



The York Water Company RECEIVED

2017 OCT 11 AM 10:20

PA PUC
SECRETARY'S BUREAU

October 10, 2017

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Docket No. P-2016-2577404, Order Provision, Customer Outreach Efforts Report

Dear Secretary Chiavetta:

Paragraph 11 of Subject Order directs The York Water Company to report on the Company's *customer outreach efforts to advise customers to check their services for the possibility of lead* and provide results of these efforts to the Joint Petitioners and the Commission every six months. The following summarizes York Water's response for the period prior to and April 1, 2017 through September 30, 2017.

Beyond targeted billing notices to York Water's customers, the Company has conducted extensive public outreach in the community. Beginning in November 2016, the Company initiated a public education campaign to educate our customers and the communities in which we serve about lead and drinking water. Attachment "A", the Company's *Lead and Your Drinking Water* pamphlet was distributed to each of York Water's 66,000 customers in November 2016 as an insert to monthly water bills. For those 6,800 customers who receive their water bills electronically and are paperless customers, the pamphlet was mailed separately to each customer of record as a separate mailing. In December 2016, the Company mailed multiple copies of the same pamphlet to all of the known educational providers, health and human services providers, pediatricians and healthcare providers in the community. The pamphlet was concurrently distributed to local libraries and made available to the general public who may not be customers of York Water.

In January 2017 the Company began its campaign to further educate our customers on their responsibility for their customer-owned service lines and seek their assistance with identifying the material from which their customer-owned service line was made. Because Rule 3.4 of the

Company's Tariff prescribes ownership and duty to maintain the customer's service line as the customer's responsibility, prior to January 2017 the Company didn't maintain a record for the customer's service line. Attachment "B" was distributed to each of York Water's 66,000 customers in January 2017 as an insert to monthly water bills. The Company sought our customers' assistance with notifying the Company if they had a customer-owned lead service line and provided instructions for how to determine if the customer-owned service line was made of lead. The insert was also posted to the Company's website at www.yorkwater.com.

Immediately following the Commission's Order dated March 2, 2017, the Company issued a press release (Attachment "C") which announced the Commission's Order and outlined the limited waivers and conditions granted to Rule 3.4 of the Company's water tariff.

Attachment "D" was provided electronically to and approved by the Bureau of Technical Utility Services and Bureau of Consumer Services on or about April 6, 2017 to show compliance with the Company's responsibility to educate our customers regarding the Company's tariff waiver terms and conditions. Between April 15, 2017 and May 15, 2017 Attachment "D" was distributed to each of York Water's 66,000 customers as an insert to monthly water bills. For those customers who are paperless and receive electronic bills, an electronic link was posted to their electronic bill that they could click and which would direct them to a .pdf of the pamphlet on the Company's website. The link remains active on the Company's website at www.yorkwater.com and is available in both English and Spanish.

Through York Water's public outreach, its annual meter exchange program as well as its normal customer communications and contacts, the Company has catalogued in its master database the material for over 5,600 of the Company's 66,000 customer-owned service lines. The Company has verified 238 customer-owned service lines are made of lead. Of those, 84 were adjoining a Company-owned lead service line (York Water Tariff Rule 3.4.1, Phase 1) and have been replaced while replacing the Company-owned lead service line and at no cost to the customer. 7 additional customer-owned lead service lines have been replaced that were not adjoining a Company-owned lead service line (York Water Tariff Rule 3.4.2, Phase 2), and again at no cost to the customer. York Water will continue its outreach efforts with its customers and seek their assistance with identifying the material for the customer-owned service line. York Water will verify the material and, if the material is lead, will offer a water test at no cost to the customer. Should the results of the water test exceed the lead Action Level (AL), the Company will offer a 200-gallon per month flushing credit until the customer owned lead service line is removed, or a follow up test indicates that the tap water no longer exceeds the 15 ppb lead AL. In reviewing York Water's 5,600 records of customer-owned service lines, there remain 147 customer-owned service lines whose material is lead. The Company will continue replacing these Phase 2 services at a rate not to exceed 400 each year from March 8, 2017.

