



Water Main Renewal and Valve Insertion Project

Continuing our ongoing efforts to upgrade existing water mains, Chester Water Authority (CWA) is focusing on two separate locations in Delaware County for the 2018 Water Main Renewal Project.

Beginning on July 30, 2018, the Edgmont Avenue Valve Insertion and Main Renewal Project represents a \$2.2 million investment in infrastructure upgrades that will improve the reliability of the water provider's distribution system.

This portion of the project involves the insertion of eight valves on 20-, 24-, and 30-inch diameter water mains along Edgmont Avenue. These valves will enable CWA to better control water flow and provide operational flexibility. Another aspect of the project involves the installation of approximately 1,000 feet of 20-inch diameter water main along Edgmont Avenue from Dutton Mill Road to Whiteley Road.

"The Chester Water Authority places a strong emphasis on maintaining and investing in our infrastructure so that we can continue to provide our customers with quality water in a safe and reliable manner," said Bob Judge, Executive Director of the CWA. "This project and other elements of our capital plan, reflect our commitment to our customers."

The water service of customers is not expected to

be impacted during the project, which is scheduled to be completed in December 2018. The project will require single lane closures with traffic control flaggers along Edgmont Avenue. However, in an effort to minimize the impact on drivers, the majority

of the work is scheduled to occur Monday through Friday during off-peak travel times from 9:00 am to 3:00 pm in accordance with PennDOT regulations.

This Project is part of the CWA's capital budget that will invest \$11.6 million in infrastructure improvements in 2018 and more than \$40 million over the next three years.

Upper Chichester Township is the other project location. This work will take place on Kingsman Road from Thornton Road to the area near Chichester Avenue. Approximately 1,600 feet of new 8-inch diameter water main will replace the 6-inch diameter water main.



CWA places a strong emphasis on maintaining and investing in our infrastructure so that we can continue to provide our customers with quality water.

These renewal projects will increase service reliability, improve firefighting capabilities in the area, and

enhance water pressure to customers located in the project area.

CWA will have a project inspector on the job each day to track progress and answer any questions you may have.

Saving Our Water

Water pollution. These two words raise unpleasant thoughts and images. Who is responsible for pollution. We all are. Every time household cleaners get washed down the drain, every time fertilizers, weed-controlling chemicals, and bug repellents are used, water pollution is happening. All of these substances — plus a whole lot more, end up getting sent back into the water cycle.

Chester Water Authority is responsible for treating your drinking water. Every day, The Authority removes the impurities that are found in the sources of our water.

Each of us needs to take responsibility for keeping our sources of water clean. One of the steps that you can take is not to dump hazardous materials down the drain. Common hazardous materials that may be found around the home are:

Anti freeze
Latex Paint
Oil-based paint
Fertilizer

Gasoline
Motor Oil
Pesticides, herbicides, etc.

If you are unsure about what is disposable and what is not disposable, read the label on the container. Disposal instructions can be found there or a telephone number may be listed for further information.

Other types of material that affect our water supply are litter, pet waste, leaves, and grass clippings.

Animal waste is high in oxygen-demanding material, nitrogen, and phosphorus, and they often harbor pathogenic organisms. Dispose of animal waste properly by placing it into the garbage.

If your home is on a public sewer system, these liquids can safely be poured down a drain followed by flushing with plenty of water:

Aluminum cleaners
Ammonia-based cleaners
Alcohol-based lotions
Bathroom cleaners
Paintbrush cleaners
with trisodium phosphate
Lye-based paint strippers

Expired medication
Toilet bowl cleaners
Water-based glues
Hair relaxers
Drain cleaners
Tub/tile cleaners

Awareness and education will continue to be the two most important ways to prevent water pollution. If measure are not taken and water pollution continues, life on Earth will suffer. Remember that the water that is available today is the same water that has been on Earth since the beginning of time. We cannot produce new water; we can only treat the water that exists. Do your part and take the time to be aware of what you are putting into our water supply.



2018 System Flushing

Each year a team of three (3) Chester Water Authority (CWA) employees inspect and flush all fire hydrants in CWA's service area—consisting of approximately 680 miles of water main and 2,880 fire hydrants. This system flushing will take a little over nine weeks to complete and is mostly performed in the nighttime hours to minimize any inconvenience to our customers. If you experience some discoloration of your water during this process, simply run your cold water for a couple of minutes. This should solve the problem.



Timely inspections, flushing, and repairs of the ever increasing number of hydrants in our distribution system ensure that they are operating properly if and when they are needed to fight fires. The process also preserves water quality for our customers.

