

The York Water Company



York Water Cares (YWC) Low Income Customer Assistance Program

THE YORK WATER COMPANY

YORK WATER CARES (YWC) LOW INCOME CUSTOMER ASSISTANCE PROGRAM

Introduction

The York Water Company's York Water Cares (YWC) Low Income Customer Assistance Program ("Program") provides an alternative to traditional collection methods for low income payment troubled customers. The Program is designed to (1) make water service more affordable to low income customers; (2) reduce water usage; (3) provide a cost effective means of collections; and (4) reduce past due amounts.

Program Description

The Company's York Water Cares (YWC) Low Income Customer Assistance Program includes the following features:

- ▲ It will be targeted to low income payment troubled customers (150% of poverty level).
- ▲ It will include a water usage reduction component with plumbing repairs and the installation of water conservation devices.
- ▲ It will include a requirement of monthly payments of not less than \$5 nor greater than \$15 to reduce past due amounts.
- ▲ Customers will earn immediate forgiveness of past due amounts in an amount equal to the agreed upon monthly payment to reduce past due amounts. Total forgiveness of past due amounts will be limited to \$120 for each participant.

Initially, the Company's Program will include approximately 30 low income, payment troubled customers. There will be no limit to the number of customers allowed to enroll in future years.

Payment Troubled Customers

The Company will identify those customers whose past due amounts have exceeded \$100 or more for a period of five (5) successive months for potential inclusion in the Program.

Low Income Customers

The Company will determine which of the customers identified as payment troubled (past due amounts exceeding \$100 or more for a period of five (5) successive months) are income Level 1 (150% of the federal poverty income guidelines) customers.

Customer Assistance Program Agreement

Customers determined by the company to be payment troubled, low income customers will be asked to sign a York Water Cares (YWC) Customer Assistance Program Agreement whereby they agree to (1) pay their current water bill; (2) make an additional payment applied to their past due amount; (3) receive an immediate forgiveness of past due amounts in an amount equal to the agreed upon monthly payment to reduce past due amounts. Total forgiveness of past due amounts will be limited to \$120; (4) permit an in-home audit of plumbing and water fixtures and (5) permit a qualified plumber to make minor in-home plumbing repairs and install water conservation devices.

Water Usage Reduction

The Company will determine which of the customers identified as payment troubled and identified as low income would benefit from a water usage audit.

Water Usage Audit

The Company will perform an in-home water usage audit for those customers who the Company has determined may be using excessive amounts of water. The water usage audit will identify the need for minor plumbing repairs and water conservation devices.

Minor Plumbing Repairs and Water Conservation Devices

For those customers that were identified as needing minor plumbing repairs and water conservation devices, the Company will, at no cost to the customer, engage a plumbing contractor to make necessary repairs and install necessary water conservation devices.

