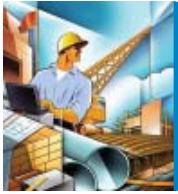


Chester Water Authority Customer News and Information

Summer 2008 Vol.14 No.1



Chester Water Authority — Working to Your Advantage

Chester Water Authority (CWA) is organized as an Authority under the Municipal Authorities Act. Our last three annual customer surveys, however, showed that many people did not fully understand the “Authority” concept. The following will explain the advantages of this concept and the positive impact it can have on the customer.

One primary reason to form an Authority is to overcome jurisdictional problems. The Port of New York Authority, for example, was the first Authority in the United States. It allowed the port to operate as an independent institution even though it was serving two states, New York and New Jersey. CWA serves customers in three counties and two states. Yet it operates under the direction of a single Board of Directors which functions as an independent body.

Another important reason for the formation of Authorities is the financial aspect. Because of its ability to issue revenue bonds, an Authority can fund its projects to the extent that it can efficiently

borrow the needed money on the open market. The Authority relies on its revenues to pay off bonds; and the public, therefore, does not have to support the Authority’s projects through taxes. Also, because interest earned on Authority bonds is usually exempt from federal and state income taxes, the cost of borrowing is lower than it would be for other bonds. This represents a significant savings that can be passed on to the customer.

An Authority generates revenues by charging customers for the service it provides. Rates are calculated to cover operational costs, capital costs, and debt service only. Authorities are not permitted to make a profit, nor do they pay dividends to stockholders. Because of the advantages of the Authority structure, and thanks to our operating efficiencies, CWA’s rates compare very favorably to the rates charged by other water companies in the area, especially the private (for-profit) companies.

Quality. Service. Value. This is the mission of Chester Water Authority: to provide quality water, at a reasonable price, to all of our customers whenever they need it.



On Display — Our Past

Chester Water Authority has added a second display case in the lobby of our Main Office Building in the

City of Chester, located at Fifth and Welsh Streets. If you are in the area, please stop in and have a look. Located right next to the first display case (which holds a variety of items and memorabilia from CWA’s



history), the new case displays a hollowed-out wooden log that was utilized in the 1820’s in the City of Philadelphia for water distribution and fire fighting. The cement-lined iron water mains of today’s water utilities have come a long way since those days!



Chester Water Authority



Avoiding Scams

In recent months, CWA has been contacted by several Authority customers. They informed us about calls they had received from someone identifying himself as a CWA representative who informed them that there was a problem with the water on their property. Once customer was offered a \$40 gift card which would allow the water to be tested for free.

This type of scam usually involves a “CWA representative” testing the water, which inevitably reveals some sort of “problem” that can be solved by buying expensive filtering equipment or through other ways that will cost the homeowner money. Of course, there was no problem with the water to begin with.

Chester Water Authority does not call customers with offers for free water testing. The Authority does, however, send a letter once a year asking a handful of customers if they would like to participate in lead and copper sampling, which is free of charge.

If you feel there is a problem with your drinking water, feel free to call CWA anytime to request that your water be tested—free of charge.

There are other problems involving impostors that CWA has come across in the past. Please note that Chester Water Authority personnel should always have an appointment before they come to your house. Also, Authority personnel do not collect bill payments while at your home. Payments should be made either in person at our Main Office Building (located in the City of Chester at 5th and Welsh Streets), or you can mail your payment in the envelope provided with your water bill.

**Chester Water Authority
does not call customers
offering free water testing**

All Authority personnel drive CWA vehicles, wear CWA-issued uniforms, and carry CWA identification. Do not hesitate to call the Authority Customer Service Department at (610) 876-8181 or (800) 793-2323, if you have any questions.



How Important Are Fire Hydrants?

During the summer months, people often turn to fire hydrants as a source of relief from the blistering heat. Opening a fire hydrant is not only illegal but also dangerous. An open hydrant causes a significant drop in water pressure, which can severely jeopardize your fire department’s ability to battle a fire.

Low water pressure is also an inconvenience for residential customers, who may experience discolored water in their homes. And open hydrants waste precious water, a cost that eventually affects all customers. Last but not least, it’s a safety issue,

because the gushing water can make it difficult for drivers to see children playing in the street.

Chester Water Authority personnel and firefighters are the people authorized to use fire hydrants. Although the Authority does occasionally issue permits to contractors when they need water for a construction project, this occurs infrequently.

