"That good York water"
SINCE 1816

A NEW CUSTOMER PORTAL IS HERE

We've Upgraded Your Account Experience

The York Water Company has launched a new Customer Portal designed to make managing your account easier and more convenient.

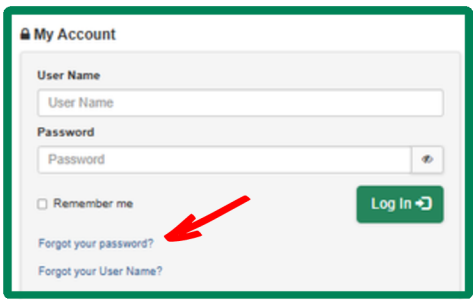
While using the new Customer Portal is **optional**, it provides access to tools that will help you manage your account, including:

- View and compare your water consumption data
- Update your contact information
- Select convenient payment options
- Enroll in AutoPay and paperless billing
- Access enhanced account management tools
- Request services online

Learn more below and at www.yorkwater.com/new-customer-portal.

Existing Users of the Customer Portal

Beginning November 2, the first time you access the new Customer Portal, you will be required to reset your password.



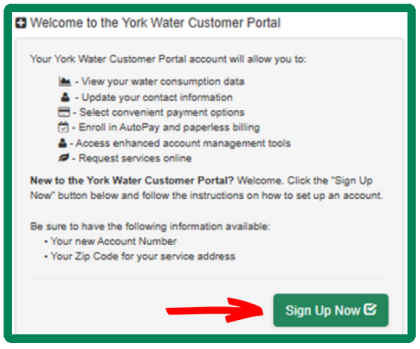
To get started:

1. Visit **yorkwater.com**
2. Select **SIGN IN** in the upper-right corner
3. Select **Forgot your password?** and follow the prompts

Reminder: Your existing User Name is the email address associated with your York Water account.

New Users to the Customer Portal

Beginning November 2, customers new to the Customer Portal can create an account by completing the Customer Portal Registration.



To get started:

1. Visit **yorkwater.com**
2. Select **SIGN IN** in the upper-right corner
3. Find **Sign Up Now** and follow the steps to create your new York Water Customer Portal account

Be sure to have your new account number and your full Zip Code for your service address available in order to complete the Customer Portal Registration.

Learn more on the reverse and at www.yorkwater.com/new-customer-portal

New Account Number
As part of this upgrade, all customers have received a new account number.

Your new account number will appear on invoices issued November 6 or after, and is also be available in the new Customer Portal.

AutoPay Information
Any existing AutoPay payment method will remain active until its expiration date, if applicable.

If a payment method expires or is declined, you will receive a notification and can update your payment information in the Wallet section of the new Customer Portal.

Please note: Customers who use One-Time Payment will need to re-enter their payment information after the transition.

Accessing Invoice History
Past invoices from the previous portal are no longer available. However, customers who need copies of their York Water invoices issued between January – November 2026 can request these invoices using our Invoice Request Form at yorkwater.com/invoice-request. Requested invoices will be sent as PDFs within 30 days.

Have questions or need help?
Our Customer Service Team is ready to help. Call us at 717-845-3601 or email customer.service@yorkwater.com. 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.

Learn more at
www.yorkwater.com/new-customer-portal

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The York Water Company
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