In addition to the customer-owned lead service lines replaced by York Water as either Phase 1 or Phase 2 replacements, the Company determined that two customers had replaced their

customer-owned lead service line as described in York Water Tariff Rule 3.4.2.4. Each customer-owned lead service line had been replaced in the past year and therefore each reimbursement was for 80% of the Company's current contractor lump sum rate.

Should the Commission require additional information regarding York Water's lead service line replacement program, please contact the undersigned directly at jeffh@yorkwater.com or (717) 718-2953D.

Respectfully submitted,



Jeffrey R. Hines
President and CEO

Enclosures

cc: Certificate of Service

RECEIVED
2017 OCT 11 AM 10:20
PA PUC
SECRETARY'S BUREAU

THE YORK WATER COMPANY

Lead and Your Drinking Water

5. Identify if your plumbing fixtures contain lead.

There are lead check swabs that can detect lead on plumbing surfaces such as solder and pipes. These swabs can be purchased at plumbing and home improvement stores. Consider having lead-containing pipes and fixtures replaced, or use the precautions listed above.

6. If grounding wires from the electrical system are attached to your pipes, corrosion may be greater.

Check with a licensed electrician or your local electrical code to determine if your wiring can be grounded elsewhere. DO NOT attempt to change the wiring yourself because improper grounding can cause electrical shock and fire hazards.

For More Information

Your family doctor or pediatrician can perform a blood test for lead and provide you with information about the health effects of lead.

What Did York Water Find And What is Being Done to Reduce Lead?

York Water is required to routinely test at least 50 high-risk homes/buildings to see if there's any lead at their water tap. A high risk home has been determined to contain a lead service line, leaded solder, or plumbing fixtures with lead. The Environmental Protection Agency (EPA) designates a threshold that if more than 5 of those 50 tests exceed their action level of 15 PPB, then we need to initiate additional activities to reduce the amount of lead in the water. We had 6 samples exceed the action level. Although our tests indicate that the action level was only exceeded at a small percentage of homes with lead service lines built prior to 1935, York Water is providing this pamphlet to all of our customers to help educate you on how to reduce all sources of lead in your drinking water.

York Water's Program to Reduce Lead Includes:**1. Corrosion Control Treatment.**

Treating the water to make it less likely that lead will dissolve into the water.

2. Lead Service Line Replacement.

We have been replacing company-owned lead service lines and have programmed to have them all removed by 2020.

3. Public Education Program.

For example, this pamphlet that shows you how to reduce lead in your water.

We suggest that any of our customers with concerns request to have their water tested. The following is a list of some state approved laboratories in our area that you can call to have your water tested for lead. This test would be completed at your cost:

- Analytical Laboratory Services, Inc. 717-944-5541
- LABS, Inc. 717-259-6550
- Microbac Labs 717-763-0582

For more information, call us at 717-845-3601 or visit our website at www.yorkwater.com. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's web site at <http://www.epa.gov/lead> or contact your health care provider.

Parte del proposito de esta aviso es notificarte de los posibles efectos adversos a su salud por cause del plomo en su agua. Si le gustaria obtener este aviso en Español, por favor comuniquese con nosotros al telefono 717-801-8406.

Recent testing has indicated that some homes in this community, particularly those homes with lead service lines built before 1935, may have elevated lead levels in their drinking water. According to the EPA, lead can pose a significant risk to your health. Even if you do not have a pre-1935 home, lead may enter the drinking water from various sources in your plumbing. All of our customers should read this pamphlet for further information.



130 East Market Street
York, Pennsylvania 17401
717-845-3601
www.yorkwater.com

IMPORTANT INFORMATION ABOUT LEAD IN YOUR DRINKING WATER.

York Water found elevated levels of lead in drinking water in some homes/buildings. Lead can cause serious health problems, especially for pregnant women and young children. Please read this information closely to see what you can do to reduce lead in your drinking water.

Health Effects of Lead, According to the US EPA

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

Sources of Lead

Lead is a common metal found in the environment. Drinking water is one possible source of lead exposure. The main sources of lead exposure are lead-based paint and lead-contaminated dust or soil, and some plumbing materials. In areas like York, many older homes contain lead-based paint. Lead can be found in certain types of pottery, pewter, brass fixtures, food, and cosmetics. Other sources include exposure in the workplace and exposure from certain hobbies (lead can be carried on clothing or shoes). Lead is found in some toys, some playground equipment, and some children's metal jewelry.

