

# Welcome to Chester Water Authority

## Bringing Clean Water to You

**C**hester Water Authority (CWA) is proud of our award-winning record of providing clean, pure water. You can be confident that your water will meet or exceed all the criteria established by the Pennsylvania Department of Environmental Protection (PA DEP), the United States Environmental Protection Agency (US EPA), and the American Water Works Association (AWWA). You can also rest assured that our rates are the lowest practical to cover operations, maintenance, and other requirements.

CWA is locally owned and managed. That means we care about – and understand – your needs and concerns, because we live and work here, too.

Below are some points of interest about Chester Water Authority:

- We serve over 41,000 customers (a total of over 200,000 people).
- Our service area extends from the Susquehanna River to the Delaware River, covering the developing communities of southwestern Delaware County and southern Chester County.
- We pump an average of 34 million gallons of water per day.
- We have over 639 miles of distribution mains.
- We supply water not only to residential, industrial, and commercial customers, but also to other water companies in Pennsylvania and Delaware.
- Our Octoraro Treatment Plant has the capacity to treat 60 million gallons of water per day, positioning us well to serve today's and tomorrow's customers.

This brochure contains information about CWA and your water service. Our water quality report, which is produced annually, is enclosed. Please contact our Customer Service Department at 610-876-8181 or at 800-793-2323 if you have any questions.

Again, welcome to Chester Water Authority. We are here to serve you, our valued customer.

*The Employees of Chester Water Authority*



*Welcome to the  
Chester Water Authority  
community.*

*All of our employees are  
working together to  
ensure that you receive  
the highest-quality water,  
the best possible service,  
and the most value for  
your dollars.*



## Our Mission

The mission of Chester Water Authority is to provide quality water to all of our customers, when they need it, at a reasonable cost.

Our water meets or exceeds all the criteria established by the Pennsylvania Department of Environmental Protection (PA DEP), the United States Environmental Protection Agency (US EPA), and the American Water Works Association (AWWA).

*CWA meets or exceeds state and federal standards for your drinking water.*

We not only satisfy the water needs of our current customers, but we anticipate and plan for the needs of future customers through orderly growth. We charge the lowest practical rates to cover operation and maintenance costs, capital requirements, and bond obligations.

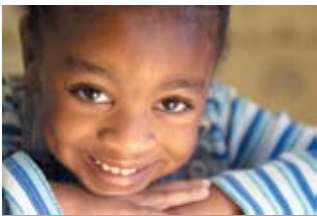
## Benefits to our Customers

Chester Water Authority's sole purpose is to provide excellent-quality water to over 200,000 people, in both homes and businesses. As an authority, CWA does not have stockholders who require dividends. That means our rates are – and can remain – lower than those of private utility companies.

Equally important, CWA has a higher percentage of funds to direct into the infrastructure to make capital improvements such as building new storage tanks, revitalizing existing mains and lines, and enhancing the distribution system.

*CWA is part of your community.  
We are your neighbors and friends.*

CWA, as your regional water authority, sets goals that are dedicated to meeting the needs of the communities we serve in Delaware and Chester Counties. Being totally integrated into the region, we transcend county boundaries. Through capital projects and proactive maintenance, CWA invests in our water treatment and distribution infrastructure to deliver quality, service, and value to the community.



## Our History

CWA was created for a single purpose – to supply pure water to homes and businesses. For nearly 140 years, since its origin as the South Ward Water Works, CWA has maintained the highest standards of water quality and customer service.

In 1939, the Chester Municipal Authority was incorporated with a five-member Board of Directors, which purchased the South Ward utility. The Municipal Authority was a vibrant, expanding operation that built the Octoraro Reservoir, which is located in Lancaster County. A water treatment plant and a 45-mile-long transmission pipeline connected the new water supply to our customers in the City of Chester and surrounding areas. Throughout the 1950s and '60s, the Authority increased the treatment capacity of the plant and the storage capacity of the distribution system.

In 1965, the name of the Municipal Authority was changed to Chester Water Authority, and improvements continued.

