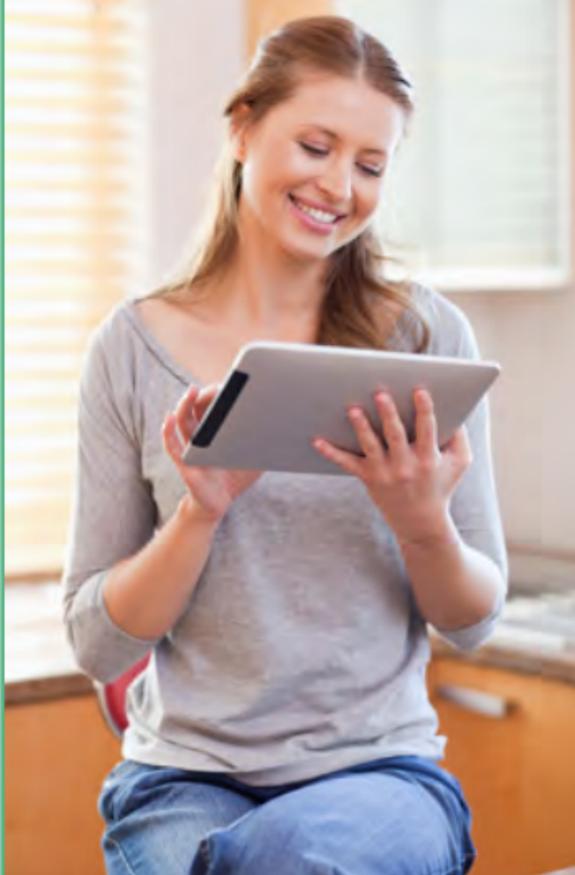


Tap tips

August, 2012



Effective August 1, 2012 customers can pay their water bill online or over the phone without incurring any transaction fees.

Paying your water bill has never been more convenient. You can pay your water bill securely anytime, anywhere. While you're online, switch to paperless statements and consider signing up for automatic billing (TAP) – enjoy peace of mind that your bill is paid while helping to conserve the environment.

Pay your York Water bill online for free.

Online Bill Pay and Paperless Billing Frequently Asked Questions:

What information will I need to pay my water bill and enroll in Paperless billing? You will need your account number (located on your billing statement), 5-digit zip code, credit card number including the security code on the back of the card, and an email address to enroll.

When will my payment be posted to my account? Payments received before 8:00 p.m. will be posted to your account the next business day. For your records, you will receive a confirmation number and email for each payment.

How will I know the amount of my water bill and when payment is due? You will receive an email notification informing you that your bill is ready to be

viewed online. The online bill will include all of the information from your paper bill, including the payment due date and amount due.

How will I receive Tap Tips, The Water Quarterly updates, and information from York Water if I am paperless? Important notices will be posted to our web pages at www.yorkwater.com.

Can I go paperless if I am already enrolled in the Timely Automatic Payment (TAP) Program? Yes, if you're already a TAP customer, Go Paperless. If you're not a TAP customer, visit us at www.yorkwater.com to learn more about TAP, our free, automatic, and paperless way to pay your bill.



The York Water Company

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