

York Water Company Questions and Answers:

***Borough Questions are Bold and York Water answer are in Red.*

1. **Confirm that the Borough would not need a water technician to test water samples (weekly), file reports with DEP or make water line repairs because York Water will oversee all of this.** The Borough will not need to start up an Authority or have any personnel responsible for the public water supply to the residents of the Borough.
2. **Will the water company maintain the water main and service lines (going to curb stop)?** York Water will own and operate all of the water supply and distribution system, including public fire hydrants. York Water's ownership ends at the curb stop, that is the Company's side of the service. The customer is responsible for the customer side of the service, from the curb stop to the residence. York Water owns the water meter which is (typically) installed inside the home in the basement.
3. **If there is a leak in the service lines, does the water company pay for the water and repairs?** If there is a leak on the company's water main or on the company side of the service line, York water makes repairs. Those repairs are before the meter, so there is no meter 'consumption.' If the customer's service line is leaking, the customer is responsible for making repairs. Because the customer service line is before the meter, there is no consumption. But, if there is a leak on the customer side of the service the customer will be given 14 days to repair or the water service will be shut off. If there is a leak inside the home (like a toilet leaking, or a dripping faucet) the customer must make the repair and will be billed for all water that passes through the meter.
4. **Will the water company cover the cost for the water meter, dual check valve and pressure reducer valve at time of water connection? If the water meter breaks, the homeowner is responsible for installing a new meter. Will the water company charge for a new water meter?** York Water installs and owns the water meter. York Water will install a backflow preventer at the time of installation of the meter.
5. **Typically, a homeowner is responsible to pay for all water leak repairs from the curb box to the house.** If a resident needs to make repairs at the curb stop to the house, does the resident call the water company to have the water service temporarily turned off? Is there a fee for this?
6. **Is there a warranty on the homeowners side (curb box to house)? If there is a water leak on the homeowners side 6 months after installation, who will pay for it?** The customer service line from the curb to the home is the customer's responsibility. The customer service line is the customer's property. If they have a warranty on the work to install their service line, they should enforce the warranty.
7. **If the water company has to dig up a section of road to repair a water line, will they patch the area or *do* a complete overlay?** When York Water installs its water main in the public right of way, the Company will restore the pavement. The same holds true for the installation of the curb box. If the curb box is located in the public right of way and concrete is damaged, the Company will restore the concrete.

8. **For residents with long driveways, the water company would probably install a meter pit. Would the water company pay for the meter pit as well as running water lines to the house? How big would the pit be and where would it be located (need to consider where lines would be run). If there is a water leak in the line, the yard would be dug up to find the leak. Who pays for the repairs as well as cost of fixing the yard? If there is a requirement to install a meter pit, York Water may furnish the meter pit and the customer may then take ownership of the meter pit. This will need to be determined as part of the application process to the PA PUC. If a meter is located in the meter pit, the customer is responsible for the customer service line from the meter pit to the residence. If there is a leak on the customer service line, the customer is responsible for repairs. The customer will be charged for any water that passes through the meter.**
9. **How often are water rates raised?** York Water has, on average, increased rates every 3-4 years. We went 5 years, then 4 years, and then 3 years between increases. I believe 3 years will be a more typical rate increase frequency going forward as a result of inflationary pressures.
10. **If a resident is behind on their sewer bill, York Water Company can shut off the water service until the sewer fee is paid in full. There may be an additional fee to restore water service.** If a customer is a wastewater customer of York Water and a Water customer of York Water, yes, York Water would have the right to shut off water service for a sewer delinquency. There would be a turn off fee (\$15 today) and turn on fee (\$15 today) assessed should this be necessary. Those fees would have to be paid before water service is restored.
11. **Residents will need to be very observant of the amount of water they use. A leaky toilet can run up a water bill substantially.** Even small leaks, like a toilet leak or dripping faucet, can add up to hundreds of gallons of water over the course of a month. We are investing in smart meter technology which will help make our customers aware of continuous flow. Someday soon there may be an app to send an alert to a customer when water has continuously flowed through a meter for 12 hours (indicating a leak).
12. **Would the Borough require that all wells be abandoned? What process would this involve? Would homeowners be responsible to seal up their well?** Abandoning wells would be a borough decision. For York Water's part, we allow the homeowner to connect their well to one outside hose spigot for use outdoors. That piping must be separate from the rest of the plumbing and will be inspected at the time the meter is installed.

From email from JT Hand: Remember that our rates and 'rules' are all posted on our web page under the tab for our water tariff at yorkwater.com.

As far as cost to tie in, that will all depend on what the Borough decides on mandatory connection, if the entire borough will be in that area or just those on public sewer, etc.