Lead in Drinking Water

Lead in drinking water can increase a person's total lead exposure, particularly the exposure of infants who drink baby formulas and concentrated juices that are mixed with water.

How Lead Enters Our Water

Unlike most drinking water contaminants, lead is unusual in that it seldom occurs naturally in water supplies like rivers and lakes. Lead enters drinking water primarily as a result of the corrosion, or wearing away, of materials containing lead in the distribution system and household plumbing. These materials include lead-based solder used to join copper pipe, brass and chrome-plated brass faucets, and in some cases, pipes made of lead that connect your house to the water main (Lead Service Line). When water stands in lead pipes or plumbing systems containing lead for several hours or more, the lead may dissolve into your drinking water. This means the first water drawn from the tap in the morning, or later in the afternoon after returning from work or school, can contain fairly high levels of lead. In 1986, Congress banned the use of lead solder containing greater than 0.2% lead.

Most faucets purchased prior to 1997 were constructed of brass or chrome-plated brass, which contain up to 8% lead. In 2014, all new faucets sold are defined as "lead free" and contain no more than a weighted average of 0.25% lead in relation to wetted surface.

A property that had a house built on it before around 1935 may have a lead service line. Recent tests indicate that higher lead levels may be more likely to occur in houses with lead service lines. As of 2016, about 3% of York's customers have company-owned lead service lines. Although only a small percentage of lead service lines may be exceeding the action level, York Water is programming to replace all company-owned lead service lines by 2020.

Steps to Reduce Exposure to Lead in Drinking Water

If a water test indicates that the drinking water drawn from a tap in your home contains lead above 15 ppb, or if you would like to reduce lead levels, then you should take the following precautions:

1. To flush, let the water run from the tap before using it for drinking or cooking. The longer water resides in your home's plumbing, the more lead it may contain. If the water has sat unused for more than 6 hours, flushing the tap means running the cold water faucet until the water gets noticeably colder, usually about 15-30 seconds. If your house has a lead service line to the water main, you may have to flush the water for a longer time, about 3 gallons of water, which should take about 3 minutes, before drinking. Toilet flushing or showering flushes water through a portion of your home's plumbing system, but you still need to flush the water in each faucet about 15-30 seconds before using it for drinking or cooking.

2. Use cold water for cooking and preparing baby formula. Do not cook with or drink water from the hot water tap. Do not use water from the hot water tap to make baby formula. Lead dissolves more easily in hot water.

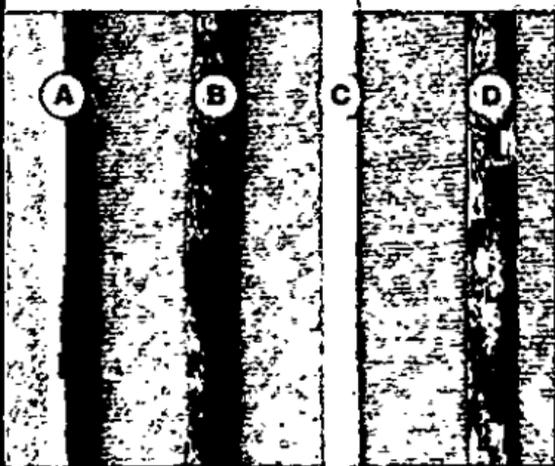
3. Do not boil water to remove lead. Boiling water will not reduce lead.

4. Look for alternative sources or treatment of water. The NSF Consumer Affairs Office has specific information about lead treatment at: <http://www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/lead-in-drinking-water>

ATTACHMENT "B"
THE YORK WATER COMPANY

**What Material is Your Water Service Line?
We'd Like to Know if It's Lead!**

Possible Pipe Materials



**A-Copper, B-Lead, C-Plastic and
D-Galvanized Steel**

When your house was built, the builder installed the water line from the curb into the house. Homeowners' pipes may be made of lead, copper, galvanized steel or plastic. York Water owns the part from the water main to the curb line. The property owner is responsible from the curb line into the house. York Water discontinued the use of lead in 1935.