Past Due Amount Forgiveness

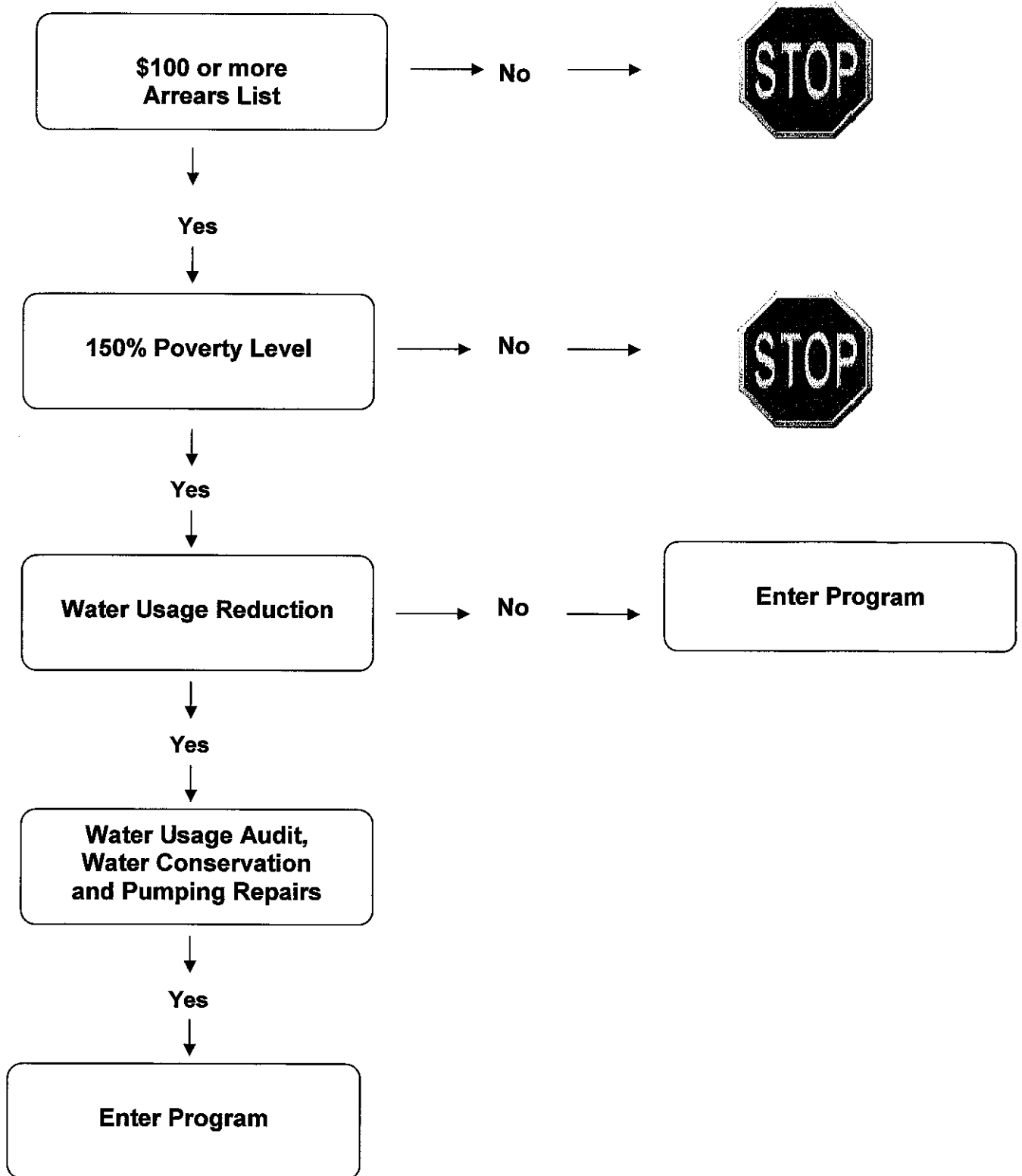
Upon the receipt of a payment of a past due amount, the Company will immediately forgive an additional past due amount in an amount equal to the agreed upon monthly payment to reduce past due amounts. Total forgiveness of past due amounts will be limited to \$120 for each participant.

Program Evaluation

The Company will conduct an evaluation of the on going costs and benefits of the Program, including an evaluation of customers continued participation in the Program.

THE YORK WATER COMPANY

**YORK WATER CARES (YWC)
CUSTOMER ASSISTANCE PROGRAM
FLOWCHART**





THE YORK WATER COMPANY
YORK WATER CARES (YWC)
CUSTOMER ASSISTANCE PROGRAM AGREEMENT

I, _____ agree to enter The York Water Company's York
(Print Name)
Water Cares (YWC) Customer Assistance Program.

As a participant in The York Water Company's York Water Cares (YWC) Customer Assistance Program, I further agree to:

- Pay my current water bill monthly.
- Make an additional payment of \$_____ per month (in addition to the currently monthly charge) of not less than \$5 nor greater than \$15 applied to my past due amount.
- Receive an immediate forgiveness of \$_____ per month of my past due amount in an amount equal to the agreed upon monthly payment to reduce past due amounts. Total forgiveness of past due amounts will be limited to \$120 per participant.
- Permit an in-home audit of my plumbing and water fixtures to be conducted by The York Water Company personnel to assess the need for conservation devices and plumbing repairs; and
- Permit a qualified plumber to install water conservation devices and make in-home plumbing repairs.

(Company Signature)

(Customer Signature)

(Date)

(Date)

(Customer Name)

(Service Address)

(Account Number)