



The York Water Company
York Water/York City Sewer and Refuse Billing Agent Frequently Asked Questions



Updated October 1, 2020

Q1: Why is my City of York sewer and refuse bill coming from York Water?

A: The City of York and the York Water Company (YWC) are working together to streamline sewer and refuse billing for City of York sewer and refuse customers

Q2: Who will send me my City of York sewer and refuse bill now?

A: The YWC will begin sending out the bills on behalf of the City of York starting at the end of August 2020. YWC will send out bills, collect payments, post termination notices, and shut off water service for non-payment of City of York sewer and refuse bills.

Q3: Will my City of York sewer and refuse bill be enclosed in the same envelope as my York Water bill?

A: No, your City of York sewer and refuse bill will be sent to you in a separate mailing within one week of receiving your monthly York Water bill.

Q4: How can I pay my York City sewer and refuse bill once York Water becomes the billing agent?

A: York Water offers several convenient options to pay your City of York sewer and refuse bill. You can pay your bill in-person at 130 East Market Street during regular business hours, call the 24-hour phone number (1-866-665-9578), mail your payment to YWC at PO Box 3009, Lancaster, PA 17604-3009, pay online at <https://www.yorkwater.com/bill-pay/>, or pay using our FREE-Timely Automatic Payment (TAP) Program. While you are at it, enroll in paperless billing. YWC accepts VISA, MasterCard, Discover, and American Express.

Q5: What COVID-19 restrictions are required when visiting York Water to pay my bill?

A: The health and safety of customers and employees is of utmost importance to York Water. Masks are required to be worn inside the building and customers are asked to sanitize their hands before receiving service. Customers are asked to maintain social distance at all times. All customers must enter and exit through the Market Street entrance.



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Q6: Is there a convenience fee to pay my City of York sewer and refuse bill online, in person, or over the phone?

A: As of October 1, 2020, the City of York has decided to no longer require a convenience fee for sewer and refuse payments made online, over the phone, or in person. The maximum payment amount per transaction has been raised to \$500.

Q7: Will I get a new account number for my City of York sewer and refuse bill?

A: Yes, you will receive a new account number for your City of York sewer and refuse bill. This account number will NOT be the same as your water bill or the account number you currently have with the City of York. You must be sure to apply any payments for your sewer and refuse bill to your new account number.

Q8: If I do not pay my City of York sewer and refuse bill, will my water service be shut off?

A: Yes, the City of York has authorized York Water to post termination notices on properties for non-payment. After going through the entire posting process for non-payment, if payment of your City of York sewer and refuse bill still has not been received, your water service will be shut off.

Q10: I know I have a past due balance on my sewer/refuse bill. Will York Water now handle the billing for previous, unpaid balances?

A: Yes, York Water will be handling any past due balances that were not accounted for in the City of York's amnesty program. Those past due balances will appear in approximately the next 2-3 months.

Q11: Will York Water re-institute the City of York's previous amnesty terms for delinquent sewer and refuse bills?

A: No, the City of York's amnesty program has ended.

Q12: My sewer and refuse bill seems really high. Why is that?

A: The first sewer and refuse bill you received includes fees incurred for the months of July and August. If your bills remain high after August 2020, please contact Customer Service to discuss your account.



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Q13: How long will York Water manage the City of York Sewer billing processes?

A: York Water has a long-term services agreement to provide billing and customer service support to the City of York sewer and refuse customers. At this point in time, York Water will manage billing and customer service for the foreseeable future.

Q14: Why is my York Water water meter reading on my City of York Sewer and Refuse bill?

A: Your water consumption directly relates to your sewer and refuse fees. By seeing your water usage on each bill, you can now see how increases or decreases in your water use affects your sewer and refuse bill directly.

Q15: How much do I pay in sewer fees per gallon of water consumed?

A: For every 1,000 gallons of water, the City of York charges you \$9.10 for sewer service.