Only about 3% of our customers have York Water owned lead service lines, and we will be replacing them by 2020. If you have a York Water owned lead service line, you should have received a letter from us. However, if your house was built prior to around 1935, you may have a customer owned lead service line. If you do, we'd like to know about it and we'd also like to test the water, at no cost to you.

We are asking our customers (in pre-1935 houses) to see if you have a lead service line, and if you do, visit our web page at <https://www.yorkwater.com/lead-service-line> and follow the instructions. Customers without access to our web page may call us at 717-845-3601. If you have a lead service line we'll send someone out to verify and drop off a test kit. Learn more about lead in drinking water at www.yorkwater.com or review the pamphlet we recently sent to you.

La información en español está disponible en nuestro sitio web.



"That good York water"
SINCE 1876

**130 East Market Street
York, Pennsylvania 17401
717-845-3601
www.yorkwater.com**

DO YOU HAVE A LEAD SERVICE LINE? HERE'S HOW YOU CAN FIND OUT...

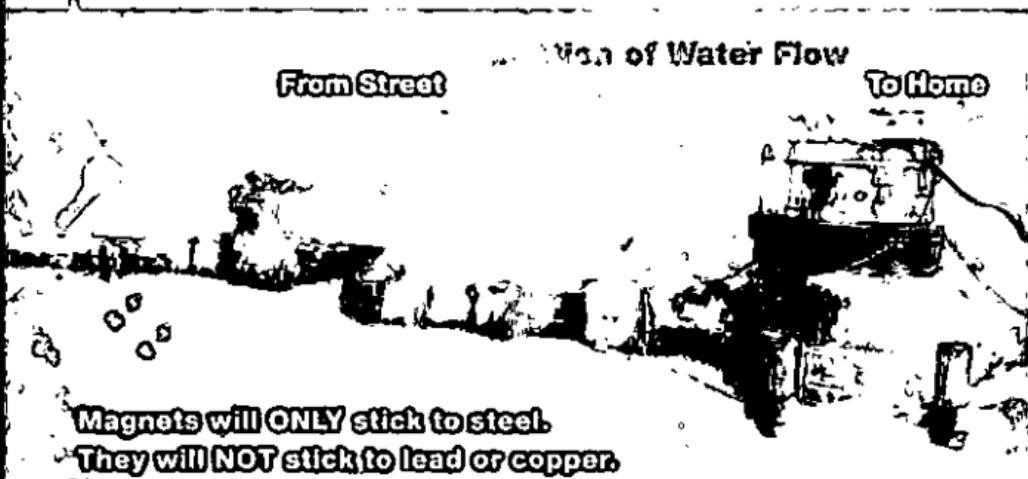
Follow These Steps:

You Will Need:

- Key or a Coin
- Strong Refrigerator Magnet

- 1. Find the water meter in your basement.** Look at the pipe that comes through the outside wall of your home and connects to your meter.
- 2. Carefully scratch the pipe (like you would a lottery ticket) with a key or a coin.** Do not use a knife or other sharp tool. Take care not to make a hole in the pipe. If the scratch turns a shiny silver color, it could be lead or steel. **NOTE: If pipe is painted, use sandpaper to expose the metal first.**
- 3. Place the magnet on the pipe.** If a magnet sticks, it is a steel pipe.

Lead is dull, very soft, and will turn a shiny silver color when scratched.



**Magnets will ONLY stick to steel.
They will NOT stick to lead or copper.**

Other Ways You Can Check for Lead:

Lead test kits can be purchased at your local hardware or home improvement store. These kits are used to test what the pipe is made from – not the water inside. Look for an EPA recognized kit.

A licensed and insured plumber can inspect your pipes and other plumbing for lead.

The York Water Company
130 East Market Street
York, PA 17401

Media Mandy Arnold
Contact: marnold@gavinadv.com
Phone: 717-580-2724



FOR IMMEDIATE RELEASE

PUC approves York Water request to replace all remaining lead service lines

(March 3, 2017) York, Pennsylvania — On March 2, 2017 the Pennsylvania Public Utility Commission (PUC) approved a request by York Water to entirely replace all customer-owned lead service lines over the next several years. York Water already has announced a plan to replace all company-owned lead service lines over the next four years. This approval now let's the company replace all customer-owned lead service lines at no, or little, cost to the customer.

