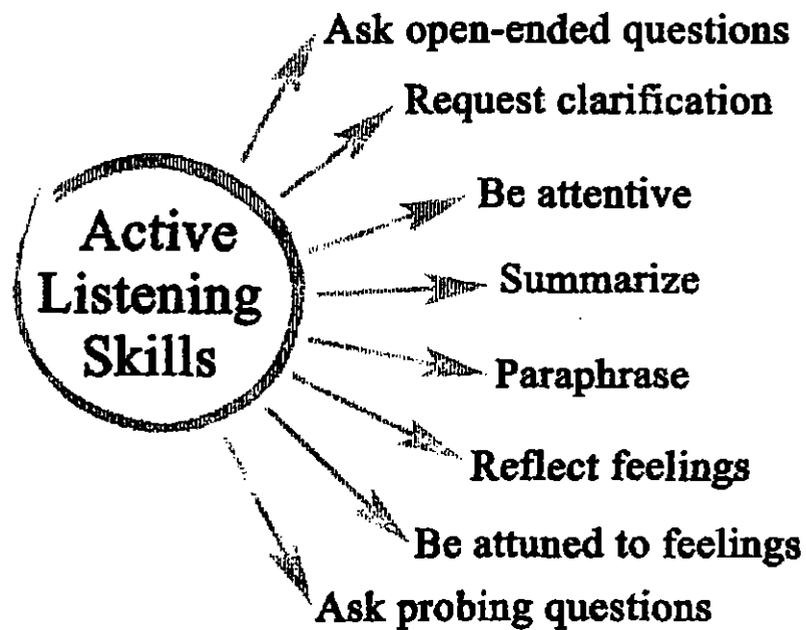
Offer Resolutions and Suggestions

153

Summarize and Close
Brand Closing

NOTATE
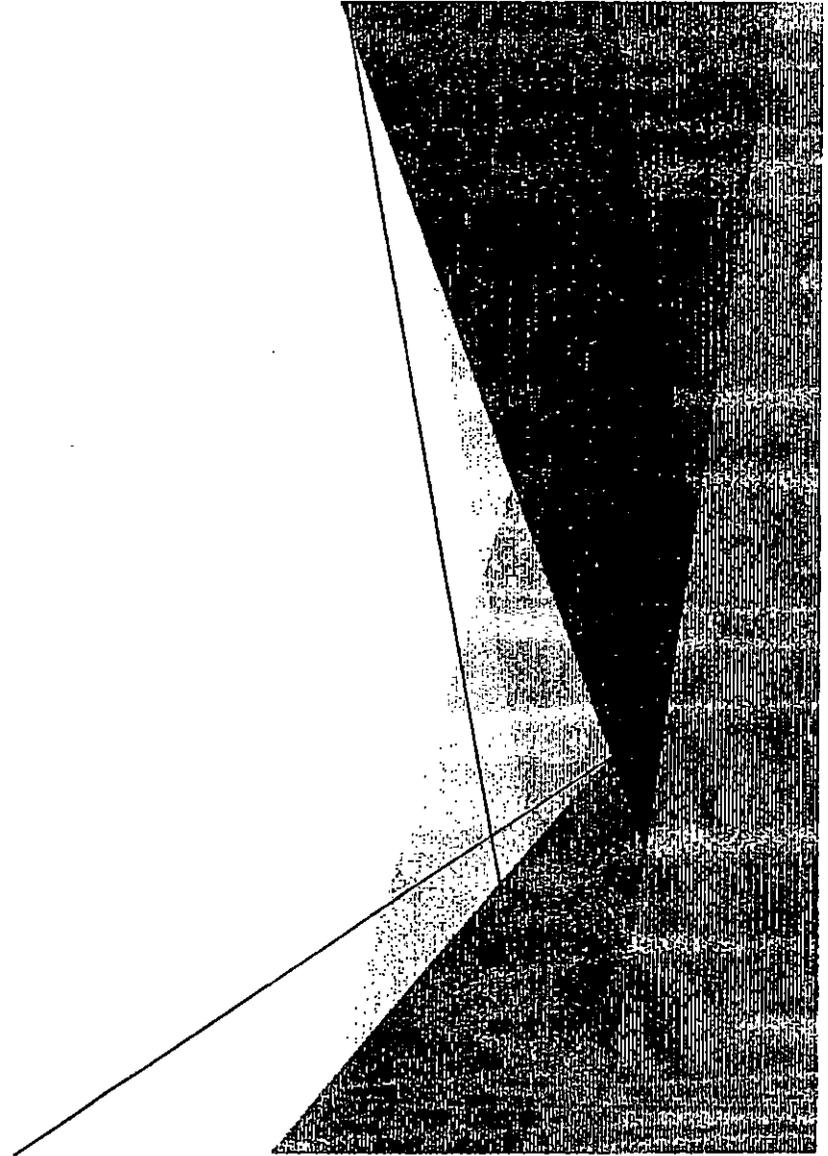
Call Flow

Greeting-
    State who you are
    brand company
    offer assistance
Verify-
    ensure you are speaking to the correct person
    verify correct phone number and email address
Listen Actively Respond Appropriately-
    Paraphrase concern
    Address concern
Offer suggestions- Be proactive
    Lead correction
    TAP
    Payment plans
Summarize and Close-
    Review what was completed
    Ask if there is anything else to assist with
Brand closing- Thank you for calling the York Water Company

