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October 22, 2026

Subject: Update to York Water District Terms and Conditions – Appointment and Return Trip Fees

Dear Customers and Plumbing Contractors,

The York Water District updated its Terms and Conditions effective June 1, 2026. We would like to take this opportunity to remind contractors who schedule seasonal meter removals and installations of the District's policy regarding missed appointments and return trips.

Missed Appointment and Return Trip Fees

"The Utility may charge a customer when the Customer **or representative** fails to appear for their scheduled appointment. The Customer must cancel scheduled appointment with the Utility at least one (1) hour in advance to avoid the charge. If a site visit has been scheduled, and if the Utility must later return to the premises due to **inadequate preparation by the Customer or the contractor**, or lack of adherence to the specifications, the Customer will be responsible for the cost of the additional visit(s). See Appendix A-4. "Missed Appointment / Return Visit Fee" for the applicable fee amount. A copy of the District's Terms and Conditions can be found on the York Water District website at <https://www.yorkwaterdistrict.org>

The fee established in Appendix A-4 is \$61 per missed appointment or return visit, effective June 1, 2026.

Recently we have had several occasions where the wrong property was requested to be turned off and/or prematurely requesting properties to be turned off, and then a follow up request to correct the error. York Water District will be billing customers for these infractions going forward.

To help avoid unnecessary charges and delays, we encourage contractors to contact the District with any questions before scheduling an appointment, particularly for new properties that have not previously been winterized or serviced.

We appreciate your cooperation in helping ensure appointments are completed efficiently and without unnecessary delays.

If you have any questions regarding these requirements, please contact the York Water District office.

Sincerely,

York Water District