



Chester Water Authority Customer News and Information

Fall 2011 Vol. 16 No. 2

Chester County Branch Opening Soon

In our Summer 2011 newsletter we announced our plans to open a CWA branch office in Chester County, PA. That new office is almost ready to serve our customers!

Our new office is located at 148 West State Street, on the western edge of downtown Kennett Square. Keep your eyes open for the telephone number. CWA will be posting it on our Web site (www.chesterwater.com) when it becomes available. The office has convenient

parking for our customers and this new location means many of our customers won't have to travel as far to get help with their questions. Using technology we have in place at CWA, we will be able to offer the same services at our Chester County office as we offer at our Main Building in the City of Chester—signing up for new water service, paying the deposit, and any other water service issue that you may be experiencing.

2011 Water Main Rehabilitation Project: Upper Chichester Township

As part of its commitment to preparedness, CWA performs annual water main rehabilitation. In 2011, this work will primarily take place in Upper Chichester Township, Delaware County, PA.

In Upper Chichester Township, part of the rehabilitation will be performed along Chichester Avenue and Malatesta Avenue. This will include cleaning of the cast iron main and inserting a structural lining. For this project, we will be using 2,135 feet of 6- and 8-inch diameter "Cured in Place" pipe (CIPP). CIPP is a pipe-within-a-pipe system, and allows us to do the rehabilitation work with fewer trenches since the older pipe does not have to be removed.

A different project area will be located along Huddle Avenue. This will include cleaning and cement lining 11,100 feet of 4-, 6-, and 10-inch diameter cast iron pipe. This pipe is near the end of its useful life; some of it was installed between

1915 and 1917, while other pipe was installed between 1925 and 1927. A total of 830 feet of 4-inch diameter cast iron pipe (from 1916) will be replaced with 8-inch diameter Ductile Iron pipe to improve fire flow.

CWA will be replacing a total of six fire hydrants and approximately 70 old service lines, along with the replacement of all old valves in the project service area.

Proactive Maintenance— Quality Water

The Authority will also be inserting 510 feet of 8-inch diameter fusible PVC pipe in a 12-inch steel pipe across two bridges that span across Interstate 95—the Chichester Avenue bridge and the Melrose Avenue bridge located in the City of Chester. The estimated contract cost for this rehabilitation project is \$2.4 million.

Phase Five Project to Improve Chemical Feed System

In November 2010, CWA began construction of new chemical feed and storage facilities for aluminum sulfate (“alum”), the first project in Phase Five (5A) at the Octoraro Treatment Plant.

Alum is applied to raw water to coagulate and clump fine particles into larger particles that can then be removed by settling or filtering. This project replaced aging indoor tanks, increased overall alum storage capacity by 170%, replaced aging feed equipment, eliminated the need to transfer alum between tanks, eliminated outdoor heated storage tanks, moved all alum storage tanks out of the flood plain, and improved spill containment.

The major components of this project consisted of:

- Construction of a new building for indoor heated storage of alum tanks with containment
- Installation of six 10,000 gallon polyethylene storage tanks
- Installation of new feed equipment and piping, converting alum delivery to a pumped-feed system
- Installation of cameras and Supervisory Control and Data Acquisition (SCADA) controls for remote monitoring and control by plant operators from control room
- Demolition/removal of existing indoor and outdoor bulk storage tanks and containments

This project is completed and is now in service. The cost of this project was \$1.6 million.

CWA New World: Working More Efficiently and Effectively

When CWA began researching new ways to make our internal operations even more efficient, we knew we wanted to be able to integrate a number of different areas. Today’s technology means we were able to find a way to merge functionality among our Financial Management, Payroll, Human Resources, and other systems.

As we face the challenge of managing ever-increasing information, we continuously look for ways to make our current employees more efficient. The new integrated system allows employees to access and move data across operational areas in order to process invoices, report information, and perform other tasks.

We’ll be able to access a wider range of data in a shorter period of time, and keep paperwork moving smoothly through the system. Different departments or business groups will be able to use and view data as they need to. Using the new system will reduce the amount of physical paper we will generate, as we will be able to perform more processes electronically.

We’re always looking for ways to work more efficiently and effectively in order to serve you — our customer—better.

Check us out on the Web - www.chesterwater.com

Customer Survey - How Are We Doing?