NOTATE ON EVERY CALL
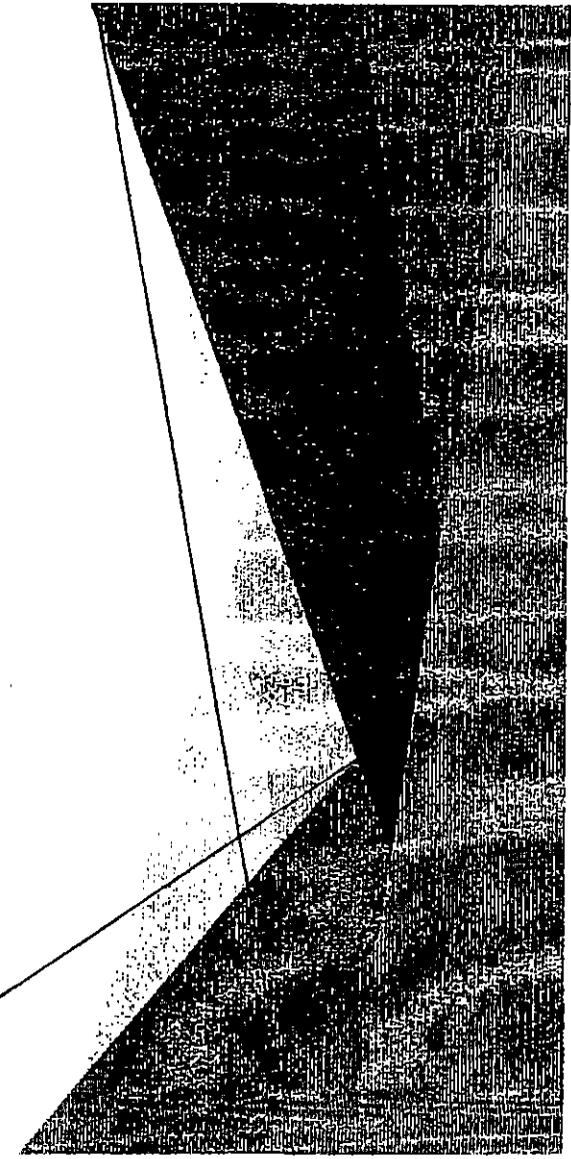
3.22.24 Team meeting Agenda
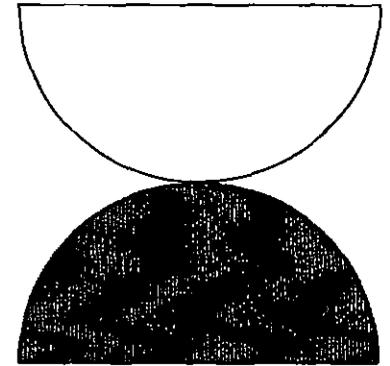
- ███████
- Quote
- Thank for survey responses
- Based on results and observations, there is room for change and growth. Over the next couple of months there will be incremental adjustments made. Some of the changes are in alignment with what is already being done (it will just be more defined) others will be new. All in all it is a part of growth

1st adjustment- Effortless Introduction

- Huddles- 15-20 min meetings to discuss different topics lead by peers and leadership.
- Future Huddle volunteers?

Change is inevitable in life. You can either resist it and potentially get run over by it, or you can choose to cooperate with it, adapt to it, and learn how to benefit from it. When you embrace change you will begin to see it as an opportunity for growth.
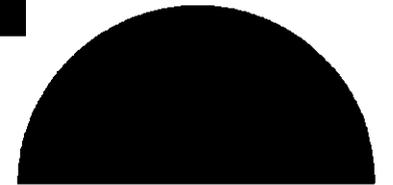
Effortless Introductions

An Effortless Introduction is part of a framework in customer service designed to simplify the customer journey, while also supporting the growth of the company. It includes:
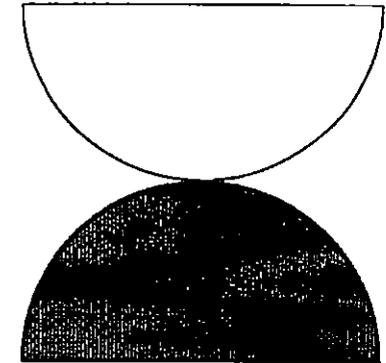
Examples:

- Greeting ⟶
- Brand Company ⟶

- Verify

- Ask

- Good morning; Good afternoon; Hello
- Thank you for calling York Water company
- Who am I speaking with? Please confirm your address
- I have your number as... and email as... is this correct?
- We do not have an email on file, May I have your email address?

