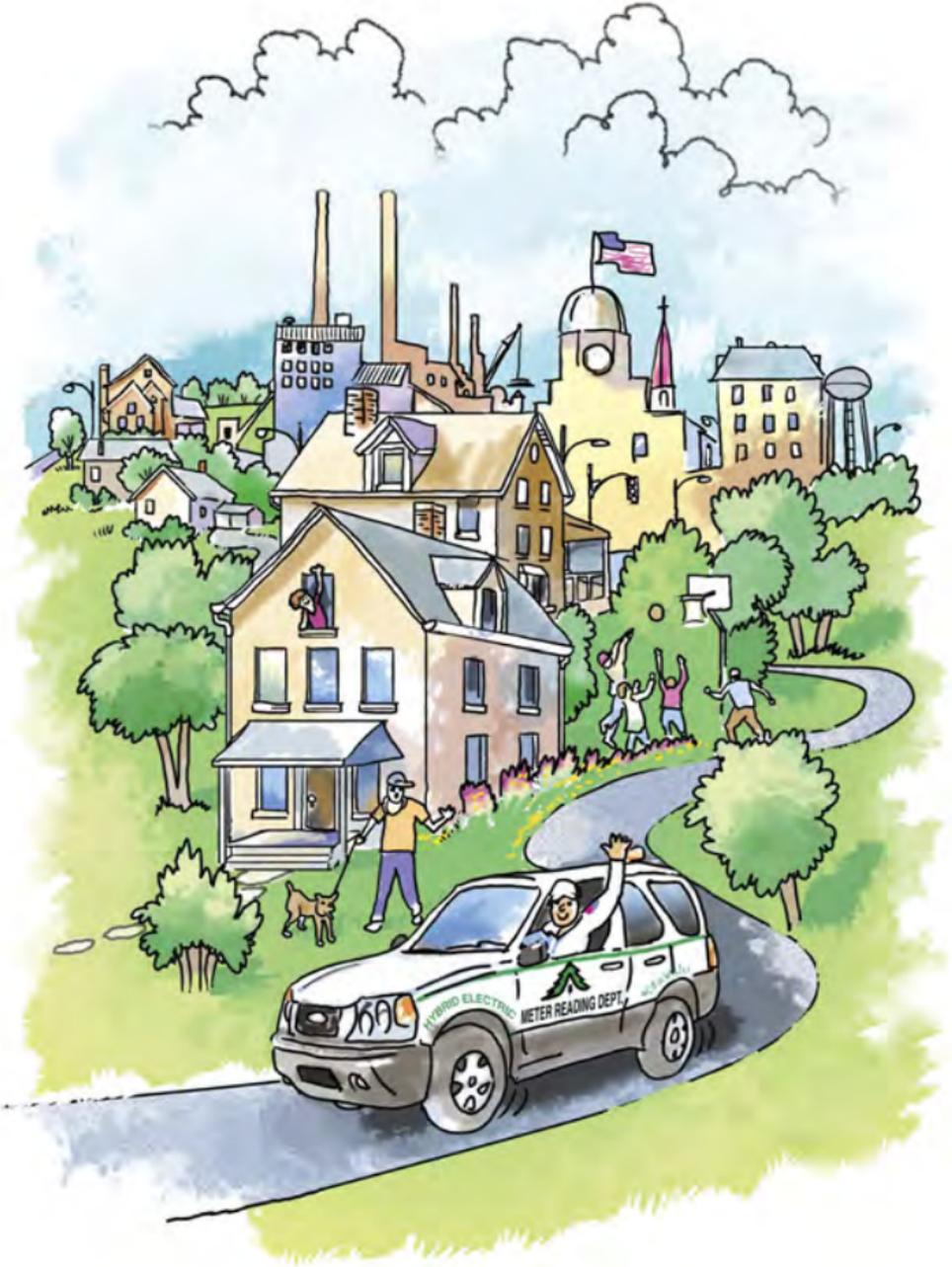


FACTS YOU SHOULD KNOW

ABOUT YOUR WATER SERVICE



THE YORK WATER COMPANY



"That good York water"

SINCE 1816

“THAT GOOD YORK WATER.”

COMPANY AND CUSTOMER RESPONSIBILITIES.

We're proud of our product.

Of all the products available today, ours is one of the purest, safest, and most reasonably priced. We appreciate the opportunity to deliver it to you and your family.



“That good York water” is more than a slogan.

It's a fact we verify at least 73,000 times a year. We perform an average of 200 bacteriological and chemical tests every day to make certain the water entering your home is pure and safe. York Water meets or exceeds the tough quality control standards established by the Federal Safe Drinking Water Act, the Environmental Protection Agency, the Pennsylvania Department of Environmental Protection and the American Water Works Association.

As a valued customer, you can help us maintain the quality of our product and our service. If you ever suspect that the quality of your water is not up to par, we want to know about it immediately. If you ever have a concern or question about an invoice or our service, do not hesitate to call us. We'll do our best to identify the problem and take the necessary corrective action.



“That good York water”
SINCE 1816

Our responsibility.

We are responsible for the installation, inspection, and maintenance of all water mains and service piping from the mains to the curb line. We also perform many other services, without charge:

In an emergency;

We will turn off the water at the curb if there is an uncontrolled leak inside your home and a plumber is not available.

We will assist your plumber to locate underground leakage.

We will turn off the water at the curb during vacancy.

We will turn on water at the curb when the property is occupied.

We will assist your plumber in turning off water for repair work or piping changes.

We will locate water service to the premise.

We will raise or lower the curb box to grade.

Your responsibility.