The Authority is asking our customers to call us at (610) 876-8181 or (800) 793-2323 anytime, day or night, if they see any suspicious activity around a fire hydrant.



2008 Water Main Rehabilitation

In 1867, the first water main, made of unlined cast-iron, was installed in the distribution system of the Chester Water Authority (known then as South Ward Water Works). Throughout its many years as a water utility, CWA recognized that unlined cast-iron pipes develop a build up and tend to corrode, thereby restricting the flow of water. Although the water passing through these water lines is safe for drinking and cooking, the reduced water pressure causes a hindrance to firefighters.

In 1974, the Authority began to renovate some of these mains and each year a stretch of about one mile is selected for the Water Main Rehabilitation Project. Specialized outside contractors drag scrapers through the aged water main to clean it out. Once the main is cleaned of the buildup, a special piece of equipment is run through it, coating the inside with approximately 1/8th of

an inch of cement. As part of the rehabilitation project, the Authority also renews all old lead and galvanized-iron services and replaces outdated fire hydrants and old valves.

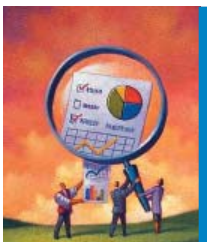
In 2008, the Authority's Water Main Rehabilitation Project will begin in June and will focus on Aston Township, Delaware County. It will be performed on Mildred Lane, Seward Lane, Sheridan Drive, Neeld Lane, Rosalie Lane, Donnelly Avenue, and off Tryens Road near Concord Road.

A total of 3,350 feet of 4-inch diameter, 1,925 feet of 6-inch diameter, and 985 feet of 8-inch diameter water main will be rehabilitated, and an additional 575 feet of 4-inch diameter cast-iron water main will be replaced with 8-inch diameter ductile iron main and a total of 185 services renewed. To date, the Authority has improved nearly 45 miles of water main since the program was established in 1974.



Chester Water Authority Web Site

www.chesterwater.com



Consumer Confidence Report

In March 2008, the Authority mailed the Water Quality Report for calendar year 2007. The report has been produced in accordance with United States Environmental Protection Agency (EPA) regulations. For that reason, and because of the technical nature of the content, the report contains a glossary to help you better understand it.

The Authority is proud that our water quality

meets or exceeds all state and federal regulations! And we are pleased to be able to provide this information to our customers!

If you haven't already received your copy — or would like to have another one — give our Customer Service Department a call at (610) 876-8181 or (800) 793-2323, and we will mail one to you. You can also see it anytime at www.chesterwater.com.

Business Hours and Phone

Walk-in: 8:00 AM to 5:00 PM
Telephone: 8:00 AM to 7:00 PM
Monday through Friday
Telephone: (610) 876-8181
(800) 793-2323

Web Site

www.chesterwater.com

Mailing Address

P.O. Box 467
Chester, PA 19016

Emergency Hours and Phone

24 HOURS A DAY
7 DAYS A WEEK
Telephone: (610) 876-8181



Saving Water — Saving Money

Our water supply is a precious and limited resource, and water conservation should be everyone's responsibility — from taking a shower instead of a bath to installing low-flow showerheads. Trim your utility bill and save gallons of water by following the tips below:

Fix leaks. A non-stop dripping faucet can waste up to 3,280 gallons of water each year.

Water conservation is
everyone's responsibility

Flush only when necessary. If your toilet is not a low-flow model, you may want to consider having one installed.

Match your washer's water level to your load size when washing clothes.

Instead of using the hose, use a broom or leaf blower to remove dead leaves and other debris from your driveway and sidewalk.

Don't let the water run while you wash your car. An automatic shut-off nozzle on your hose will help.



Customer Service — At Your Service

CWA customers who pay their bills in person at our Main Office Building (located at Fifth and Welsh Streets in the City of Chester) will notice a difference in our lobby. We have updated our Customer Service Department for a number of reasons, one of them being safety. Before the upgrade, Authority customer service representatives were in an open area, unprotected against any type of risk. Another reason for the upgrade was to give

our customers privacy. Now if an Authority customer needs to discuss payment options or provide secure information (social security number,

telephone number, address, etc.), he or she can feel confident that nobody else will be able to hear it.

Your privacy is
important to CWA