



The York Water Company  
York Water/York City Sewer and Refuse Frequently Asked Questions:  
**BILLING PERIOD Edition**



**Q1: Why does my first City of York sewer and refuse bill that I received on or around September 1, 2020 say that I owe payment for July and August?**

A: The first City of York sewer and refuse bill sent by The York Water Company is for the water consumption used in the months of July and August. The previous sewer and refuse bill that you received from the City of York was for the water consumption used in the month of June, therefore, there is no overlap in billing periods.

**Q2: Will future City of York sewer and refuse bills be for two months of usage?**

A: No, future bills will only be for one month of usage.

**Q3: I believe that I paid my June City of York sewer and refuse bill. Why is that payment not shown on the bill I just received?**

A: If you believe that you have made a payment on your City of York sewer and refuse bill that has not yet been processed, please be assured that the payment will be reflected on future bills. Due to an event of vandalism that damaged the computer systems at the City of York on August 5<sup>th</sup>, there has been a lag in payment processing.

**Q4: How often will I receive a City of York sewer and refuse bill from The York Water Company?**

A: Your City of York Sewer bill will be sent on a monthly basis and is completely separate from your York Water Company water bill.