

THE YORK WATER COMPANY
DATA REQUIREMENTS OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
QUALITY OF SERVICE SDWA VIOLATIONS

53.53 IX. Quality of Service

D. Water and Wastewater Utilities

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Indicate whether the company is in violation of any provision of the Pennsylvania Safe Drinking Water Act (SDWA) or any rule, regulation or order, or any condition of any permit, variance or exemption granted by the Department of Environmental Protection (DEP), or its predecessor.

- a. Provide information indicating whether the company is in compliance with SDWA provisions at the 25 Pa. Code, § 109.401 regarding general public notification requirements.
 - (i) Provide a copy of each public notification given in accordance with this section, since the last rate proceeding.
 - (ii) Provide a detailed explanation of all actions taken to remedy an acute violation, and/or to comply with the requirements prescribed by a variance or exemption.
 - (iii) State whether any fines or penalties were assessed by DEP, and indicate the amounts paid by the company.
- b. Provide the most recent copies of all annual consumer confidence reports issued pursuant to SDWA Amendments of 1996 since the last rate proceeding.
 - (i) Provide any annual consumer confidence reports which reflect violations of state and federal safe drinking water requirements.
 - (ii) Explain how these violations were resolved.

Response: The Company is not in violation of any provision of the Pennsylvania Safe Drinking Water Act or any rule, regulation or order, or any condition of any permit, variance or exemption granted by the Department of Environmental Protection.

The Company is in compliance with Safe Drinking Water Act provisions regarding general public notification requirements. Public notifications given since the last rate proceeding are attached.

A summary of all violations, and actions taken to remedy, is attached to Exhibit No. HIX-1. There have been no fines or penalties assessed by DEP.

A copy of the annual consumer confidence reports issued since the last rate proceeding is attached to Exhibit No. HIX-1.

The attached consumer confidence reports include minor Tier III violations for which the consumer confidence reports can be used for public notification.

THE YORK WATER COMPANY
DATA REQUIREMENTS OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
QUALITY OF SERVICE OPERATING PRESSURE STANDARDS

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2. Indicate whether the company is in compliance with 52 Pa. Code, § 65.5 regarding normal operating pressure standards, and with 52 Pa. Code, § 65.6(d) regarding pressure surveys at regular intervals.
 - a. Provide details on any major water pressure problems which had occurred since the last rate proceeding in any part of the water distribution system.
 - b. Describe any action taken on a temporary basis, and the long term solutions developed to address any major water pressure problems.

Response: The Company is in compliance with Commission regulations regarding normal operating pressure standards and pressure surveys at regular intervals.

No major water pressure problems have occurred since the last rate proceeding.

The ordinary range of pressure in the distribution system is 30 psi to 130 psi. System pressures are maintained by the hydraulic grade that is established by the level of water in various tanks and reservoirs and by pumping.

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QUALITY OF SERVICE SERVICE INTERRUPTIONS

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3. Provide support to demonstrate that water service is being furnished on a continuous basis by supplying a summary of the company records of each service interruption greater than 24 hours since the last rate proceeding.

Response: The Company has not had a service interruption greater than 24 hours since the last rate case proceeding.

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DATA REQUIREMENTS OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
QUALITY OF SERVICE CUSTOMER COMPLAINTS

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- D. Provide a discussion of the company's policy, or provide a copy of the policy if in written form, on tracking and responding to customer complaints.
 - 4. a. Provide a summary report demonstrating the company's compliance with 52 Pa. Code, § 65.3 regarding the full and prompt investigation of service or facility complaints and the record keeping requirements of such complaints.

Response: The Company responds to informal and formal PUC complaints in accordance with the requirements of 52 Pa. Code 65.3

The Company receives complaints and/or inquiries via telephone, email, in-person interaction and social media platforms. In most cases, complaints are resolved at the customer service employee level, and notes are entered in the Company's customer information system as part of the customer's history file. Complaints regarding service or facilities that require additional intervention are escalated to a supervisor for follow-up. When necessary or appropriate, the Company may issue a Company Report or written response to the customer.

All inquiries are tracked for action taken prior to being closed out, and if the inquiry requires action by someone outside of the customer service department, a customer work order will be created to track the activity until completion.

