

JANUARY 2026

ISSUE NO. 348



FINAL WORK AT WATER STREET

Stewart & Tate is currently replacing storm drains on Water Street in Jacobus Borough and will repave the road next Spring. This is the final remaining new construction work associated with the Lake Williams Dam Rehabilitation Project.



CHLORINE CONTACT PIPE PROJECT COMPLETED

The Construction, Engineering, and M&G teams recently completed an upgrade that enhances the disinfection process by performing chlorine contact solely within the contact piping, ensuring treated water continues to meet regulatory standards, while improving system flexibility and performance. The project was completed safely, on schedule, and with minimal disruption to operations.

Key Project Benefits:

- Tank operation is limited only by system pressure requirements, providing a wider operating range and eliminating the need to use the tank for chlorine contact.
- The system can now accommodate up to 198gpm of flow from the wells (current capacity of 80gpm). If/when additional supply is developed, the system will be ready to provide service to additional customers as we look to grow the system.



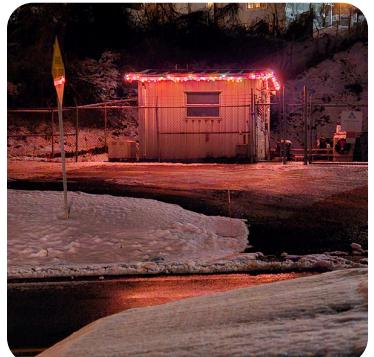
Have a suggestion? Reach out to Molly Houck at mollyh@yorkwater.com

HOLIDAY DECORATING CONTEST

The Wastewater department held a Christmas Decorating Contest of York Haven, Amblebrook, SYC, and the Felton WW Treatment Plants. The lights were visible from far away and hopefully brought cheer to the local communities. \$50 and \$25 gift cards were on the line for 1st and 2nd place winners. Abby Torres graciously accepted to judge the competition, and 1st place was awarded to Kendra Weiss for her uniqueness in designing and decorating the Christmas tree with the entire WW staff's pictures as ornaments! 2nd Place was awarded to Jayne Depsky (Bertram).

A special thanks goes to Abby and all this year's contestants!

The outside of Amblebrook was decorated to show York Water's commitment to the community.



GINGERBREAD COMPETITION & SECRET SANTA, OH MY!

The Customer Service team got into the holiday spirit on December 19th with a fun and festive team-building challenge. Armed with plain gingerbread houses, everyone teamed up and had just 20 minutes to transform them into creative holiday masterpieces. Each group also had to give their creation a name, which added a dash of personality and plenty of laughs.

After the decorating wrapped up, the team ended with a judging round. From clever themes to impressive icing skills, every house brought something unique to the table. It was a memorable way to connect and celebrate together!

The Main Office also held their annual Secret Santa gift exchange by the festive tree in the lobby.



BIG CONGRATS AND SHOUT-OUTS TO TEAM RAPTOR!

The team successfully completed our first major milestone in the ERP project—and multiple vendors told us this was the best Verify Solution 1 they've ever seen from a client. 😊

We've jumped into 2026 proud of the progress we've made, as well as refreshed and focused, with a clear plan to carry us all the way to Go-Live later in 2026.

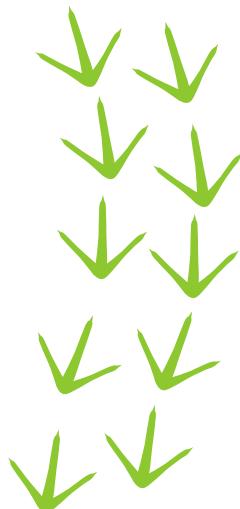
You Asked. We Answered. Thanks to everyone who shared feedback at the employee breakfast in December. We heard you, and we want to close the loop.

You asked:
"I don't really understand the new system yet."

We answered:
That's fair—and you're not alone. We've realized there's an information gap between the teams working closely in the system and the rest of the company. To help close that gap, we're encouraging ERP team members to do small, informal "show and tell" sessions within their departments—especially after seeing how strong their demos were during VSI! And don't worry: there will be plenty of training before we go live.

You asked:
"Will we still be printing work orders?"

We answered:
No—the long-term goal is a more digital process. That said, this won't be an overnight switch. We'll be thoughtful about how changes roll out, with training, support, and time to get comfortable before anything becomes the new normal. No one is expected to figure this out on their own!



Welcome to the team!



RETIRING AFTER 30 YEARS!

Dean Rosenzweig will retire from York Water after nearly 30 years with York Water. His teammates were there to celebrate his last official day in the field as a Meter Reader. Thank you for your many years of dedication to York Water, Dean, and enjoy retirement!

We recently welcomed two new employees to the team. Owen Clifford has joined us as an Engineer and Sarah Lefever joined the team as a Field Customer Service Representative.





CONGRATS GRADS!



- Zach Snyder, former York Water intern and son of Mark Snyder, graduated from Penn State on December 21st with a B.S. in Environmental Resource Management and Minors in Soil Science and Water Resources.
- Kristen Estep recently received her MBA degree. Congrats!



Know what's below. Dial 811 before you dig.

Pennsylvania 811



York Water now has a representative on the PA PUC's Damage Prevention Committee (DPC)! Shea Juergens has been appointed to a three-year term serving as the water/wastewater representative on the committee. The focus of the DPC is to reduce the number of "hits" on underground lines and utilities.

In 2024, the Pennsylvania One Call System (POCS) received 1,054,177 tickets notifying facility owners of an excavation project. The Commission received 7,981 Alleged Violation Reports (AVRs), which reported 5,876 damages and 362 near-misses. In 2024, 759 cases were presented to the DPC for review at their monthly DPC public meetings. These enforcement activities resulted in the DPC issuing 3,361 violations, \$2,439,263 in penalties, and 982 stakeholder referrals to education in 2024.

BIG SPLASHES



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

- Susan Tome went above and beyond to assist an elderly customer and his daughter-in-law reached out to express her gratitude.
- A customer reached out to commend the team that repaired the main break on Jackson Street on January 25th. "I can only imagine how challenging it must have been to work in the cold that day and evening. Please pass along my appreciation to everyone in the field for their hard work and dedication."
- We received a positive Google review:

We've lived in York for 34 years across three different homes, and one thing has always been consistent: the water quality here is exceptional. After visiting many towns, we can confidently say that none have water as clean, fresh-tasting, and reliable as York Water. It's easily the most affordable and dependable utility we have, and we truly appreciate the consistency they've maintained over the decades.

GO TEAM!



February Birthdays & Holidays

1	2	3	4	5	6 Duane Close (R)	7 Jean Shellenberger
8 Chase Billet	9 George Hodges (D) Molly Houck	10 Vaughn Wenger	11 Matt Scarpato	12	13 John Strine (R)	14
15 Sean Saylor	16 Rachel Clineburg Presidents' Day- OFF	17 Greg Dittenhafer (R) 	18 Andrew Prosser	19 Sharon Markey (R)	20 John Fetterhoff Lil Reynolds Beth Wilson (R)	21
22	23 York Water 	24	25	26	27 Shara Crumling Kristen Estep	28

R= Retiree

D= Director

DE= Director Emeritus

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



Many employees took a moment to witness a beautiful rainbow over Distribution when they arrived to work the other day.

