

IMPORTANT!

You are currently enrolled in Timely Automatic Payments (TAP) to pay your bills at The York Water Company.

YOU MUST UPDATE YOUR AUTOPAY METHOD BY OCT. 2, 2026

To prepare for upcoming enhancements for our customers, York Water will discontinue its TAP program but another automatic payment method is available through York Water's Customer Portal.

What do I need to do to continue with automatic payments?

By Oct. 2, 2026, complete the following three steps:

1. **Visit www.yorkwater.com and click on the "Sign In" button** in the upper right corner of any page. If you do not already have a Portal Account, click on "Register Now" under the Login section to enroll.
2. Once enrolled and logged, in **select "Yes" under AutoPay**. Add your preferred payment method and set up your payment schedule.

To sign up for AutoPay, you will need the following:

- A valid email address
- Your checking or savings account information (or another preferred payment method)

3. **Discontinue TAP**. Visit www.yorkwater.com/TAP and fill out the form.

What if I don't change my AutoPay method before Oct. 2, 2026?

- The last TAP withdrawal will occur on Oct. 2, 2026. If you have a bill due after that time period and have not changed your method of AutoPay, your bill will not be automatically paid.
- If you choose not to set up Portal AutoPay you will need to do one of the following to pay your bill and avoid late fees:
 - Make a one-time payment through the York Water Customer Portal
 - Write a check and mail to York Water, PO Box 3009, Lancaster, PA 17406-3009
 - Call 1-866-665-9578 to make a payment by phone
 - Pay your bill in person at 130 E Market St, York PA 17401
 - Set up payment through your bank's online BillPay service

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Important Things to Remember

- After you request TAP cancellation, please allow 2-3 business days for the change to take effect.
 - When you first enroll in Portal AutoPay, you may not immediately see the words **"AutoPay"** displayed in the "Pay This Amount" box as you did with TAP. We are working to add this enhancement to our bills in the future.
 - York Water covers all fees associated with online payment, regardless of the type of payment method used, for York Water services.
 - If requests overlap and both systems process a payment during the transition, any **duplicate payment will automatically be applied to your next bill.**
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Why is TAP being discontinued?

York Water has offered two different automatic payment options for several years: TAP and the AutoPay feature available through the York Water portal (Portal AutoPay). Having two methods has occasionally caused confusion, with some customers accidentally enrolling in both and making duplicate payments.

Why keep Portal AutoPay rather than TAP?

First, the Portal AutoPay option offers more flexibility than TAP, including:

- Choose a payment date that works best for you
- Besides a checking or savings account, choose to have your payments made with a credit card, debit card, or other qualifying payment methods such as Apple Pay® and Google Pay™
- Manage your payments online anytime

Second, as part of our customer enhancements later this year, our system will support only one AutoPay method. Since most customers already use Portal AutoPay, York Water is moving all TAP customers to that platform.

Need help with the process?

If you are unable to unenroll from TAP and set up Portal AutoPay via our website, you may contact Customer Service at 717-845-3601 for assistance. Please note that our phone volume has been very heavy due to this change, but if you request a call back, we will get back to you as soon as possible.

REMEMBER: Please make the switch to Portal AutoPay before Oct. 2, 2026, to ensure uninterrupted automatic payments.