This action by the PUC allows York Water to begin implementing the American Water Works Association policy of "eliminating all lead service lines" from our community water supplies.

The PUC's approval now allows York Water to replace up to 400 additional 'customer-only' lead service lines each year. "Since York Water does not own these lines, and is unaware of where these lines are, we are asking our customers who live in pre-1940 houses for assistance", commented Jeff Hines, President of York Water. "Let us know if you have a customer-owned lead service line and we'll schedule to have it replaced and offer a water test."

"As a community partner for more than 200 years, York Water is committed to addressing lead in our community, which is why we requested PUC approval to completely eliminate all company and customer owned lead service lines," commented Hines. "While water that leaves our filter plant and passes through our water mains does not contain lead, older properties served by any lead service lines, will once and for all, have these lines removed." York Water will even provide partial refunds to any homeowners who have replaced their lead service line over the past four years: If you replaced your lead service line between 3/2013 and 3/2014, and have a bill from a certified plumber, we'll send you a check for 20% of the cost; If you replaced it between 3/2014 and 3/2015, we'll send you a check for 40% of the cost; Between 3/2015 and 3/2016, 60% of the cost; Between 3/2016 and 3/2017, 80% of the cost. Please contact York Water for specific details and requirements.

Customers who are not sure if they have a lead service line may visit www.YorkWater.com and click on Lead Information. York Water's website also shows how a customer with a home built before about 1940 can check their plumbing to see if they have a customer-owned lead service line and steps they should take to reduce lead.

Although York Water has a goal of removing all lead service lines, there could still be other potential sources of lead, such as leaded solder or lead in brass fixtures. Please visit www.yorkwater.com to find out how to reduce lead in your water by simple flushing. For more information on reducing lead exposure around your home/building, including lead paint, and the health effects of lead, you can also visit EPA's website at www.epa.gov/lead or contact your health care provider.

####

Have You Replaced Your Lead Service Line in the Past 4 Years?

We will provide a partial reimbursement as a way to repay you for making our community lead free.

Date Replaced:

03/16-03/17 - Up to 80% Reimbursed

03/15-03/16 - Up to 60% Reimbursed

03/14-03/15 - Up to 40% Reimbursed

03/13-03/14 - Up to 20% Reimbursed

You'll need to have an invoice from a certified plumber. Please contact us for details.

If you have a customer-owned lead service line, fill out the form at:

<https://www.yorkwater.com/customer-owned-lead-service>

Or, call us at 717-845-3601 and we'll send someone out to verify and drop off a free water test kit if you'd like. In the meantime, we suggest you flush about 3 gallons from your line when you have not used it for more than 6 hours. Learn more about lead in drinking water and proper flushing techniques at www.yorkwater.com or review the pamphlet we recently sent to you.

York Water found elevated levels of lead in drinking water in some homes/buildings. Lead can cause serious health problems, especially for pregnant women and young children. Our goal is to remove all lead service lines in our community.

La información en español está disponible en nuestro sitio web.

ATTACHMENT "D"

THE YORK WATER COMPANY

Was your house built prior to about 1940?



WE WANT YOU!

TO FIND OUT IF YOU OWN A LEAD SERVICE LINE

We Will Replace It at Little or No Cost to You

If your house was built prior to about 1940 you may have a customer-owned lead service line. If it is lead, we also want to test your water to make sure it's below the action level. See inside for more details.



