

## THE YORK WATER COMPANY RESPONSE TO COVID-19:

### Green Phase Update

Dear York Water Company Customer:

For the past 204 years, York Water has been there to take care of our community. From the Civil War to the Spanish Flu pandemic, through two World Wars and the events of 9/11, York Water Company has persevered, and we continue this tradition of dedication to our community during this health crisis. We wanted to inform you of measures we are taking to assist our customers and employees during the COVID-19 crisis.

#### **We are prepared**

York Water has activated our business continuity plan to strengthen our ability to provide safe, reliable, high-quality service to our customers, continue to deliver water and wastewater services that meet all federal and state drinking water and wastewater standards, and protect our employees and customers during this public health crisis.

#### **Your water will not be shut off**

We have suspended billing-related service shutoffs in order to ensure the proper hygiene and health of our customers. You, as a York Water customer, are still responsible for any outstanding balance that you currently have, as well as any new charges. We recommend that you pay as much as you can when you are able, but rest assured that we will not apply late charges or turn off your water service during this public health crisis. Your water service may potentially be interrupted for a brief period of time for emergency work if that work becomes necessary.

We have turned water service back on for customers who were previously shutoff for non-payment. This includes customers whose water service was turned off for non-payment of sewer service, even if The York Water Company is not the sewer service provider. If you are still currently without water service, please contact us immediately at 717-845-3601 to schedule a turn-on.

#### **Social Distancing and Safe Practices**

As of Tuesday, May 26, 2020, our front office in Downtown York is open to the public once again. Customers MUST enter the building through the East Market Street entrance. Customers wishing to pay their bill or speak to a Customer Service Representative in person can now do so, but safe social distancing and face covering will be enforced. Plexiglass shields have also been installed at each of the workstations. We have modified our customer traffic pattern to ensure appropriate social distancing. The health and safety of our customers and our employees is paramount.

As always, our Customer Service team is available via phone at 717-845-3601 or email at [customer.service@yorkwater.com](mailto:customer.service@yorkwater.com) to answer any questions. Our website, [www.yorkwater.com](http://www.yorkwater.com), is available to pay your bill, apply for water service, and request to end water service. We encourage our customers to continue to utilize these resources.

#### **Green Phase Update**

As of Monday, June 15, 2020, we will start entering customer's homes again to complete routine meter repairs and exchanges. We will be calling customers to schedule appointments with those that are comfortable having us enter their homes.

We will not enter a customer's home until they have filled out a checklist that will be provided by the York Water Company employee the day of your appointment. When a York Water Company employee arrives at your home, they will provide you with this checklist and ask that you fill it out and answer correctly prior to them entering your home.

#### **Your drinking water is safe**

The York Water Company's water treatment processes are effective in removing harmful pathogens, including those of the coronavirus family. Our water meets all federal and state drinking water standards and is safe to drink. For additional information about the coronavirus and drinking water and wastewater, please visit:

<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content>

**We care**

Over 50 non-profit organizations in our Community are receiving nearly \$500,000 through The York Water Company's Educational Improvement Tax Credit (EITC) program. Through our York Water Cares program, we also partner with the Salvation Army to offer grants to payment troubled customers who have difficulty remaining current on their water account.

**We are here**

Call us or email us to make payment arrangements or discuss your account. We are here and ready to serve.