#DigitalDrive

Thank you
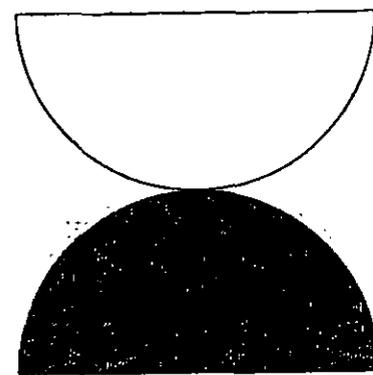
3.27.24
CSR
TEAM MEETING
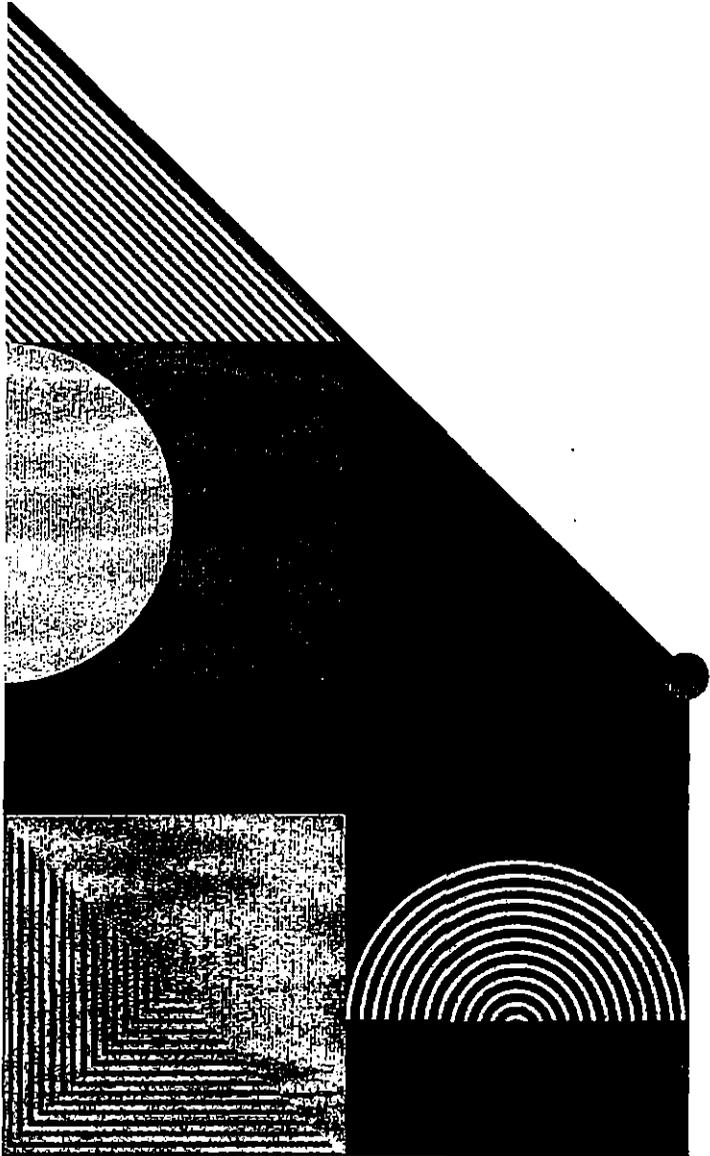
AGENDA

Quote

Team Building Activity-

Payment Arrangements-

Upcoming Expectations

GAME- RESTORATION PAYMENT AGREEMENT TOPIC- DILMARIS

Question #1:

- True or False:

- A customer was shut off today. The customer has never had a payment agreement. The customer was shut off for $200.00. The customer calls and needs to have the services restored. The customer cannot pay $200.00 plus $15.00 turn on fee. A CSR says, "well sorry you were shut off today and the total amount to restore service is $215.00". True or False: the CSR said the correct information?

- Answer: False. They are eligible for a Restoration Payment Agreement.

- Question #2:

- From the previous example, what is the correct amount the customer would have to pay to enter into a Restoration Payment Agreement? They were shut off for $200.00 as a reminder.

- Answer: $200/24 (this is 1/24 of the shut off amount) plus the $15.00 turn on fee. So, $8.33 plus $15.00 = $23.33.

- Question #3:

- What is the number of payment agreements we are required to offer?

- Answer: PUC requires 2 Company Payment Agreements to be offered.

- Question #4:

- A customer has defaulted on Company Payment Agreement #1. A customer has also defaulted on Company Payment Agreement #2. They were also shut off today for $500.00. True or False: They are not eligible for a Restoration Payment Agreement.

- Answer: False. They can be offered a restoration payment agreement.

- Total Scores – who had the most right???

- Tie Breaker/Bonus Question (if needed – we can ask anyway):

- Question:

- Are we required to offer another payment agreement in this instance: a customer defaulted on Company Payment Agreement #1, they defaulted on Company Payment Agreement #2, and then they were set up on a Restoration Payment Agreement and then was shut off/defaulted on the restoration payment agreement. Are we required to offer another restoration payment agreement?

- Answer: No – we have offered the required 2 Company Payment agreements and a restoration payment agreement. This is 3 total. We have offered our required amount. Because the customer defaulted on all 3, another company payment agreement is not available.

4

POINTS TO REMEMBER

- As Per the PUC, we are required to offer 2 company payment arrangements.

- The restoration PAR is when someone was shut off. They are only then required to pay 1/24 of the shut off amount plus turn on fee.