"That good York water"
SINCE 1815

130 East Market Street
York, Pennsylvania 17401
717-845-3601
www.yorkwater.com

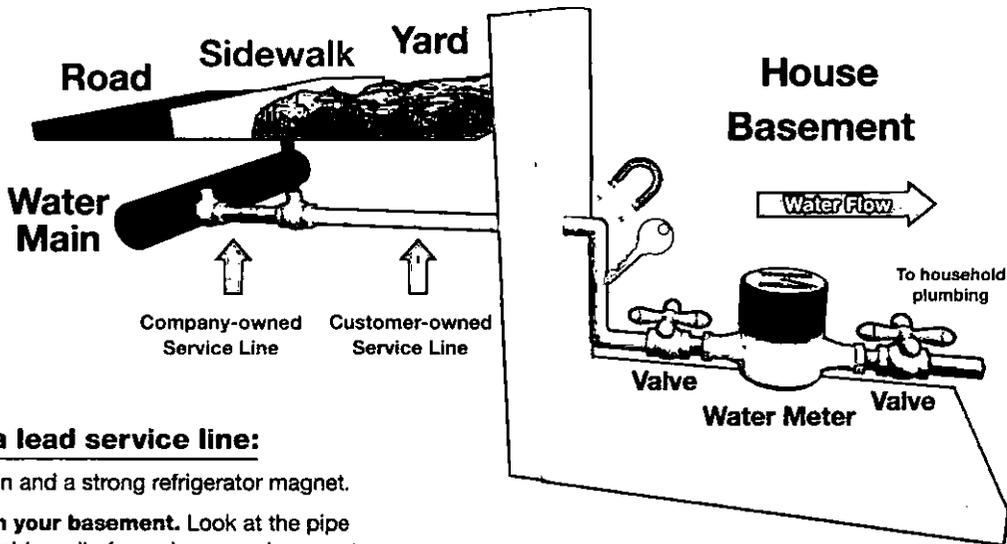
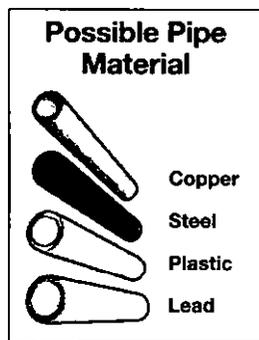
House older than about 1940? You may have a lead service line.

When your house was built, the builder installed the water line from the curb into the house. This is the **customer-owned** service line and it may be made of lead, copper, galvanized steel, or plastic.

If your **customer-owned** service line is made of lead, let us know! If you'd like, we'll also provide a water test, and if the lead level exceeds the action level, we'll provide you with a 200-gallon-per-month flushing credit until the line is replaced.

York Water will also estimate the cost to replace the **customer-owned** lead service line, and if it's less than about \$1,250, there may be no cost to you! If it costs more than that, then we can discuss ways to help finance any cost above that amount. (See back page to contact us for details.)

Our goal is to replace all **customer-owned** lead service lines over the next several years. If you have a company-owned lead service line, we've previously sent you information on our replacement plan.



To see if you have a lead service line:

You will need a key or a coin and a strong refrigerator magnet.

- 1. Find the water meter in your basement.** Look at the pipe that comes through the outside wall of your home and connects to your meter.
- 2. Carefully scratch the pipe (like you would a lottery ticket) with a key or a coin.** Do not use a knife or other sharp tool. Take care not to make a hole in the pipe. If the scratch turns a shiny silver color, it could be lead or steel. **Note: If pipe is painted, gently scrape the paint off first to expose the metal.**
- 3. Place the magnet on the pipe.** If a magnet sticks, it is steel.
If it's silver/grey and is NOT magnetic: It is a lead pipe.

Other Ways You Can Check for Lead

Lead test kits can be purchased at your local hardware or home improvement store. These kits are used to test what the pipe is made from—not the water inside! Look for an EPA-recognized kit. Also, a licensed and insured plumber can inspect your pipes and other plumbing for lead.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

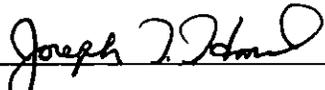
VIA FIRST CLASS MAIL

Phillip C. Kirchner, Esquire
Pennsylvania Public Utility Commission
Bureau of Investigation & Enforcement
Commonwealth Keystone Building
400 North Street – 2 West
P.O. Box 3265
Harrisburg, PA 17105-3265

Christine M. Hoover, Esquire
Office of Consumer Advocate
555 Walnut Street
Forum Place 5th Floor
Harrisburg, PA 17101-1923

RECEIVED
2017 OCT 11 AM 10:20
PA PUC
SECRETARY'S BUREAU

Dated: October 10, 2017



JT Hand, Chief Operating Officer



The York Water Company

130 EAST MARKET STREET, BOX 15089
YORK, PENNSYLVANIA 17405-7089

NEOPOST

FIRST-CLASS MAIL

10/10/2017

US POSTAGE \$001.19⁰



ZIP 17401
041M11284177

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commisison
400 North St., 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265