



A NEW CUSTOMER PORTAL IS COMING SOON

We're Upgrading Your Account Experience

The York Water Company, billing agent for your sewer provider, is launching a new Customer Portal designed to make managing your account easier and more convenient.

While using the new Customer Portal is **optional**, with the new portal, you'll be able to:

- Update your contact information
- Select convenient payment options
- Enroll in AutoPay and paperless billing
- Access enhanced account management tools

Read on to learn how to prepare for the transition and what to expect when the new portal launches.

Save Your Invoice History Before October 29

- Customers who wish to retain copies of previous invoices should download them **before October 29**. Invoices can be accessed through the Bill History section of the current portal.
- After the transition, past invoice history from the current portal will no longer be available.

Limited Customer Operations During This Transition

As we prepare for this launch, we will have a brief period of limited customer operations.

- **On Friday, October 30 through Monday, November 2 @ 11 a.m., our Customer Service department will be closed.** This includes lobby service, email, and phone support. Our 24/7 Emergency support will remain available.
- **Online, phone, and in-person payment services will NOT be available Thursday, October 29 at 4 p.m. through opening on Monday, November 2.**

Learn more on the reverse and at
www.yorkwater.com/new-customer-portal

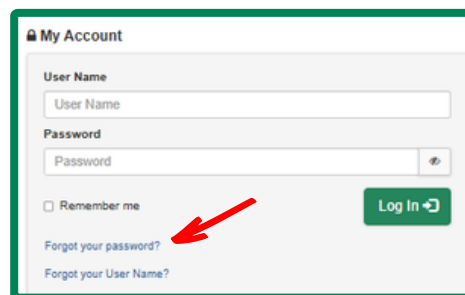
What You Can Expect Beginning November 2

Existing Users of the Customer Portal

Beginning November 2, the first time you access the new Customer Portal, you will be required to reset your password.

To get started:

1. Visit **yorkwater.com**
2. Select **SIGN IN** in the upper-right corner
3. Select **Forgot your password?** and follow the prompts.



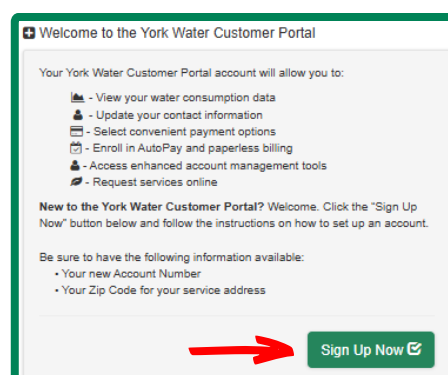
Reminder: Your existing User Name is the email address associated with your account.

New Users to the Customer Portal

Beginning November 2, customers new to the Customer Portal can create an account by completing the Customer Portal Registration.

To get started:

1. Visit **yorkwater.com**
2. Select **SIGN IN** in the upper-right corner
3. Find **Sign Up Now** and follow the steps to create your York Water Customer Portal account.



Be sure to have your new account number and your Zip Code for your service address available in order to complete the Customer Portal Registration.

New Account Number

As part of this upgrade, all customers will receive a new account number.

Your new account number will appear on the first invoice issued November 6 or after, and will also be available in the new Customer Portal.

AutoPay Information

Any existing AutoPay payment method will remain active until its expiration date, if applicable.

If a payment method expires or is declined, you will receive a notification and can update your payment information in the Wallet section of the new Customer Portal.

Please note: Customers who use One-Time Payment will need to re-enter their payment information after the transition.

Learn more at www.yorkwater.com/new-customer-portal

**DO NOT DISCARD!
KEEP THIS FOR FUTURE REFERENCE.**