- Restoration payment arrangements could be an option for customers when they are shut off (refer to scenarios/bonus question for different examples)

AS OF APRIL 1, 2024

As we look to standardize and ensure everyone is meeting the company standards as a CSR, we are implementing the following:

Customer Interactions-

Email day
Minimum completed emails= 25

Minimum calls per day
- **Below expectations= 39 and below**
- **Meets expectations= 40-50**
- **Exceeds expectations= 50 and above**

This is not meant as a hard stop at a specific number, but to ensure everyone is doing the minimum.

**These are not permanent expectations. They are on the lower end as an introduction to the idea of a "metric" which is a set of expectations. **

6

THANK YOU
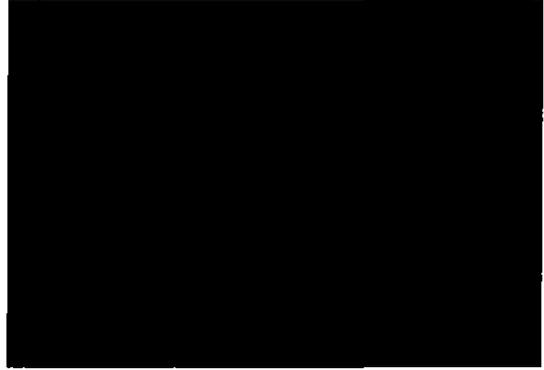
START SERVICE (update the automated response to customers as well?)

Welcome to The York Water Company,

We have approved your application for water service at SERVICE ADDRESS.

Your account number is ⟨ ⟩ and we will start your billing effective **01/11/1111.**

Once you have received your first invoice, which will be mailed, you will be able to register online, to access your account!

The temporary password you will need to access your account for the first time is: **xxxxxxx.**

If you have selected paperless billing, thank you! We appreciate your partnership to reduce paper usage. As part of our quality control, the first invoice will be mailed to the mailing address provided on the application.

We offer several convenient options to pay as well as options to review your monthly water bill.

· Our payment portal Paymentus allows for easy scheduled payments, paperless options, access to all your prior invoices and FREE credit, debit, and e-checks payment options.

· Our Timely Automatic Payment system (TAP),available through The York Water Company, allows payment to be withdrawn from a checking or savings account you authorize on the date the bill is due.

Welcome to The York Water Company!

Please let us know if you have any questions! Contact details are: 717-845-3601 or customer.service@yorkwater.com.

Have a nice day,

SIGNATURE

** We need your help to identify the material of your water service line. Please visit Service-Line-Survey to learn more and to submit your information.

Settlement Updates for Refuse

Hello **xxxxxx**,

We received your request for ....

The most recent invoice we have for York City Refuse is from the billing period
_____-_____, in the amount of $_____ due on **1/11/1111**.

Total balance owed is $_____.

Please provide the account # _____ with final invoice to ensure payment
is applied to the correct account.

Best,

SIGNATURE

Service Line Material

Hello XXXXX,

Per our conversation, we need your help to identify the material of your water service line. Please visit 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.

Thanks,

METER READINGS -- Neptune E-Coder

Hello xxxx,

If you could please respond to this email with a clear photo of the face of the meter we would appreciate it!

You have a Neptune E-Coder that looks like the photo listed below - you will need to place a flashlight directly on the black solar strip like the one you see here to "wake up" for a reading.

Once the second screen pops up and shows the reading you will be able to take a photo.

If you would like more information on how to read the meter visit our website.

NEPTUNE E-CODER METER

Please let me know if you have any further questions!

Thank you,

** We need your help to identify the material of your water service line. Please visit Service-Line-Survey to learn more and to submit your information.

METER READINGS – Neptune ARB

Hello xxxx,

If you could please respond to this email with a clear photo of the face of the meter we would appreciate it!

You have a Neptune ARB that looks like the photo listed below.

If you would like more information on how to read the meter visit our website.
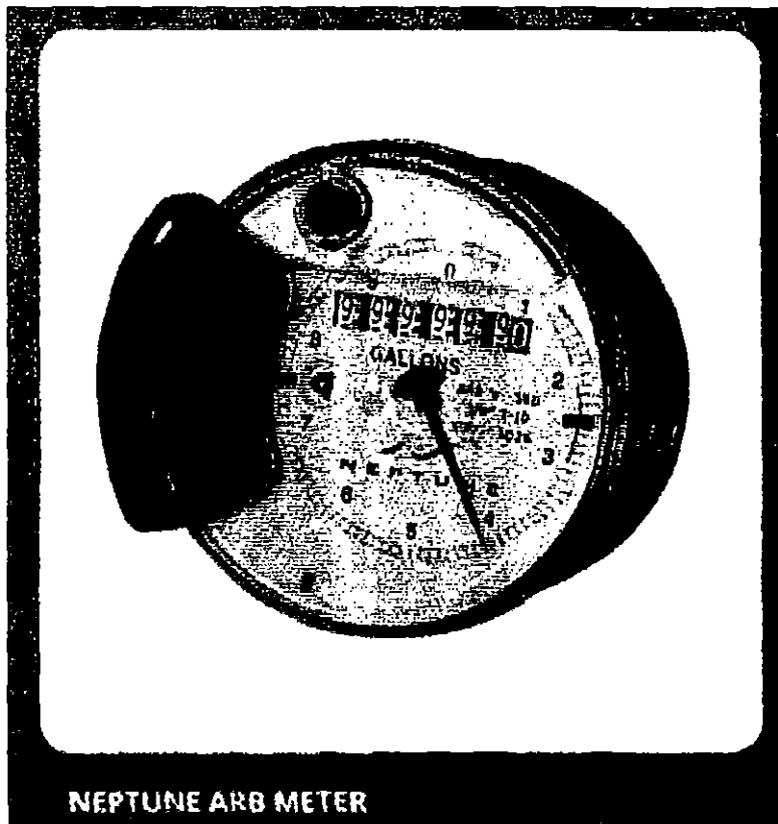
NEPTUNE ARB METER

Please let me know if you have any further questions!