Chester Water Authority (CWA) is gearing up to perform another customer survey. See it as a way for you—our customer—to keep us on our toes. It makes sense that a company sends out “feelers” to see how it’s performing. *“Is our Customer Service answering your questions in a timely basis?” “Is the quality of your water the highest quality possible?”* Questions like these will be headed your way, but not in the form of a written survey. The Authority has decided to use a telephone survey. Please take a moment to answer the brief questions that the company will be asking. CWA will deduct \$5.00 from your water bill if you complete the telephone survey. It will be to your benefit and we will be able to better perform to our motto – Quality. Service. Value.

Water On Tap: What You Need to Know

As a CWA customer, you know your drinking water is safe and meets or exceeds state and federal standards for clean drinking water. But you still may have questions about drinking water and its treatment.

The U.S. Environmental Protection Agency (EPA) has developed a publication, *Water On Tap*, which contains a wealth of information about drinking water and treatment. You can download a free copy of the publication by going to:

<http://water.epa.gov/drink/guide>.

The booklet is also available in Spanish and Chinese.

If you've read your CWA Water Quality Report, a lot of the information in the booklet is familiar to you. The publication also gives details about the Safe Drinking Water act of 1974, national data on water testing and pollution sources, an overview of the water treatment process, water utility security measures, regulations, and how to protect your water sources.

The EPA has a Safe Drinking Water Hotline, 800-426-4791, to answer any other questions you might have about your drinking water.

Wash Water Tank No. 2: Rehabilitation Due Spring 2012

Chester Water Authority (CWA) customers may be asking themselves, "What is a wash water tank?" The answer: it is a tank that is utilized to back-wash filter media in the Octoraro Treatment Plant's main filter room.

When the filter media becomes clogged, treated water is released from one of two wash water tanks. The water from the tank is forced through the filter media in a reverse direction than normal filter operation which then releases the trapped sediment and renders the filters clean and operational.

CWA's wash water tank number 2 was constructed by the Pittsburgh Tank and Tower Company in 1995. The 250,000 gallon wash water tank is located on a hillside at our Octoraro Treatment Plant which is

located in Little Britain Township, Lancaster County, PA. The steel tank has a diameter of 41 feet and a height of 27 feet.

In 2010, the tanks interior and exterior paint will be completely removed, any necessary repairs to the steel will be completed, and a three-coat epoxy paint system will be applied. The estimated cost of this project is \$210,000 and the project will protect the tank from corrosion for the next 15-20 years.

The Authority believes in taking a proactive stance and rehabilitates all of its facilities (above and below ground) and equipment to ensure continuous flow of the highest quality water provided to our customers.

Design Completed for New High-Lift Pumping Station: Largest Capital Project in Recent CWA History

The Authority completed the design for a new high-lift pumping station that will supply the two 42-inch diameter transmission mains that carry treated water to the Oxford Tank Farm. This is the second project in Phase Five (5B) at the Octoraro Treatment Plant and, at a cost of \$13 million, it will be the largest capital project in CWA history since the Treatment Plant was commissioned in 1951.

The project will include a new pumping station that will house four new pumps and back-up power generators, and decommission the four existing transmission main pumps that have been in service in the Octoraro Treatment Plant since 1951. As a result, CWA will gain increased flexibility in matching pumping output to system demand, and will have back-up power in two locations.

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

Customer Safety!

Take caution when answering your door to anyone! Your safety is the CWA's top priority.

We read about it in the newspapers and hear about it on the news—someone posing as service technicians. Chester Water Authority (CWA) meter readers/ installers and all of our construction crew wear uniforms and/or carry identification cards that show they are employees of CWA.

We do not call customers with offers for free water testing. We do, however, send a letter once a year that asks a handful of customers if they would like to participate in lead and copper sampling, which is free of charge.

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. All CWA personnel drive vehicles bearing the CWA logo, wear CWA-issued uniforms, and

carry CWA identification (see sample).

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 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.

Customers now have the option of paying on-line. Go to our web site: www.chesterwater.com

and find the button "Pay Bill Online". It is a red button and is located on the left hand side of the web page.

Before letting anyone 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.

What customers should look for:

CWA Issued Employee Identification



CWA Vehicle/Logo and Uniformed Employee

Upcoming Holidays Observed by CWA:

Columbus Day
Monday, October 10, 2011

Veteran's Day
Friday, November 11, 2011

Thanksgiving Day
Thursday, November 24, 2011

Day After Thanksgiving Day
Friday, November 25, 2011