



Around York Water



We recently had an issue with snails in the clearwell and the UV trough at the Amblebrook wastewater plant. These snails eat nitrifiers in our process, which help to get rid of ammonia. As a result of the snails eating the nitrifying bacteria, we started having ammonia issues. When snails die, they also release ammonia, further exacerbating the issue.

Jayne Bertram researched how to get rid of snails and found that caffeine can kill them and the smell of coffee can help deter them in the future. 30 pounds of coffee grounds were poured into pillow cases in order to keep grounds contained while dousing the tank (the clearwell) with caffeine. While dousing with coffee, the tank was aerated to mix everything. This aerated for about 2 hours until we pumped the tank completely out to get rid of the coffee and snail mixture...yum!

Since then, we have seen our ammonia levels drop from numbers around 19 mg/L to numbers around 8 mg/L. The drop is promising and hopefully continues!



On February 12th, after we noticed that the Pleasureville tanks were draining, running water at the intersection of Route 30 and North Hills Road was discovered. The Distribution crew found a 4-foot split on the 6-inch main. While the main was being shut down, a bonnet blew off on a nearby valve. After crews repaired the main, they then moved over to replace the 6" valve. All this work was done in a 12-hour time frame while keeping as much traffic as possible moving on Route 30 in both directions. The following day Kinsley repaved the road. Thank you to the team for the great work on this break!

WELCOME TO THE TEAM



Kristen Estep
Payroll & Accounting Specialist



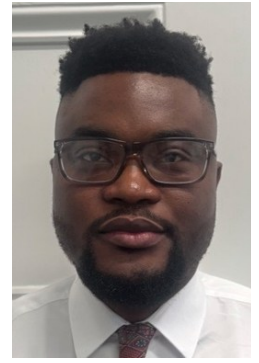
Eric Shannon
Filter Plant Technician



Suzanne Becker
VP- Customer Service



Kaliope Orlof
Customer Service Representative



Lawrence Wongbah
IT Analyst



Team Raptor Updates!

- ◆ Following a riveting March Madness-style bracket, the Company selected the name for the ERP Team: RAPTOR (Replace All Previous Traces of Oracle Responsibly).
- ◆ Beginning last week, and continuing for the next 7 weeks, members from the ERP Vendor Implementation Team will be on-site for the "Discovery Phase," learning from our staff about all the processes that make York Water run. Make sure to say hello if you see some unfamiliar faces!
- ◆ Big shoutout to all York Water ERP Team Leads, who are taking on the heavy lift of ERP work, in addition to their daily tasks. The ERP Team Members are: Jane Vivier, Shara Crumling, Savannah Harlacher, Dilmaris Diaz, Abby Torres, Meagan Given, Andy Halliwell, Zach Zimmerman, Vaughn Wenger, Doug Crawshaw, Joe Skehan, Andrew Prosser, Jason Heitmann, Brett Steers, Kevin Meyers, Nick Schaefer, Ashley Grimm, and Alex Chiaruttini.



York Water's contractor recently completed an installation of paved cul-de-sacs at both "dead ends" of Water Street. In addition, a new visitor parking area has been installed at the end of Water Street within York Township for trail users.



What is a 'crucial conversation'? Our leadership team can tell you! The Operations leadership team paved the way in 2024 by completing a Crucial Conversations course, which consisted of reading the book and participating in group discussions. Following their great feedback, the course was then provided to Operations Assistant Superintendents, Engineering and Construction leadership, and HR. Over the course of three months, the participants learned how to "make it safe" during difficult conversations, strategies for staying on track, and not making the "Fool's Choice." A closing ceremony was held March 27th, 2025 to complete the course and recognize the graduates. Congratulations to all!



What is Nonrevenue Water?

Nonrevenue Water is water that moves through our distribution system for which we do not receive payment. The reasons could range from lost water from a leak to a non-metered service. Some examples include hydrants used for fire-fighting activities, main breaks and service line leaks, new construction main flushing, and water use at our own Company facilities.

To calculate our amount of nonrevenue water, we need to know our water production data and the amount of water that was billed. York Water is processed at two filter plants – the York Grantley Road Plant and the Chambersburg Coffey Avenue Plant, as well as seven well systems throughout our territory.

In 2024, nonrevenue water equated to 2.1 billion gallons or 25.9% of our processed water.

This is a significant portion of our product that all of you work so diligently to produce. As a result, we have made identifying and implementing procedures to track and reduce our nonrevenue water a performance objective for 2025. How are we doing this? We are developing a robust tracking program to account for water used for fire protection; introducing a new meter pilot program that will provide real time consumption data and leak detection for our customers; investigating water consumption at inactive properties; improving documentation of water use in our own processes; and metering our own Company facilities.

If you are interested in learning more or if you have ideas to help with this project, please reach out to Shea Juergens directly at sheaj@yorkwater.com.










April Birthdays

- 4/1 Adam Wolf
- 4/3 Lawrence Wongbah
- 4/5 Eric Buracker
- 4/7 Savannah Harlacher
- 4/9 Andy Scott
- 4/13 Elisabetta Vidoli
- 4/13 Nick Schaefer
- 4/14 Quiana Smiley
- 4/14 Devon Heffley
- 4/16 Tyler Clemens
- 4/19 Jared Gotwalt
- 4/20 David Roye
- 4/23 Kirkland Stough
- 4/29 Dave Watkins (Retiree)



THE THREE TYPES OF DISTRACTED DRIVING AND HOW TO AVOID THEM

 VISUAL	 MANUAL	 COGNITIVE
		
<p>Keep your eyes on the road.</p> <p>Pull over to read directions.</p> <p>Put your phone in "Do Not Disturb" mode.</p>	<p>Keep your phone out of reach.</p> <p>Make all adjustments before driving.</p> <p>Don't reach for items while driving.</p>	<p>Avoid phone calls, even hands-free.</p> <p>Stay focused on the road.</p> <p>Keep your emotions in check.</p>

<p>Stay focused behind the wheel</p> <p>Distracted driving claimed 3,142 lives in the U.S. in 2020.</p>	<p>Store your phone out of sight</p> <p>Texting takes your eyes, hands and mind off the important job of driving safely. Avoid taking calls or texting while driving.</p>
<p>Set your navigation before leaving</p> <p>Entering information on your GPS while driving is unsafe and can cause a distraction. Before hitting the road, review your route and set your navigation.</p>	<p>Pull over to eat or drink</p> <p>Having food or a cup in your hand can take your focus off the road. If you need to eat or drink while driving, pull over to a safe location for a break.</p>
<p>FIND MORE CMV DRIVING TIPS AT:</p>  <p>fmcisa.dot.gov</p>	<p>Get a good night's rest</p> <p>Driving while tired can cause your eyes — and potentially vehicle — to drift. Get adequate sleep before leaving for your destination to stay focused while driving.</p>