Thank you,

** We need your help to identify the material of your water service line. Please visit Service-Line-Survey to learn more and to submit your information.

METER EXCHANGE

Hello **xxxx**,

Please click the link to schedule your water meter exchange.

If you have any questions or have trouble with the online schedule, please contact us via phone at 717-845-3601 and select the meter exchange prompt.

Have a nice day,

SIGNATURE

** We need your help to identify the material of your water service line. Please visit Service-Line-Survey to learn more and to submit your information.

End of service

Hello **xxxxx**,

We have received your request to end the service at **PROPERTY ADDRESS**, on **1/11/1111**.

Your account has been noted and the final billing address has been updated.

Thank you!

SIGNATURE

CUSTOMER ASSISTANCE PROGRAMS

Hello **xxxx**,

Thank you for reaching out to us regarding your water account.

To be able to best determine your specific account needs please contact one of our customer service representatives at (717) 845-3601.

In regard to customer assistance programs I encourage you to check on our website for the most recent updates on any available programs at this time.

Have a nice day,

SIGNATURE

** We need your help to identify the material of your water service line. Please visit Service-Line-Survey to learn more and to submit your information.

Appointment confirmation

Hello **xxxxx,**

The York Water Company has your scheduled (meter exchange, turn-on, unigun-in, etc.) appointment set for **1/11/1111,** between **(12-3 pm).**

An adult over the age of 18 years old is required to be present during the scheduled appointment. Access to the address is needed, so please ensure the adult has access to the property. Should there be a need to reschedule this appointment, you may contact our office at 717-845-3601 between 8:00 am and 5:00 pm Monday through Friday.

Our field technicians may not be able to call ahead. Please be on time and remain at the property for the duration of the scheduled appointment time.

Thank you for your understanding,

SIGNATURE

** We need your help to identify the material of your water service line. Please visit Service-Line-Survey to learn more and to submit your information.

Everything will need a Spanish translation

Dials 717-845-3601:

→ Thank you for calling The York Water Company

→ To Continue in English, Press 1

→ To Continue in Spanish, Press 2 *(needs translated)*

Custom message *(translation needed):*

→ Please listen closely as our menu options have changed. Calls may be recorded for quality assurance. You may dial your party's extension at any time.
→ (we may have other customer greetings that can be shifted into this area on an as need basis)

Main options *(all will need a Spanish translation):*

→ To report a water or wastewater emergency, press 1
→ For assistance with New Connections, Meter Exchanges, and Backflow questions, press 2
→ To pay a bill by phone, press 3
→ To speak with a customer service representative, press 4
→ To hear these options again, press the star (*) key

Under Option 2:

→ There will be 2 sub options from here
  o 1) New Construction's intro → "For construction of new service lines, upgrades to existing service lines, or requests for separate service lines, please press 1. For starting, stopping, or transferring service, please press 4 for the customer service department.".
    ▪ Voicemail: Thank you for calling the new services department of The York Water Company. We are currently assisting other customers at this time, so please leave your name, phone number, and address with a brief description of your question and we will return your call as quickly as possible. Thank you.
  o 2) Meter Exchange →"To schedule a meter exchange, please press 2."
    ▪ *(while on hold, a message plays about holding)*
    ▪ Thank you for contacting The York Water Company Operations Services Department. At this time, all of our representatives are currently assisting other customers. If you would like to continue to hold, please stay on the line and a representative will be with you momentarily. If you are calling to schedule your water meter exchange, please note that you can schedule this appointment online at www.yorkwater.com.

Everything will need a Spanish translation

- Voicemail: Thank you for contacting The York Water Company Operations Services Department. At this time, all of our representatives are currently assisting other customers. If you would like to leave a voicemail, please begin recording at the tone and we will return your call as soon as possible. Thank you.
  - 3.) Backflow → "For questions on about backflow preventors, please press 3."
    - *(while on hold, a message plays about holding)*
    - Thank you for contacting The York Water Company Operations Services Department. At this time, all of our representatives are currently assisting other customers. If you would like to continue to hold, please stay on the line and a representative will be with you momentarily. If you are calling in regard to your annual backflow device inspection, please note that all inspections must be scheduled with your plumber, and test forms must be uploaded and submitted through our third-party program administrator, VEPO.
    - Voicemail: Thank you for contacting The York Water Company Operations Services Department. At this time, all of our representatives are currently assisting other customers. If you would like to leave a voicemail, please begin recording at the tone and we will return your call as soon as possible. Thank you.