CWA mails scheduling notices to all municipalities, fire chiefs, and county fire boards along with posting updates on our website (www.chesterwater.com) and on our Facebook page (www.facebook.com/ChesterWater) and customers receive a pre-recorded message using a reverse 9-1-1 system.

Paying Your Water Bill

Chester Water Authority personnel do not collect bill payments while at your home.

The easiest way for you to pay your water bill is to mail payments in the envelope provided with the water bill. If you have misplaced the envelope, the mailing address is:

**Chester Water Authority
P.O. Box 71346
Philadelphia, PA 19176-1346**

Payments can be made in person at our main office or at our Kennett Square office. For added customer convenience, we have a drive-up window at our Chester location (shown at the right). Our addresses are listed on the next page.



Another convenient option is to use our automated phone payment system.

Dial: 1.855.748.8522

It is easy to access and is available 24 hours a day, and you can use your VISA®, MasterCard®, or eChecks.

Customers are able to use Visa® and MasterCard® credit cards to make payments as well as debit cards with the MasterCard® or Visa® logo and electronic checks.

Individual payments are limited to \$500 and a \$2.75 convenience fee is charged per transaction.

Please be warned that you may see signs posted in some neighborhood convenience stores that read "Pay Your Water Bill Here". Chester Water Authority does **not** authorize these stores to act on our behalf. Customers using these stores are doing so at their own risk and the Authority is not responsible for payments that do not reach our Business Office.

Keeping Them Safe— CWA Construction Crews

They are fathers, brothers, mothers, and sisters. Like you, the roadside work crews have families, friends, and loved ones who depend on them. Don't put their lives and the welfare of their children at risk by driving recklessly through work zones.



Every year, highway workers and motorists are injured and killed as a result of work zone crashes. In the summer months, Authority construction crews are more at risk due to an increase in traffic.

In Pennsylvania, it is a law that drivers are required to turn on their headlights when in work zones. If you are caught breaking

the Work Zone Safety Law, fines are doubled. Do not risk losing your driver's license, heavy fines, and (most importantly) putting a person in jeopardy.

We want our work crews to make it home safely to their families, so please slow down to protect our workers from harm.

2017 Water Quality Report

Where does your water come from? Why do we treat your water? How does CWA water measure up? The answers to these questions and more are in the 2017 Water Quality Report available online at <http://www.chesterwater.com/waterquality/CCR2017.pdf>.

If you would like one mailed to you, contact our Customer Service Department at 610.876.8181 or 800793.2323.

Customer Safety

Safety for our customers is important. Chester Water Authority wants to help you stay safe.

This includes helping to protect you from impostors and scams relating to your water services.

All CWA meter readers/installers and all of our construction crew wear uniforms and carry identification cards that indicate they are employees of CWA.

Three facts:

1. We **do not** call customers with offers for free water testing.
2. CWA **does not** show up unexpectedly asking for entrance into your home. Authority personnel should always have an appointment before they come to your home.
3. Chester Water Authority personnel **do not** collect water bill payments while at your home. Payments should be made either in person at our Main Office Building, by mail including your payment in the envelope provided with your water bill, or using our new Automated Phone Payment System (see article on page 3).

Before letting a stranger into your home, look at the uniform or ask to see their identification. If you have questions about the authenticity of a CWA employee and the nature of his or her visit, please call us at 610.876.8181 or 800.793.2323. We will be glad to confirm the identity of our employee.

If the Authority is notified about a potential scam, we will post the alert on our website and on our Facebook page to keep you informed.



Chester Water Authority Contact Information

Business Hours (M-F):

Walk-in: 9:00 am to 5:00 pm
Drive-Thru: 8:00 am to 5:00 pm
Telephone: 8:00 am to 6:00 pm

Emergency Hours:

24 HOURS A DAY
7 DAYS A WEEK
Telephone: 610.876.8181
800.793.2323

Paying Your Water Bill:

P. O. Box 71346
Philadelphia, PA 19176-1346

Mailing Address:

P. O. Box 467
Chester, PA 19016

Chester Office Location:

415 Welsh Street
Chester, PA 19013

Kennett Square Office:

148 West State Street
Suite 101
Kennett Square, PA 19348

Web Site:

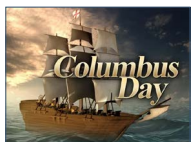
www.chesterwater.com

Facebook:

www.facebook.com/ChesterWater

(Tip: Keep this section and hang it on your refrigerator for future reference.)

CWA Will be Closed:



Columbus Day
October 8, 2018



Veterans Day
November 12, 2018



**Thanksgiving
Holiday**
November 22-23,
2018