Through our on-going capital projects and commitment to pro-active maintenance, CWA continues to deliver quality drinking water to the community. Recent projects include the following:

- Our 10-year Capital Improvement Program at our Octoraro Treatment Plant to upgrade treatment processes and equipment, as well as constructing new facilities to enhance capacity and preparedness.
- Extensive water main rehabilitation in order to reduce risk of service interruption to our customers or unanticipated water main repairs.
- Other preventative assessments including our Leak Study to determine water mains most in need of immediate repair or replacement, before creating costly leaks.



Original Pumping Station in City of Chester, early 1900s



Main Office Building, early 1900s

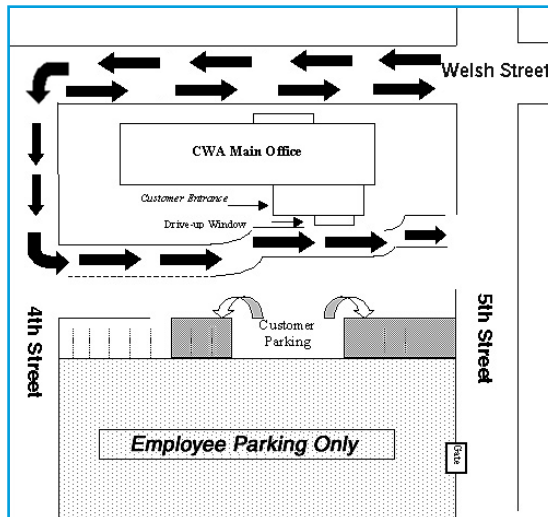


**Today, CWA continues to look for new and better ways to provide quality service to our customers. By being proactive, the Authority is able to preserve water quality and ensure service reliability. We have instilled reliability, and we continue to pursue quality.**

## Customer Service



**A**t CWA, we know that our customers are busy and have full schedules. Therefore, we have adjusted CWA's hours of business to suit your needs. Our Customer Service Department is open from 8:00 a.m. to 5:00 p.m. We are also available via telephone Monday through Friday, from 8:00 a.m. to 7:00 p.m. If you have an emergency, CWA representatives are available 24 hours a day, seven days a week at the emergency telephone number listed below.



**Telephone:** 610-876-8181  
800-793-2323

**Emergency:** 610-876-8181

Our Customer Service Department is in our Main Office Building, which is located at 415 Welsh Street in the City of Chester.



CWA has a drive-up window and provides convenient parking for customers at the rear of our Main Office Building.

For easy drive-up access, please use the 4th Street entrance to the parking/drive-up area, as indicated by the diagram at the left. This entrance is also accessible to the handicapped.

*You may contact CWA by telephone or in person, or visit us at [www.chesterwater.com](http://www.chesterwater.com)*



# How to Read Your Water Bill

- 1 **Bill Number**  
CWA internal use
- 2 **Customer Name and Mailing Address**
- 3 **Meter Number**
- 4 **Billing Period**
- 5 **Meter Reading**
- 6 **Read Status**  
Type of meter reading
- 7 **Thousand Gallons Used**  
Thousands of gallons of water used during the billing period
- 8 **Bill Date**
- 9 **Account Number**  
Number assigned to service address
- 10 **Customer Number**  
Number assigned to customer
- 11 **Service Address**  
Address where water service is provided
- 12 **Usage Graph**  
Water usage history
- 13 **Balance Forward**  
Unpaid balance from previous bill
- 14 **Base Charge**  
Base charge for water service
- 15 **Water Consumption Charge**  
Charge for water used during the billing period
- 16 **Current Due by**  
Payment is due on or before the date listed
- 17 **Account Balance**  
Total amount owed on account
- 18 **Amount Due**  
Amount due on or before the date listed
- 19 **Amount Due if After**  
Amount due plus late fee if paid after the date listed

**Chester Water Authority**  
P.O. Box 467  
Chester, PA 19016-0467  
(610) 876-8181

Bill Number 684468

JOHN DOE  
P.O. BOX 123456  
TOUGHKENAMON, PA 19374-0244

Meter Number	Billing Period	Previous Reading	Current Reading	Read Status	Thousands Gals Used
N65445140	07/19/2006 To 10/18/2006	20	27	Actual	7

Service Address: 1234 ANYWHERE PLACE

**Water Usage History**

Period	Average Daily Consumption (Hundreds of Gallons)
10/18/2006	0.75
07/19/2006	0.55
04/10/2006	0.65
01/10/2006	0.45
10/17/2005	0.58