Under Option 4:

- → *(this would be played before the customer enters the caller queue)*
  - If you are calling to begin water or wastewater services, calling to end water or wastewater services, or calling to transfer water or wastewater services, please visit our website www.yorkwater.com to submit the appropriate forms. You may also visit our office in-person at 130 E Market St, York, Pa 17401 to complete these requests.
- → *(while on hold, a message plays about holding)*
  - Please continue to hold for the next available customer service agent or press 1 and leave a message for an agent to return your call
  - *(we need to ensure the position in queue is kept)*
  - *(we need to ensure the timing of how long in queue is also maintained)*
- → Voicemail greeting:
  - Thank you for calling the customer service department of The York Water Company. We are currently assisting other customers at this time, so please leave your name, phone number, and address with a brief description of your question and we will return your call as quickly as possible. Thank you.

<center>Last Personal Contact Notes:</center>

YWC immediately prior to termination:

- YWC right before a shut off will do the following
  o Knock on the premise door
    ▪ If no one answers, post the address with the blue shut off notice indicating the shut off address, date, time, what needs to be done to restore services, and how to contact PUC.
    ▪ If an answer, advise reason for shutting off water, see if a payment can be made to stop the shut off from happening or deliver notice with same details indicated above on the notice if no payment/means to prevent shut off occurs.
  o Return to shut off location at street/pit/curb, and shut off the services to the home.
  o Complete the work order and call flow to main office to advise water has been shut off to an address.

§ 56.94. Procedures immediately prior to termination.

Immediately preceding the termination of service, a public utility employee, who may be the public utility employee designated to perform the termination, shall attempt to make personal contact with a responsible adult occupant at the residence of the customer.

(1) *Termination prohibited in certain cases.* If evidence is presented which indicates that payment has been made, a serious illness or medical condition exists, or a dispute or complaint is properly pending or if the employee is authorized to receive payment and payment in full is tendered in any reasonable manner, then termination may not occur. However, if the disputing party does not pay all undisputed portions of the bill, termination may occur.

(2) *Methods of payment.* Payment in any reasonable manner includes payment by personal check unless the customer within the past year has tendered a check which has been returned for insufficient funds or for which payment has been stopped.

(3) *Dishonorable tender of payment after receiving termination notice.* After a public utility has provided a written termination notice under § 56.91 (relating to general notice provisions and contents of termination notice) and attempted contact as provided in § 56.93 (relating to personal contact), termination of service may proceed without additional notice when:

<div align="right">180</div>

(i) A customer tenders payment which is subsequently dishonored under 13 Pa.C.S. § 3502 (relating to dishonor).

(ii) A customer tenders payment with an access device, as defined in 18 Pa.C.S. § 4106(d) (relating to access device fraud), which is unauthorized, revoked or canceled.

(iii) A customer tenders payment electronically that is subsequently dishonored, revoked, canceled or is otherwise not authorized and which has not been cured or otherwise paid in full within 3 business days of the public utility's dishonored payment notice to the customer under § 56.93(a).

§ 56.333. Personal contact.

(a) Except when authorized under § 56.311, § 56.312 or § 56.338 (relating to interruption of service; discontinuance of service; and exception for terminations based on occurrences harmful to person or property), a public utility may not interrupt, discontinue or terminate service without personally contacting the customer or a responsible adult occupant in person, by telephone or electronically with the customer's consent to provide notice of the proposed termination at least 3 days prior to the interruption, discontinuance or termination, in addition to providing other notice as specified by the properly filed tariff of the public utility or as required under this chapter or other Commission directive.

(b) For purposes of this section, "personal contact" means:

(1) Contacting the customer or responsible adult occupant in person or by telephone. Phone contact shall be deemed complete upon attempted calls on 2 separate days to the residence between 8 a.m. and 9 p.m. if the calls were made at various times each day, with the various times of the day being daytime before 5 p.m. and evening after 5 p.m. and at least 2 hours apart. Calls made to contact telephone numbers provided by the customer shall be deemed to be calls to the residence.

(2) If contact is attempted in person by a home visit, only one attempt is required. The public utility shall conspicuously post a written termination notice at the residence if it is unsuccessful in attempting to personally contact a responsible adult occupant during the home visit.

(3) Contact by e-mail, text message or other electronic messaging format consistent with the Commission's privacy guidelines and approved by Commission order. The electronic notification option is voluntary and shall only be used if the customer has given prior consent approving the use of a specific electronic message format for the purpose of notification of a pending termination. Electronic contact shall be deemed complete if, after

attempted transmittal, no message is received indicating that the transmittal was undeliverable or otherwise not received. If the public utility receives notification that the transmittal was undeliverable or otherwise not received, the public utility shall attempt to contact the customer either in person or by telephone, consistent with the requirements of this section.

(4) Contacting another person whom the customer has designated to receive a copy of a notice of termination, other than a member or employee of the Commission.

(5) If the customer has not made the designation noted in paragraph (4), contacting a community interest group or other entity, including a local police department, which previously shall have agreed to receive a copy of the notice of termination and to attempt to contact the customer.

