



The York Water Company

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INDEPENDENT REGULATORY  
REVIEW COMMISSION

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2009 APR 21 AM 9:25  
PA.P.U.C.  
SECRETARY'S BUREAU

James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: Docket No. L-00060182  
Rulemaking regarding electronic billing programs

Dear Secretary McNulty:

The York Water Company agrees with the Commission's comments that on-line bill presentment and payment will save the customers time and expense; save the water utilities time and expense; and result in significant environmental benefits. In addition, it appears that the gradual shift away from paper billing towards electronic billing will continue to grow until e-billing is the norm and paper billing is the exception.

In response to your questions:

**1) The scope and description of current e-billing programs.**

We currently utilize a "Timely Automatic Payment" system for customers that wish to have us deduct their monthly water bill amount from their checking account. Customers that sign onto this plan continue to receive a hard copy bill in the mail, however they don't have to send a payment back to us. We do not offer on line "bill presentment and bill pay" but are in the process of selecting a vendor for implementation. We anticipate having both electronic bill presentment and electronic bill pay options available to all customers by the end of the year.

**2) The current levels of participation in current e-billing programs.**

The "Timely Automatic Payment" system has 17% participation, which is 10,275 out of 61,000 customers. We would expect on-line bill pay to approach 5% within the first year of implementation.

**3) Any changes to tariffs made or which should be made to tariffs to implement e-billing.**

We don't believe there needs to be any changes to our tariff language to accommodate electronic bill presentment and bill payment.

**4) Describe any changes you have made to your e-billing programs since the inception of the program.**

Not implemented at this time.

**5) Information that was or will be contained in bill inserts and other communications to customers explaining e-billing along with copies of those documents.**

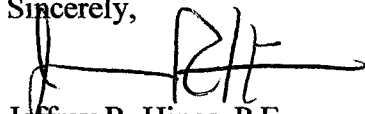
“Timely Automatic Payment” enrollment form is attached.

**6) Any concerns regarding e-billing that the PUC should consider.**

We agree with Commission’s comments that on-line bill presentment and payment will save the customers time and expense, the water utilities time and expense, and create significant environmental benefits. If a customer elects to receive electronic bill presentment (where we send them only an electronic bill), the Company will provide all of the text that is currently printed on a water bill plus a link to view any bill stuffers. In addition, it appears that the shift away from paper billing towards electronic billing will continue to grow until that is the norm and paper bills are the exception.

Thank you for giving us the opportunity to comment on this concept.

Sincerely,

A handwritten signature in black ink, appearing to read 'JRH', with a long horizontal flourish extending to the right.

Jeffrey R. Hines, P.E.  
President and Chief Executive Officer

# Timely Automatic Payment (TAP) System

With the TAP System you will continue to receive a monthly water statement. A copy of your water bill will arrive well before the payment is due. Then, if you have any questions, you will have sufficient time to contact us for clarification.

We will print a message on your bill when you are enrolled. On the Due Date, we will deduct the Amount Due from your bank account.

## Payment Authorization

I authorize The York Water Company to instruct my financial institution to make payments directly from the account listed below. I understand that I may discontinue this payment service at any time by notifying The York Water Company.

Simply fill out this form, print it out, sign it, and mail it in with a voided check or a savings deposit slip. If you have any questions, please call our Customer Service at 845-3601 week days from 8:30 am to 5 pm.

Customer Name:

Service Address:

City, State, Zip:

Phone Number:

Work  Home

Customer Account No.   
(As it appears on water bill)

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Financial Institution

Account No.

Type of Account:  
 Checking  Savings

Signature \_\_\_\_\_ Date \_\_\_\_\_

Mail completed form and a voided check or a savings deposit slip to:

**The York Water Company**  
**130 E. Market St., Box 15089**  
**York, PA 17405**

Or fax to: (717)852-0058

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