Balance Forward	\$0.00
Current Charges	
Water	
Base Charge	27.00
Water Consumption Charge	23.94
Sub-total Water	\$50.94
Current Due by 12/04/2006	\$50.94
Account Balance	\$50.94

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Return This Portion With Your Payment

Account #: 01234567890  
Customer #: 09876543210

Service Address: 1234 ANYWHERE

Bill Date	Due Date	Amount Due	Amount Due if After 12/04/2006
10/25/2006	12/04/2006	\$50.94	\$56.03

JOHN DOE  
P.O. BOX 123456  
TOUGHKENAMON, PA 19374-0244

Make checks payable to: "CHESTER WATER AUTHORITY"  
Please print your Customer No. on your check  
Check here if you have included a message on reverse side.

Amount Enclosed \$    ,    .

For your convenience, we have designed a new, EASY-TO-READ statement.



## *Paying Your Bill*

**C**hester Water Authority customers have a variety of bill-paying options. You can mail your payment, using a check or money order, in the self-addressed envelope that arrives with each quarterly bill. You can also pay in person at the Authority's Main Office, located at 415 Welsh Street in the City of Chester, either by walking inside or by using the drive-up window.

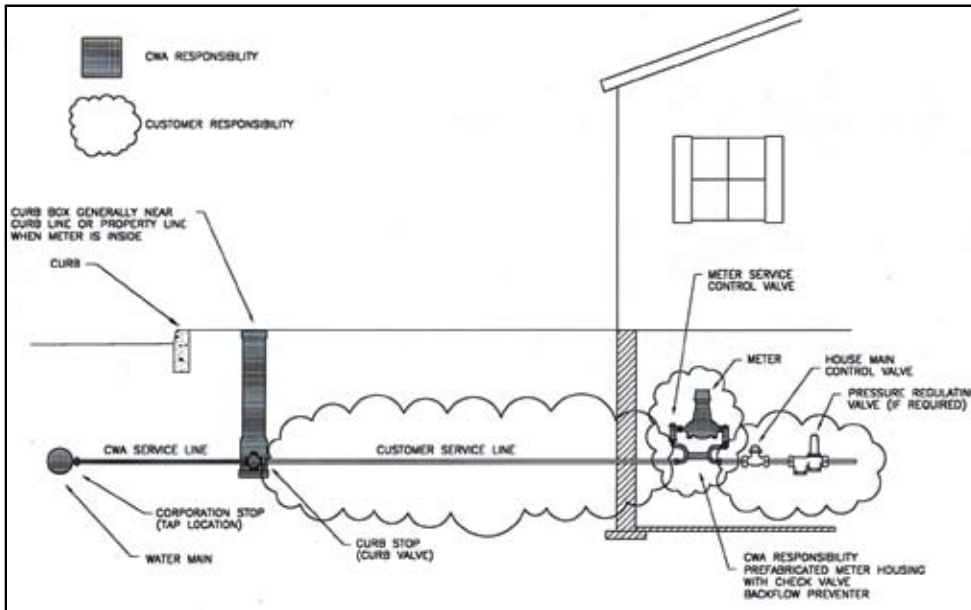
Other options are to "Pay by Phone" directly to the Authority or to use online computer banking. Many banks now offer the automated "Pay by Phone" system, or electronic bill-paying. If you are currently paying other bills by phone, you can add Chester Water Authority to your list through your bank. For more detailed information on telephone or electronic bill payment, contact your bank.

