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MAIN BREAK RESPONSE TRAILER

The Distribution team has officially put their new utility trucks and Main Break Response trailer into service, enhancing their ability to respond efficiently in the field. Outfitted with cranes and increased storage capacity, the new trucks allow our crews to work more effectively. The upgraded Main Break Response trailer is larger and better equipped, supporting faster emergency repairs and helping minimize service impacts for our customers.



JACKON STREET MAIN BREAK

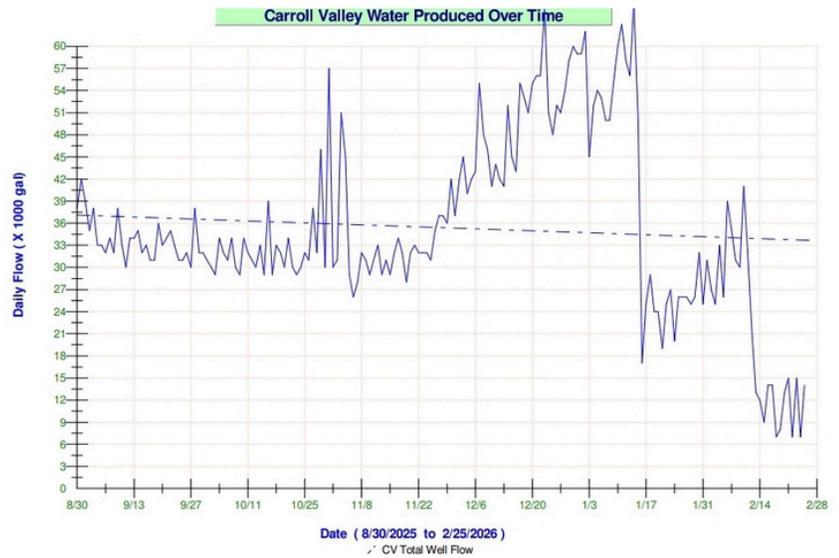
January 24th was a very fateful day for York Water as we encountered a 20" main break to which the bonnet (top) of the 20" valve had blown out. This was most likely due to all of the exceptionally cold temperatures this winter. Between buckling the roadway of West Jackson Street to the concerned public, this was by no means an ordinary break. Thanks to all of the York Water employees that came out to troubleshoot and create a gameplan, and a thank you to York Excavating for the support/assistance. The break took place at 1:30 PM and was restored at 4:30 AM the following day.



Have a suggestion? Reach out to Molly Houck at mollyh@yorkwater.com

CARROLL VALLEY WATER MAIN REPLACEMENT

In 2025, York Water replaced approximately 4,700 LF of water main in the Carroll Valley system due to high unaccounted for water, challenges finding leaks, and transite water mains. As part of the Kamstrup meter pilot program, Carroll Valley was one of the first systems to have the new meters installed with acoustic leak detection, which identified several leaks that were repaired. Construction, Distribution, and Maintenance and Grounds coordinated closely throughout the main replacement due to the sensitive nature of the system, which has limited storage. Through everyone's efforts, water production has dropped from peaks of around 60,000 gallons per day (gpd) down to an average of around 10,000gpd. The average day of metered consumption in the system in 2025 was 10,250gpd, indicating that the system is very tight because of these efforts. As a result of this project's success, the team is pausing originally scheduled main replacement (~6,000LF) in Carroll Valley and is reallocating resources to other locations that will provide better value for York Water and its customers.



CHANCEFORD CROSSING ACQUISITION

York Water Company recently expanded our wastewater portfolio with the acquisition of the system serving the Chanceford Crossing community in Chanceford Township. This acquisition adds approximately 280 wastewater customers. Plans include constructing a new wastewater treatment plant, decommissioning the outdated lagoon system, and ultimately connecting the community to York Water's expanded treatment facility. A shoutout to everyone on the team who has been a part of making this a successful acquisition and helped welcome our new customers.



TEAM RAPTOR ERP UPDATE – SPRINT 2 IS UNDERWAY!



The team is hard at work as we kick off Sprint 2 of our ERP implementation. This phase has us building and testing real-world processes across all three new systems – from meter sets, tests, and exchanges to flushing ends and shut-offs.

We're also deep into third-party integrations (hello Paylocity to get us paid, Neptune & Kamstrup for meters, ZAC phone system, CSG for bill printing, and more). And behind the scenes? We're cleaning, mapping, and moving 20 years of data to make sure everything comes over accurately and securely.

The focus: keep the momentum high, keep change orders low, and keep working together. The team is doing a fantastic job pushing this forward.

 Did you know? We have a form where you can Share your Team Raptor Feedback or Ask Questions!



Welcome to the team!



Alex Zook recently joined the team as a Wastewater Technican.

BIG SPLASHES



Let's celebrate the "big splashes" our team was recognized for recently!

- Eric Selak and Lil Reynolds received their Wastewater Licenses from DEP.
- Devon Heffley graduated from Everglades University with a bachelor's degree in Environmental Policy and Management.
- A Manager at Royal Square Development & Construction complimented the team who completed an emergency shut-off at her home after hours. They were friendly and reassuring and put her at ease.
- Our peers at California Water Service Group made a \$10,000 donation to the Jeff Hines scholarship at York College of PA. They stated that, "Jeff was a remarkable leader and outstanding spokesman for the water industry. His dedication to country, industry, company, community, and friends and family is second to none, serving as a blueprint for all of us to follow and inspiring us to be our best."



EVER THOUGHT ABOUT GETTING MORE INVOLVED IN OUR COMMUNITY?

Leadership York makes it easy to connect with local nonprofits looking for passionate volunteers like you.

Explore current opportunities and find your fit:

www.leadershipyork.org/placement-opportunities





March Birthdays & Holidays

1	2	3 Rusty Harbold (R)	4	5 Steven Andrews	6	7 Raven Alwine-Frank Brenda Goldsmith Service Awards
8 Lindsay Wood 	9 Lauren Emig	10 Mary Jackson (R)	11	12	13 Linda Carpenter (R)	14 Steve Hengst (R) Scott Kirby 
15	16 Jayne Depsky Kevin Krueger	17 	18 John Poklembo (R)	19 Alex Zook	20	21 April Murray
22 Kendra Weiss	23 Patsy Mol (R) Mark Snyder	24	25 Jake Hodovanic	26 Shona Baker (R)	27	28 Tom Blackwell (R)
29 	30	31 				

R= Retiree D= Director DE= Director Emeritus

One Last Splash...a splash of fun to wrap up the month.



The annual Girl Scout Cookie Drop took place this month. The team always looks forward to supporting the Girl Scouts every year.