The Company has also established a special link on its web page through which customers can submit complaints or inquiries directly to the customer service department. The President and Chief Executive Officer, the HR Department, and the VP of Customer Service are copied on all of these submissions. The VP of Customer Service monitors the complaint activity daily and coordinates the appropriate response to the inquiry.

In November and December 2024, a live interviewer telephone, mail, and online customer satisfaction survey was conducted by Problosky Research to gather customer feedback.

The Company has a VoIP telephone system. The telephone system has a call back feature. Each call is returned in a timely fashion.

Complaints or inquiries requiring some action on the part of the Company are logged into the Company's customer information system as part of the customer's account record.

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DATA REQUIREMENTS OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
QUALITY OF SERVICE DISTRIBUTION SYSTEM MAPPING

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5. Indicate whether the company is in compliance with 52 Pa. Code, § 65.4(b) regarding complete and current mapping of the entire distribution system.

Response: The Company keeps complete maps, plans and records of its entire distribution system for its water service showing the size, character and location of each main, street valve and service line, as well as its collection systems for wastewater service showing the size, character and location of each sewer line, manhole, and lateral.

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6. Provide a summary report demonstrating the company's efforts in water conservation, since the last rate proceeding, pursuant to 52 Pa. Code, § 65.20.

Response: Education - The Company and its employees undertake an active role in the community to stress the need for water conservation. Speakers are provided to local organizations to explain the need for water conservation. The Company provides text books and a film to local school and scout groups on water conservation. The Company has also sponsored and provided instruction for the Boy Scout merit badge on Water and Soil Conservation.

Water Audit For Large Users - The Company has assigned a team of employees to complete the water audit process in a continuous improvement effort.

Efficiency Plumbing Fixtures - Most municipalities in which the Company serves have building code provisions which require the installation of water saving plumbing fixtures.

Unaccounted For Water - Refer to Exhibit No. HXI-5, the Company's water audit team also is involved with this process.

Leak Detection - Leak detection and repair is one of the Company's highest priorities. The Company has an employee whose sole responsibility is leak detection. During calendar year 2024, the Company's Leak Detection Coordinator detected 184 leaks throughout the Company's service territory.

In 2021, the Company also invested in mobile leak detection equipment to continue to search for water leaks in the distribution system.

Our Distribution Department Superintendent periodically contacts municipal street crew superintendents, police and fire officials in the municipalities served by The York Water Company to remind and encourage them to contact the Company if they observe any unusual water flows in the streets or at valve boxes or hydrants. All such reports are promptly investigated.

Metering - The Company meters all customer usage with the exception of fire service. All meter readings are checked during the billing process to make sure that the most recent consumption is consistent with the historical average. If the reading is abnormal, before billings are mailed, a telephone call is placed to the customer to tell them about the abnormal reading and to encourage them to investigate whether they have any leaking fixtures. The Company has received high praise from its customers for the validation procedure.

Conservation Plan - The Company seeks to encourage cost-effective water conservation in various contacts with its customers.

Each year our customers receive bill inserts that describe ways to conserve water. In addition, a brochure that the Company provides to all new customers contains a section on water conservation. Also, the Company's Consumer Confidence Report (Refer to Exhibit No. HIX-1) contains water conservation information.

The Company has a Drought Contingency Plan, approved by the Commission and the Department of Environmental Protection, filed as a part of its Tariff.

The York Water Company became a partner of EPA's Water Sense program in 2008. The Company provides information on its website and through a bill insert regarding this program. The program seeks to educate Americans about saving water and protecting the environment.

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DATA REQUIREMENTS OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
QUALITY OF SERVICE METER TESTING

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7. Provide a discussion of the company's policy regarding meter requirements, replacements and testing. State if the company's procedures are in compliance with 52 Pa. Code, § 65.8(b).
 - a. Provide meter test records as required in 52 Pa. Code, § 65.8(c) for the 50 meters most recently removed from service.
 - b. Provide a discussion of the company's policy and history of compliance with 52 Pa. Code, § 65.9 regarding adjustment of bills for meter error within the last year.

Response: The Company's policies regarding meter requirements, replacements and testing and adjustment of bills for meter error are in compliance with 52 Pa. Code, Paragraphs 65.8 and 65.9.

Meter test records for the meters removed from service thus far in 2025 are attached to Exhibit No. HIX-7.