



Cloudy Water: What Does It Mean?

Q. Why does my drinking water sometimes have a cloudy look?

A. Your drinking water can sometimes look “milky” or “cloudy”. This cloudiness, which is normal, often occurs when air becomes trapped in the water. This trapped air releases as little bubbles. While this may have an effect on the water’s appearance, it does not affect the water’s safety and will not harm household plumbing systems.

Q. How does air get into the water?

A. Air can get into drinking water in many ways. Water lines are pressurized. That means that the air is trapped in the water until you open the faucet and release this pressure. This is similar to the effect when you open a bottle of soda. The thousands of tiny air bubbles that form can give the water a slightly white appearance.

This air is naturally in all water unless it has been “boiled off” by heating or from a drop in pressure.

Q. How do I know if cloudiness is really because of air?

A. There is an easy way to test whether cloudy water is due to trapped air. Fill a clear glass with tap water and set it on the counter. Look at the glass of water for one to three minutes. If the white color is due to air, the water will begin to clear from the bottom of the glass first and then gradually clear to the top of the glass.

If you have cloudy water, and it does not clear up after you try the test we just described, please call Customer Service at 610-876-8181.

Q. Should I be concerned about cloudy water?

A. No. Trapped air does not affect water quality. It is important to understand that this cloudiness does not reduce the water’s quality. Cloudy water also does not harm household plumbing systems.

CWA collects and analyzes hundreds of drinking water samples each year from throughout the water service area to ensure that your tap water meets or surpasses the standards of the federal Safe Drinking Water Act.



If you have questions about the quality of your drinking water, please call our Customer Service Department at 610-876-8181 or 1-800-793-2323.

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Our New Web Site

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Chester Water Authority has a newly redesigned Web site – just surf over to www.chesterwater.com and see for yourself!

Our new look is even more user-friendly, with more graphics and choices for you. Using the pictures or captions, you can click through the site to get information on our

rates, water conservation, recreation, children's activities, and much more. We'll be adding even more to our site over the next several months.

We hope you will visit our site soon. If you haven't been to our site before, we invite you take a look. And please read the article below for additional information on a new feature we are introducing to help keep you informed in the event of an emergency.



Being Prepared: Our Priority is You

Being prepared is one of our top priorities. From power failures to disasters, we have developed plans and systems to keep our customers informed and covered.

For many years, CWA has put technology, equipment, and employees in place in order to be ready to respond in case of an emergency. We have installed back-up generators at our facilities to keep our treatment plant and other operations going in case of a power failure. Our SCADA (Supervisory Control And Data Acquisition) system allows us to monitor our facilities on a 24-hours-a-day, 7-days-a-week basis, from virtually any location.

We are proud that CWA customers have never experienced a major service interruption.

In an earlier newsletter (Winter 2003/2004), we described some of our emergency plans

and systems in detail. Since then, we have continued to update and enhance our emergency preparedness. Part of this commitment to preparedness includes an important element of our community: our customers.

In the event of an emergency due to weather or any other situation, we can't call or visit each of our customers. But we can come to your homes or businesses through the Internet.

That's why we are adding a new section to our Web site, www.chesterwater.com. When you visit our home page, you'll notice a yellow starburst on the bottom of the left-hand side of the page. Click on the starburst, and you will be brought to our Important Current Information section.

The information on that page will let you know if there is any emergency or other situation to report. If there is important information from CWA, the site will give you the details you need, with the latest updates.





Prepare Your Water Service for Cold Weather

Winter is here! And that can mean freezing pipes if you haven't prepared your water service for cold weather. Here are some tips to help you get through the winter weather season.



- **Close all foundation vents. This keeps the cold air out, and can help prevent pipes from freezing.**
- **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).**
- **Before leaving your property for more than two days, turn off the water by closing the main shut-off valve on your property.**
- **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 in a stream that is about half the diameter of a wooden pencil.**
- **Make sure you have the telephone number of a reliable plumber.**
- **If your meter freezes, call CWA at 610-876-8181 or 800-793-2323.**



Imposters: Be Careful and Be Safe

Stop. Look. Listen.



Chester Water Authority wants all 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 customers and employees.

Business Hours & 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 & Phone

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



How Much Water Should We Drink?

How many glasses of water should you drink a day? Six? Eight? Ten? The answer is different for every person. There are a number of factors that you must think about: your health, where you live, and how active a lifestyle you lead.

You need water to live: that is true for everyone. If you don't have enough fluid every day, you can get dehydrated. Most adults need about eight or nine cups of fluid a day to replace what you lose through breathing, sweating, and using the bathroom. If you are pregnant, add one or two cups of fluid to your regular daily amount. If you are breast-feeding, add two or three cups daily.

A good rule to follow for everyone: if you feel thirsty, then you need more fluids. But you should ask your doctor about your individual needs. People with kidney or liver disease may have different needs.

If you do exercise, drink between one and three cups of fluid for every hour you exercise – the harder the workout, the more fluid you will need to replace.

Most people get a certain amount of fluid through the food they eat. Think about a bowl of soup, a cucumber, or a juicy apple. They all contain fluids.

Remember, fluid means water, juice, milk, or other non-caffeinated liquids. Water is your best bet to replace important fluids.

If you refill a water bottle to take with you when you are away from home, remember that the bottle must be cleaned often. Only reuse bottles that are meant for reuse. Germs and bacteria can grow in bottles.

So check with your doctor, make sure your diet includes a healthy amount of fruits and vegetables, and drink fluids before and after exercise.



Customer Survey: We're Listening to You!

In our Summer/Fall newsletter, we gave you the inside scoop on our recent customer survey. The most recent mailing of over 14,000 surveys went out in late September, and we have already received over 3,000 surveys back! We appreciate this opportunity to hear your ideas and opinions.