Your responsibility begins at the curb line, and includes the installation and maintenance of service piping into the building, inside and outside plumbing and fixtures, and adequate protection for water meters against freezing or other damage.

CALL US if your water service is interrupted because of a main break or other leak beyond the curb line.

CALL YOUR PLUMBER first if your water service is interrupted because of a leak or other damage between the curb line and your home.

FACTS ABOUT YOUR WATER BILLS.

How often?

Water bills are sent monthly and available electronically. To insure that payment is credited to your account before the next billing cycle, payments should be made within 20 days from the invoice date.

Questions about bills.

If you have a question or concern with your water bill, you should contact our customer service department within 10 days from the invoice date. You are a valued customer, and our people are ready to help you resolve any problem fairly and reasonably.

How are meters read?

Meters are read using a state-of-the-art "Driveby Radio Frequency" meter-reading system designed to improve reading efficiency and frequency. All meters are read every month. If the reading we obtain is outside the normal range of usage for your household, we will re-read your meter and attempt to contact you prior to sending your bill.

Inability to pay.

Most of our customers are able to pay their water bills promptly. For those who cannot, the reasons for nonpayment are many and varied. Perhaps there was a work layoff, sudden medical expenses or other unforeseen circumstance. It has always been our policy to act with every possible human consideration in such cases, provided a customer notifies us about the situation as soon as it develops and before water bills become past due.

"Designated Third Party."

This policy gives you the opportunity to select a "third party" (a neighbor, friend, agency or relative) who can take appropriate action to avoid termination of service for nonpayment of bills in the event of your absence or should you become incapacitated. By designating a "third party" you help us protect you in the event of your inability to make payments because of an emergency or other extraordinary circumstance. For more information about this service contact our main office during business hours for full details.

UNUSUAL CIRCUMSTANCES REQUIRING PROMPT ATTENTION.

Past due bills.

If you receive a bill showing a past due balance which you believe you've paid, contact our main office. Sometimes, your payment may not reach us in time to be credited to your account before the next bill is mailed.

If unusual circumstances prevent payment, contact our main office at once.

10-day shut-off notice.

If you receive this notice, your water service is scheduled to be shut off if payment is not received within the 10-day grace period. You must either pay the bill or make payment arrangements by contacting a customer service representative at our main office, 130 East Market Street, York, PA, either in person or by calling (717) 845-3601 or 1-800-750-5561. In order to avoid any possibility of shut-off you should take action within 3 days of the date of notice.

To Pay Your Bill On Line:
Go To www.yorkwater.com

To Pay Your Bill By Phone:
Dial Toll-Free 1-866-665-9578

KNOW YOUR RIGHTS.

As a customer you have the opportunity to know your rights. "Your Rights and Responsibilities As a Water Utility Consumer" is a booklet that explains The York Water Company's billing, credit, dispute handling and shut-off practices. We can provide you with this booklet and answer any other questions or concerns about water utility service. Simply call our office or drop us a note. We will be glad to send you a copy of the booklet. You can also download this information from our website at www.yorkwater.com.

This booklet also contains the telephone number of the Pennsylvania Public Utility Commission's Bureau of Consumer Services, to which you may turn for additional assistance.

The Pennsylvania Public Utility Commission requires that this information be available to all utility consumers without charge!

BACKFLOW PREVENTION.

For the protection of all our customers, a double check valve is installed with the meter to prevent potentially hazardous backflow conditions. The device will be installed by the Company at no cost to you to prevent, under certain conditions, the backflow of water from your home into the water system. Nationally and locally, such backflow could and has had serious consequences to the customers of public water systems.

Some hot water systems were designed so that they incorrectly allowed the pressure that builds up, due to the expansion of the water when it is heated, to be released back through our system. If your system is of such a type, the device we have installed will not permit the pressure to be relieved back through our system and the pressure relief valve on your hot water tank may open briefly. Should this occur, we suggest you first lower the temperature setting on the hot water tank.

If you still have problems after making the suggested adjustment please call your plumber. If he should have any questions he may call us for more information.

SAVE WATER; SAVE MONEY.

A stream of water smaller than a pencil lead will waste 5,400 gallons a month; a stream one-sixteenth of an inch will waste 21,600 gallons and a stream one-eighth inch will waste 108,000 gallons.

Water conservation is easy. Make sure your faucets are "drip-less." Shorten your shower by a few minutes, run an inch less water in your tub, and always do a full load of dishes or laundry. Don't let the water run while you scrub vegetables, or shave, or brush your teeth. You'll save many thousands of gallons of water each year, and money, too!

PROTECT YOURSELF AGAINST "CON MEN."

Don't be victimized by someone posing as a representative of The York Water Company. Always remember:

1. All our employees carry name and photo identification cards; always ask to see them.
2. Our meter readers and meter repairmen wear Company uniforms.
3. Under normal circumstances you will never be asked to pay for a water bill or repairs immediately, or in cash.
4. Notice of any changes in billing or payment procedures will always be sent to you by mail before they go into effect.

CONVENIENT BILL PAYING.

1. You can make your payment automatically each month at no cost using our convenient Timely Automatic Payment (TAP) system. Details are available on our web site at www.yorkwater.com.
2. You can pay your water bill **Free of Charge** on line by going to www.yorkwater.com or over the telephone by calling 1-866-665-9578.
3. You can elect paperless billing and avoid postage costs, or...
4. You can mail your water bill payments, or...
5. If you're in York, you can stop at our main office during business hours, or pay your bill at any Fulton Bank branch, or...
6. After business hours, you can drop your payment in the mail slot on the front door of the main office.