### *You may:*

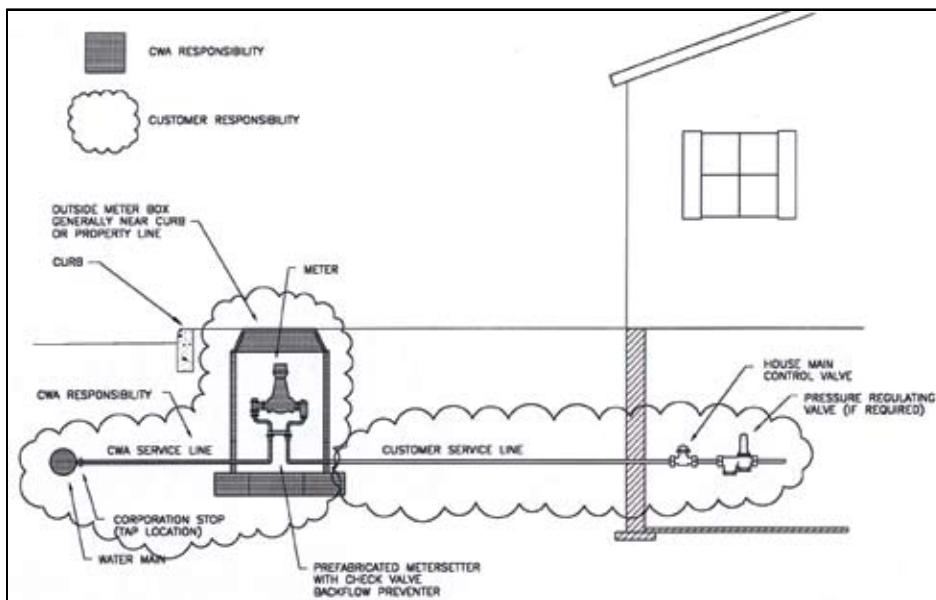
- *mail your payment*
- *pay in person*
- *pay by phone via your bank*
- *pay electronically*

# Your Plumbing: Who Is Responsible?

Many facilities that provide water to your home or business are located underground. The sketch below shows the location of a typical water service, and who is responsible for what part of it. If you have any questions, call our Customer Service Department at 610-876-8181 or 800-793-2323.



Sketch 1 - Curb Box



Sketch 2 - Water Meter Box



## Maintaining Your Water Meter Box or Curb Box

**Y**ou may have an outside water meter box serving your house. Outside water meter boxes are about 10 inches in diameter, and have a cast-iron top. In residential areas, the boxes are usually located between the sidewalk and the street, in the sidewalk, or near the edge of the road if there is no curb or sidewalk.

A water meter box serves two functions. It allows CWA to easily access the water meter and provides a master shut-off valve that serves your house without requiring CWA to enter your home.

You may have a curb box on your property. Curb boxes are about 4 inches in diameter and are also located near the curb. The curb box gives CWA access to the master shut-off valve serving your home. With a curb box, the water meter will be inside your house.

There are several things you can do to provide CWA with easy access to the meter box or the curb box. Access is particularly important during an emergency when CWA needs to operate the valve located in the box.

- Keep items such as trash canisters, potted plants, vehicles, and debris off the meter box and curb box.
- Trim the grass around the meter box and curb box.
- Do not plant flowers around the meter box or curb box that may hide it from view.
- Keep shrubbery and other landscaping from obstructing clear and easy access to the meter box and curb box.



**Water Meter Box**



**Curb Box**

**Pictured above are typical examples of a properly maintained water meter box and curb box. It is CWA's responsibility to maintain these boxes. If they become higher or lower than the surrounding ground, please let us know.**

**If you have any questions or concerns about these structures, please feel free to contact CWA's Customer Service Department at 610-876-8181 or 800-793-2323 between the hours of 8:00 a.m. and 7:00 p.m., Monday through Friday.**

## Check Valves

Chester Water Authority has an ongoing program that requires the installation of check valves on all new and retrofitted water service connections. This program is part of a public health precaution to provide what is called cross-connection control. This will ensure that once water enters a property or a customer's home, it will not be allowed to reenter Chester Water Authority's distribution system.



We want to make you aware that this check valve could exacerbate a problem that may occur if your hot water heater ever malfunctions by overheating. If your hot water heater overheats with the check valve in place, the expanded water will not be allowed back through the meter and back into CWA's distribution system. The water will have to be released into an expansion tank, which should be part of your hot water plumbing system.

**If you have any questions or are having a specific problem regarding the operation of your water system, please feel free to call one of our Customer Service representatives at 610-876-8181 or 800-793-2323, and we will be happy to have someone discuss your problem with you.**



## Keeping Our Customers Safe

### Stop. Look. Listen.



**C**hester Water Authority wants all of our customers to be safe. We offer the following suggestions to protect our customers. When someone knocks on your door and claims to represent Chester Water Authority, please make sure the person really is a CWA employee.



