

Chester Water Authority Customer News and Information

Fall 2008 Vol.14 No.2

Quality • Service • Value



Our Octoraro Treatment Plant: Updates and Upgrades

Our 10-year, \$48-million capital improvement program is well under way at our Octoraro Treatment Plant and Susquehanna Pumping Station.

Our Plant has seen a number of upgrades since opening in November of 1951. Chester Water Authority (CWA) is always looking at ways to improve the way we treat your drinking water. The focus of this current upgrade is on equipment and process improvements – to make our treatment process more efficient, and to give us more treatment capacity for our growing customer base.

Our treatment plant operates 24 hours a day, seven days a week, in all kinds of weather and water conditions, so we need to use efficient operational systems, have backup equipment in place, and work with plenty of flexibility to adapt as conditions change.

The Tainter gates at our Octoraro Reservoir have served us very effectively since they went into service in 1951. It is now time to do a full inspection and refurbishment of the gates. To do this, we must put a number of pieces of very large equipment into place, including a special removable bulkhead, and we have completed the first step in this process. We are planning to finish the work on the gates later this year.

At our Susquehanna Pumping Station, we have installed a new emergency generator and a new river intake structure, to help keep the intake clear during severe weather conditions. We also constructed a new building to house pumps, motors, and other equipment.

The recent changes at the Plant and Pumping Station mean that we will continue to bring you drinking water that meets or exceeds state and federal standards.



Hydrant Flushing

Chester Water Authority is in the process of conducting routine maintenance on our water distribution system.

CWA personnel have been flushing the water system since mid-August by opening fire hydrants. Please note that all hydrant flushing is being performed during the nighttime hours to minimize

any inconvenience to our customers. All personnel will be wearing CWA uniforms and traveling in company-marked vehicles.

You may experience some discoloration of your water. Simply running your cold water for a couple of minutes should solve the problem.

In addition to the system-flushing work, all of CWA's public fire hydrants are being inspected to ensure that they are in good working order in case they are needed by firefighters. Your safety is important to us.


Chester Water Authority



Cold Weather Tips

Winter is here! 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.
- Make sure you know the location of 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 continuously, at 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.



About CWA

“About CWA”: It’s for You

Have you had a chance to visit our Web site lately? Just go to www.chesterwater.com. You'll find online versions of our water quality report and customer newsletters, kids' activities where you can learn why the sky is blue, and other information.

In case you haven't been to the site, here's a quick look at just one section: About CWA. When you click on this button or on the photo of our Main Building, you'll find a list of other links. You can find out about our staff, check out the rates, learn about fishing and boating on the Octoraro Reservoir, or go to our Customer Service section.

Our Customer Service section has important information such as how to contact us, where to pay your water bill, how to read your water bill, links to other Web sites that might be of interest, and a glossary of water-related words.

Give us a click soon!

Chester Water Authority Web Site
www.chesterwater.com



Googling Your Water!

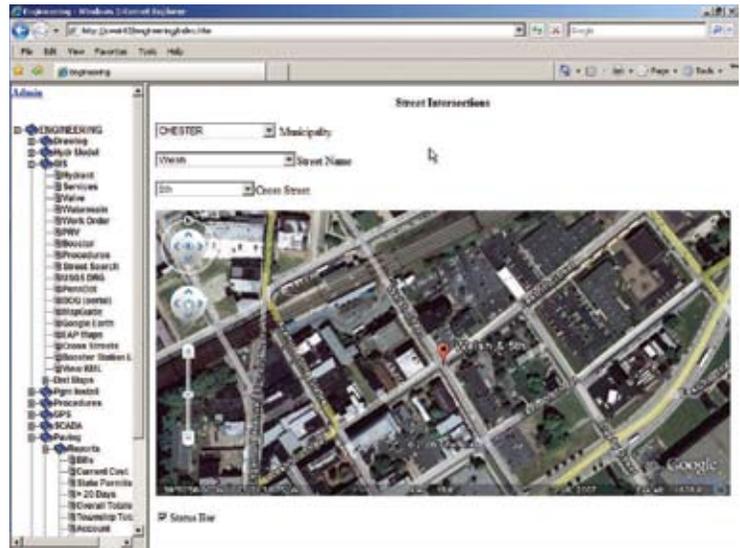
When CWA needs to schedule a repair on a hydrant, or gets a report of a water main break, we no longer have to drag huge maps out of storage or look up information in several different computer applications.

We now have an efficient new option, based on using Google's web-based mapping systems. Authorized CWA employees access the system through our secure intranet from any computer. It includes information on the locations of hydrants, valves, water mains, service lines, and booster stations – to name just a few. By matching the Google system to our existing database, we are able to pinpoint any street in our service area and see what CWA equipment – such as hydrants and water mains – is in that location.

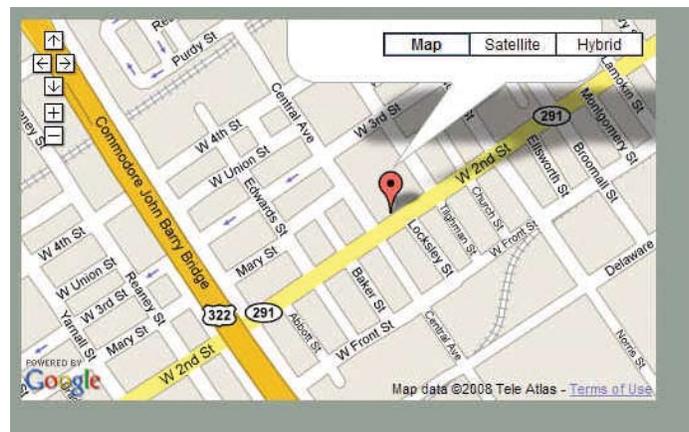
When a CWA employee clicks on the item, such as a hydrant we've selected for repair, the exact address of that hydrant is displayed. We can then use this information when preparing the work order, allowing us to be more efficient and exact.

We've also coordinated our data with a web application that gives us fast information on the cross streets in a specific location. This is very useful when we know the general location of a structure, but not its actual address. By finding a cross street near the structure and putting this information into our system, we can pinpoint the exact location and get the proper address.

We've added our hydraulic models to this system as well. This means we can select any point in our service area, and figure out the calculated water pressure, elevation, and available hydrant flow for that spot.



Google's mapping technology is helping CWA to work faster and more efficiently in monitoring our equipment, structure, and other assets.



Using new technology isn't new for us. We are committed to keeping our technology updated, so we are able to use this new system to help us work more efficiently.

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

Where to Pay Your Bill

Fifth and Welsh Streets
Chester, PA 19016

Emergency Hours and Phone

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

Mailing Address

P.O. Box 467
Chester, PA 19016

Web Site www.chesterwater.com



Be Careful and Be Safe!

Chester Water Authority wants to help you stay safe. This includes protecting yourself from impostors and scams relating to your water services.

Please remember:

- **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.

- **Chester Water Authority personnel should always have an appointment before they come to your house.** All Authority personnel drive CWA vehicles, wear CWA-issued uniforms, and carry CWA identification (see the article below).

- **Chester Water 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.



New CWA Employee IDs

Chester Water Authority is providing all its employees with brand-new identification cards. The cards (see sample) will show the employee's photo and name, and a photo of our Main Building.

Be sure to ask to see this ID if anyone claiming to be a CWA employee comes to your home.

