

YOUR YORK WATER BILL HAS A NEW LOOK!



How to read your bill

Here's a look at how we've organized it for your convenience.

- 1 Account Information**
Your billing date and account information.
- 2 Billing Information**
Your service address.
- 3 Billing Summary**
A quick look showing your prior balance, payments, past due amount (if any), current monthly charges, and total balance due.
- 4 Billing Details**
Contains a detailed look at your current charges and adjustments.
- 5 Notifications**
Information about action required, important updates, and relevant account details.
- 6 Payment Amount Due**
Shows the payment amount and due date.
- 7 Customer Mailing Address**
Where you have asked us to send your bill. This may differ from your service address.
- 8 Payment Mailing Address**
Address to use if you are mailing your payment to us.

100000 000000 000000 1 1 0.0000 0 0 0 0 1 0000 000

 **The York Water Company**
www.yorkwater.com

1 Bill Date 10/25/2025 Account Number 11111-22222

Page 1 of 1

2 Billing Statement for Service to:
JANE SMITH
1234 ANY ST
CITY STATE ZIP

3 Billing Summary for: 09/25/2025 - 10/23/2025

PRIOR BALANCE	-	PAYMENTS	=	PAST DUE	+	CURRENT CHARGES	=	TOTAL BALANCE
\$44.30		\$44.30		\$0.00		\$43.72		\$43.72

4 My Billing Details

Current Water Charge	\$42.78
Customer Charge	\$17.25
2,500 GAL x .01021	\$25.53
Other Charges and Adjustments	\$0.94
Late Charge	\$0.00
DSIC	\$0.94
PA Surcharge	\$0.00
Adjustments	\$0.00

Approximate state tax included in this bill is \$0.91. No sales taxes are included.

5 Notifications

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

Keep this portion for your records.
Tear off and send with payment.

 **The York Water Company**
www.yorkwater.com

MAKE CHECK OR MONEY ORDER
PAYABLE TO: THE YORK WATER COMPANY

6 DUE DATE 11/24/2025 AMOUNT DUE \$43.72

7 000367
130 EAST MARKET STREET
YORK, PENNSYLVANIA 17401-1219

AUTO ALL FOR AADC 170 367 T1:1 367 1 AB 0.636
JANE SMITH
1234 ANY ST
CITY STATE ZIP

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

0000101000100101000001010

Continued on the back



How to read the back of your bill

- 1 Account Information**
Your billing date and account information.
- 2 Meter Details**
Your meter size, type of service, and monthly usage.
- 3 Glossary of Terms**
Defines common terms which help you to better understand your bill.
- 4 We Are Here To Help**
Find contact details, hours of operation, emergencies and ways to reach us - online, by phone, or in person.
- 5 Manage Your Bill and Information**
Explore easy ways to pay your bill, set up automatic payments, and sign up for paperless billing.

**The York Water Company**
www.yorkwater.com

1 **Bill Date**
10/25/2025

Account Number
11111-2222

2 **My Meter Readings**

Meter size 5/8X3/4 Inch **Type:** Res Repump

Company Read:	204,700	10/23/2025
Prior Company Read:	202,200	09/25/2025
Usage:	2,500	

3

Page 1 of 1

GLOSSARY OF TERMS

Company Read – A method to read water meters using a radio frequency signal. The system improves reading efficiency and allows us to get a reading without entering your property.

Customer Charge – A monthly charge that covers our costs for meter reading, billing, equipment maintenance, and other expenses. This charge is the same every month no matter how much water you use.

Due Date – The due date on your bill applies only to this month's charges. You should pay any old balance immediately.

District Surcharge – A surcharge to pay back a loan to the municipality which was to extend water service to your area.

Employee Identification – For your protection, every York Water employee wears or carries photo identification. If someone comes to your door, ask for identification. If you are not sure of the person's identity, call us at 717-845-3601 for verification.

Estimated Bill – When we are unable to get an actual meter reading, we base your bill on your past water use. The next actual meter reading will correct any over or under estimate.

Late Charge – Industrial and Commercial Customers: We add a 1.5% late charge to the overdue amount if you do not pay your bill by the due date. Residential and Public Customers: We add a 1.5% late charge to the overdue amount if you do not pay our bill 30 days after the due date.

Rate Types – **Gravity:** Rates for water piped directly to you from the Company's reservoirs atop Granitz Hill. **Pumping:** Rates for water taken from the gravity area and piped to pumps, before coming to you.

Residential, Commercial, Public, Industrial: Rates vary for different types of customers.

4

Questions

- You may visit our office to review our rate schedule, get an explanation of how to check your bill for accuracy, or question any of the charges on your bill.
- Please contact us with any question or complaint about the bill prior to the due date.
- Always remember to include your account number on any correspondence to us.

**Visit our office:**
Mon - Fri, 8:30 a.m. - 5:00 p.m.
at 130 E. Market St, York, PA

**Visit our Website**
www.yorkwater.com

**Call or Email Customer Service**
717-845-3601 or 1-800-750-5561
customer.service@yorkwater.com

**FOR EMERGENCIES**
Nights, Weekends, & Holidays
Call 717-848-2984

The York Water Company is regulated by the Pennsylvania PUC. Customers can contact the Bureau of Consumer Services at: PO Box 3265, Harrisburg, PA 17105-3265 or call 1-800-692-7380.

5

How to Pay Your Bill

**Timely Automatic Payment (TAP)**
Call us or visit yorkwater.com/TAP to set up monthly automatic deductions from your bank account.

**Online**
yorkwater.com/pay-my-bill

**By Phone**
Toll Free
1-866-665-9578

**By Mail**
The York Water Company
PO Box 3009
Lancaster, PA 17604

**In Person**
York Water
130 East Market St.
York, PA
-or-
Fulton Bank locations

HELP PRESERVE THE ENVIRONMENT – Sign up for paperless billing today!

Still have questions? Call us at 717-845-3601.

Thank you for being a York Water Customer!