**STOP.** Safety starts before you open the door.

**LOOK.** Our field personnel carry CWA identification, wear a blue uniform with the CWA logo, and drive a white CWA vehicle with the CWA logo displayed.

**LISTEN.** If you have not requested service or received prior notice that we are working in your area, you do not need to admit the individual. We try to give advance notice if we need to visit your home for service.



If you have any doubt or a question about any person who claims to represent Chester Water Authority, you are advised to call our Customer Service Department at 610-876-8181 or 800-793-2323 before letting anyone into your home.

**Chester Water Authority is committed to safety for its employees and customers.**

# Water Conservation

**W**ater is a limited resource that can quickly become scarce if we do not take measures to conserve and protect it. Although we are surrounded by water, most of it is not drinkable. In fact, only 3 percent of the world's water is fresh water, and of this, 96 percent is stored in icecaps and glaciers. That leaves only 1 percent of the world's water available for drinking.

Conserving water is only half the battle. To ensure that our water needs will always be met, we must also protect our water supplies against pollution.

## REMEMBER - EVERY DROP COUNTS!

Never pour water down the drain if you can use it to water a plant, for cleaning, or for any other use.

Verify that your home is leakfree. Read your water meter before and after a two-hour period when no water is being used. If the meter does not stay exactly the same, there is a leak.

Repair dripping faucets by replacing washers. If your faucet is dripping at a rate of one drop per second, you can expect to waste 2,700 gallons of water per year.

Check for toilet tank leaks by adding food coloring to the tank. If the toilet is leaking, color will appear in the toilet bowl within 30 minutes. Check the toilet for worn-out, corroded, or bent parts. Flush as soon as the test is done, since food coloring may stain the tank.

Take shorter showers. Replace your showerhead with an ultra-low-flow version. Units are available that allow you to cut off the flow without adjusting the water-temperature knobs.

Operate automatic dishwashers and clothes washers only when they are fully loaded. Set the water level for the size of the load you are washing.

When washing dishes by hand, fill one sink or basin with soapy water. Quickly rinse under a slow-moving stream from the faucet.

Store drinking water in the refrigerator. Don't let the tap run while you are waiting for cool water to flow.

Do not use running water to thaw meat or other frozen foods. Defrost food overnight in the refrigerator or in a microwave.

Don't let water run while shaving or washing your face. Brush your teeth first, while waiting for the water to get hot, then wash or shave after filling the basin.

If the toilet handle frequently sticks in the flush position, letting water run constantly, replace or adjust it.

## COLD WEATHER TIPS

Disconnect all hoses from outside faucets.

Insulate or wrap all pipes and faucets in unheated areas (especially in your crawl space or garage, under an open porch, or in a cabinet against an uninsulated outside wall).

Close all windows and garage doors near water pipes.

Check now to find your master shut-off valve so you can turn it off if a pipe leaks.

If you have had problems in the past, when the temperature becomes severely cold, let the water in the affected pipe run about half the diameter of a wooden pencil.

Make sure you have the telephone number of a reliable plumber.



## *Community Service*

### *Reaching out to the people we serve.*

**C**ommunity service is an important part of our customer awareness philosophy. We provide innovative, interesting, and educational programs for all our customers to enjoy. From programs in our schools to public awareness campaigns, CWA is involved.

We have developed a variety of projects, including Safe Drinking Water Week in the spring, Water Conservation Awareness in the summer, Cold Weather Tips during the winter months, and other efforts.

CWA provides a Speakers Bureau for schoolchildren, senior groups, and other organizations. Topics cover the many important aspects of our precious water resources.

We work closely on a number of special projects with the Boys' and Girls' Club of Chester and public service endeavors sponsored by local municipalities.

Live educational presentations and facility tours have reached over 3,000 children and adults from schools, civic organizations, and churches.

Our Web site supplies the latest customer newsletter, water quality report, and press releases. We also keep our customers informed of water-related events by placing ads in local publications. We have added a special Alert option to our Web site to use in case of an emergency or when we need to let our customers know important information. Our Web site is [www.chesterwater.com](http://www.chesterwater.com).