(6) If the public utility is not successful in establishing personal contact and the customer has not made the designation noted in paragraph (4) and if there is no community interest group or other entity which previously has agreed to receive a copy of the notice of termination, contacting the Commission in writing.

(c) The content of the 3-day personal contact notice must include the earliest date at which termination may occur and all of the following information:

(1) The date and grounds of the termination.

(2) What is needed to avoid the termination of service.

(3) How to contact the public utility and the Commission.

(4) The availability of the emergency medical procedures.

(d) The public utility shall ask if the customer or occupant has questions about the 10-day written notice the public utility previously sent.

Rights and Responsibilities Notes:

1. Identified on Company website
   a. https://www.yorkwater.com/customer-service/customer-rights/
2. Termination Notices (sample)
   a.

THE YORK WATER COMPANY
10-DAY SHUTOFF NOTICE

Date:	07/29/2024
Account No.:	

YOUR BILL FOR $443.30 IS PAST DUE.
Because your bill was past due, we will shut off water to:

On or after 8:30 a.m. on 08/13/2024.

To Stop The Shut Off, You Must Do One (1) Of The Following At Once:

1. Pay the past due amount to THE YORK WATER COMPANY.
2. Call or email The York Water Company Customer Service Department at (717)
   845-3601, 1-800-750-5561 or email customer.service@yorkwater.com. Or, visit
   130 East Market Street, York, PA to let them know you made a payment, or to
   dispute the overdue bill.
3. Call if you or someone in your home has a serious illness or a medical condition.
   Read the Medical Emergency Notice below.

IF WE SHUT OFF YOUR WATER, YOU MAY HAVE TO PAY THE FOLLOWING CHARGES TO HAVE YOUR WATER TURNED BACK ON:

Past Due Amount	$443.30
Turn-on Charge	$15.00
Total Amount Due	$458.30

*MEDICAL EMERGENCY NOTICE

If someone living in your home is seriously ill, we will not shut off water service during this illness if you do two (2) things:

1. Have a licensed doctor, physician's assistant or nurse practitioner certify in writing that the
   illness exists and that the person will be in danger if they do not have water service.
   AND
2. Make arrangements to pay your overdue and current bills by calling or emailing The York
   Water Company at (717) 845-3601, Toll Free 1-800-750-5561 or customer.service@yorkwater.com

Do You Have Any Questions?

If you have any questions, need more information, contact us as soon as possible at 717-845-3601. If you are not
satisfied after you talk to us, you may contact the Public Utility Commission by calling 1-800-692-7380 toll free,
or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut
off if you file the complaint before the shut off date.

The York Water Company
Attn: Customer Service Dept.
130 E. Market Street York, PA 17401-1219
Phone: (717) 845-3601 or Toll Free 1-800-750-5561
Email: customer.service@yorkwater.com

DATE OF DEPOSIT

JAN 1 3 2025

183

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

3. Company reporting notes to customers
   a. Information to the Customer: If the customer does not agree with the contents of this report, he/she may file an informal complaint with the Pennsylvania Public Utility Commission within 10 days from the date this report was issued. Please note the customer has filed a case relating to the issue back in 2022 (refer to BCS case ███████. As per PA Code 56.162, an informal complaint may be filed orally or in writing and must include the following information: (1) The name and address of the complainant and, if different, the address at which service is provided, (2) The telephone number of the complainant, (3) The account number of the complainant, if applicable, (4) The name of the public utility, (5) A brief statement of the dispute, (6) Whether the dispute formerly has been the subject of a public utility company investigation and report. The complainant shall affirm having first contacted the public utility for the purpose of resolving the problem about which the complainant wishes to file a complaint. If the complainant has not contacted the public utility, the Commission shall direct the complainant to the public utility, (7) Whether the dispute formerly has been the subject of a Commission informal or formal complaint, (8) The date, if any, of proposed termination, and (9) The relief sought. If you file a complaint, no further collection actions will be taken until your complaint is resolved. Service will not be terminated pending completion of the dispute process, including informal and formal complaints, so long as there is compliance with all requirements of the Commission. You may file an informal complaint by telephoning the Commission at 1-800-692-7380 or writing to P.O. Box 3265, Harrisburg, PA 17105-3265. If the customer chooses, he/she may make a payment at the York Water Company located at 130 E Market St, York, PA 17401. The customer may also mail a payment to the address above or to the PO Box of PO BOX 3009, Lancaster, PA 17604-3009. The customer may call The York Water Company's Customer Service department as well to discuss the account using the number 717-845-3601.

The Utility Service Tenants Rights Act

Overview:

The Utility Service Tenants Rights Act (Act of Nov. 26, 1978, P.L. 1255, No. 299) aims to protect tenants from the loss of utility services when landlords fail to pay utility bills.

When an account of a landlord becomes past due, the termination process begins:

- The landlord/owner is mailed a 37 day termination notice
- The tenant is notified via a 30 day termination notice physically posted/delivered to tenants at the property about the delinquent amount
    - This termination notice will detail the amount a tenant can pay
    - This termination notice will detail the amount the owner should pay
- The tenant is notified via a 3 day termination notice physically posted/delivered to tenants at the property about the delinquent amount
    - This termination notice will detail the amount a tenant can pay
    - This termination notice will detail the amount the owner should pay
- If no payment is made, a shut off is performed and a final termination notice is left at the property with information on how to restore services.

Here's a summary of the key obligations and processes mandated by the Act for tenants and utilities:

1. Obligations of Utility Companies:

- Notice to Tenants: When a utility service (such as water, gas, or electricity) is scheduled for termination due to non-payment by a landlord, the utility company must provide written notice to the tenants at least 30 days before the termination.

- Restoration of Service: If the service has been terminated, tenants have the right to get the service restored by paying part of the overdue bill. Tenants can arrange to continue services through the payment of the current bill amount and/or providing proof of tenancy.

2. Rights of Tenants:

- Right to Avoid Termination: Tenants may prevent utility termination by paying the utility company directly. Tenants can deduct this amount from their rent.

- Right to Service Continuation: If the landlord is responsible for paying utilities but fails to do so, tenants can arrange with the utility company to continue services through the payment of the current bill amount. The application to begin services in their name may be offered if applicable.

3. Process for Tenants:

- Receiving a Notice: When tenants receive a 30-day notice, they can organize payment plans directly with the utility company.

- Payment Options: Tenants have the right to pay the portion of the bill that corresponds to their usage or household, which would prevent service termination.

- Security for Future Payments: If tenants take over paying utility bills, they are generally responsible only for future payments, not for previous debts incurred by the landlord.

4. Liability of Landlords:

- Deduction from Rent: Tenants who pay utility bills to avoid termination can deduct those payments from future rent.

- Failure to Notify: Landlords can be held responsible for any damages resulting from utility termination if they fail to ensure the continuation of service.

The Act empowers tenants with clear rights to ensure essential services are maintained, even if their landlord fails to pay.

Full data source can be found at:
https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsearch.app%2fUB6JEdX4QRXD9xQi6&c=E,1,f3irmAxn2W52Jd1CRm4yPFlUo45p3vlbWDyqa6hBJwgOXw9Q-nJ5YJfW3QW6-UokGscm1UrRUrJsOGbk4GbI0WhQRnqJKZh121i5TMrRgNiMwXU,&typo=1

DATE OF DEPOSIT

JAN 1 3 2025

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

186

CERTIFICATE OF SERVICE

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

VIA EMAIL

Erika McLain, Esquire
Bureau of Investigation & Enforcement
Commonwealth Keystone Building
400 North Street, 2nd Floor West
P.O. Box 3265
Harrisburg, PA 17105-3265
emclain@pa.gov

Steven C. Gray, Esquire
Office of Small Business Advocate
555 Walnut Street
Forum Place, 1st Floor
Harrisburg, PA 17101
sgray@pa.gov

Christine M. Hoover, Esquire
Christy M. Appleby, Esquire
Andrew J. Zerby, Esquire
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1923
choover@paoca.org
cappleby@paoca.org
azerby@paoca.org

Carol Doyle and Franklin Doyle, Sr.
13537 Mockingbird Lane
Orrstown, PA 17244
Doylecl@kuhncom.net

Robert Eicholtz
3 S. Pleasant Ave
Jacobus, PA 17407
Seicholtz3@aol.com

Marguerite Ness
3 S. Pleasant Ave
Jacobus, PA 17407
Seicholtz3@aol.com

Selden M. Granahan
24 Stonewood Drive
Jacobus, PA 17407
Djgran1@comcast.net

Denise L. Lauer
223 N. Main Street
Jacobus, PA 17407
Deniselauer65@gmail.com

Kristina Escavage
26 Water Street
Jacobus, PA 17404
kescavage@gmail.com

Tammy L. Shaffer
218 N. Main Street
Jacobus, PA 17407
Tzone120@aol.com

DATE OF DEPOSIT

JAN 1 3 2025

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Date: January 13, 2025

Devin T. Ryan

TO **ROSEMARY CHIAVETTA, SECRETARY**
PA PUBLIC UTILITY COMMISSION
400 NORTH ST FL 2
2ND FLOOR NORTH
COMMONWEALTH KEYSTONE BUILDING
HARRISBURG PA 17120
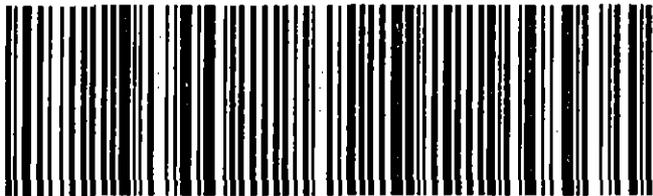(000) 000-0000   REF: 2271/141059
INV:
PO: DEPT:

FedEx Express

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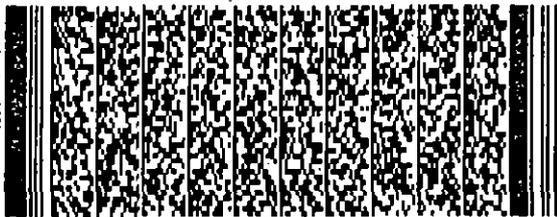
TUE - 14 JAN 12:00P
PRIORITY OVERNIGHT

TRK# 0201 **7714 0254 8379**

17120

16 MDTA   PA-US **MDT**

RECEIVED

JAN 14 2025

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU