

Chester Water Authority

Customer News and Information

Fall 2012 Vol. 17 No. 2

Tank #4 – Rehabilitation Update

Following up the article that appeared in the Summer 2012 Customer News and Information, this unique project has begun. Originally constructed in 1950 along with three (3) other tanks, tank #4 is being rehabilitated as part of Chester Water Authority's (CWA) proactive facility maintenance program.

Tank #4, which is 35 feet in height and 205 feet in diameter, underwent repairs in 1985 and an outer concrete wall was constructed around the original tank as a containment to stabilize the wall. During this current rehabilitation, a number of issues are being addressed. The interior of the concrete tank is being cleaned and primed and a flexible liner/membrane will be applied to provide a water-proof seal. There are some areas of the concrete roof that are in need of minor repairs, the roof vent of this 8.5



million gallon tank is being replaced, and two manhole hatches are being installed at the base of the tank, directly across from each other.

The bid contract value of this project is \$973,200. Completion is expected by Winter 2012. The rehabilitation project when completed should extend the service life of the tank for at least twenty-five years.

2012 System Flushing Beginning in September

Chester Water Authority (CWA) will begin its annual system flushing during the nighttime hours beginning at 9:00 pm through 5:00 am.

During the month of September, the system flushing will be in the following municipalities in Delaware County: Aston Township, Upper Chichester Township, Brookhaven Borough, Middletown Township, Nether Providence Township, Parkside Borough, Chester Township, Upland Borough, Lower Chichester Township, Marcus Hook Borough, and Trainer Borough.

The City of Chester's system flushing begins at the beginning of October and is projected to end

mid-October.

You may experience discoloration of your water. If so, allow the water to flow for 1-2 minutes and this should resolve the cloudy water issue.

CWA will be utilizing its reverse 9-1-1 system to notify its customers as to when the system flushing will be in their area. Also, you can go to our web site: www.chesterwater.com to view notifications of this project, or see the ad in the local newspaper.

If you have any questions, please contact our Customer Service Representatives at (610) 876-8181 or (800) 793-2323.

Construction Crews: Keeping Them Safe

You see them every day...construction workers earning a salary throughout the year. Every person that you see, either flagging traffic or digging ditches, hope that their day will go by without incident. Keep the following safety tips in mind the next time you see a construction worker:

Stay Alert! Dedicate your full attention to the roadway.

Pay Close Attention! Signs and work zone flaggers save lives.

Turn On Your Headlights! Workers and other motorists must see you. Also, it's the law.

Don't Tailgate!

Don't Speed! Note the posted speed limits in and around the work zone.

Don't Change Lanes in a Construction Zone!

Minimize Distractions! Avoid changing radio stations and using mobile phones while driving in the work zone.

Expect the Unexpected! Keep an eye out for workers and their equipment.

Be Patient! Remember the work zone crew members are doing their job.

It's a fact that the safety of workers in a work zone is truly dependent on every motorist.



2012 Water Main Rehabilitation Update

The Authority started construction of its annual Water Main Rehabilitation Project in the City of Chester in April. This project consists of cleaning and cement-mortar lining approximately 12,600 feet of 4-, 5-, 6-, and 12-inch diameter cast-iron water main that dates back to as early as 1867.

At the end of August 2012, the first area west of Kerlin Street from Concord Avenue to 8th Street and Kerlin Street to Lamokin Street has been completed. By

the end of this water main rehabilitation project, the Authority will have renewed approximately 220 valves and fittings, 8 fire hydrants, and 120 services.

This \$2.5 million dollar project will result in improvements to the local water pressure, fire flows, and water quality in the central section of the City of Chester adding many additional years of reliable service to the water distribution system.

Avoiding Water Testing Scams

There are two primary types of water testing scams. The first is where an individual representing a company takes a sample of your water directly from the tap or gets you to bring a sample to a meeting to demonstrate all that is wrong with it. A "fresh-from-the-tap" demonstration is usually most effective. The second type of scam is where an individual takes a sample of your water and sends it to a laboratory and then helps you interpret the results. Company representatives have also been known to even fabricate lab results.

It does not matter if you are on a public water system or have a private well-system; these people

can produce visible results that convince many people to purchase expensive water treatment devices. One of most popular on-site schemes are the chlorine scare and the invisible chemicals trick. If you have chlorinated water, one trick is to show you how this chemical is rapidly absorbed into your body when you stir a glass of water with your finger.

THE FACTS: residual chlorine from a glass of fresh tap water actually dissipates into the air in a matter of minutes with a little stirring.

Many scam artists use a combination of pseudoscience and pure trickery when trying to sell

you a product that may cost plenty but will provide you with no real benefit. There seems to be an increasing willingness of Americans to put confidence in salesmen ahead of science in deciding what is good for them.

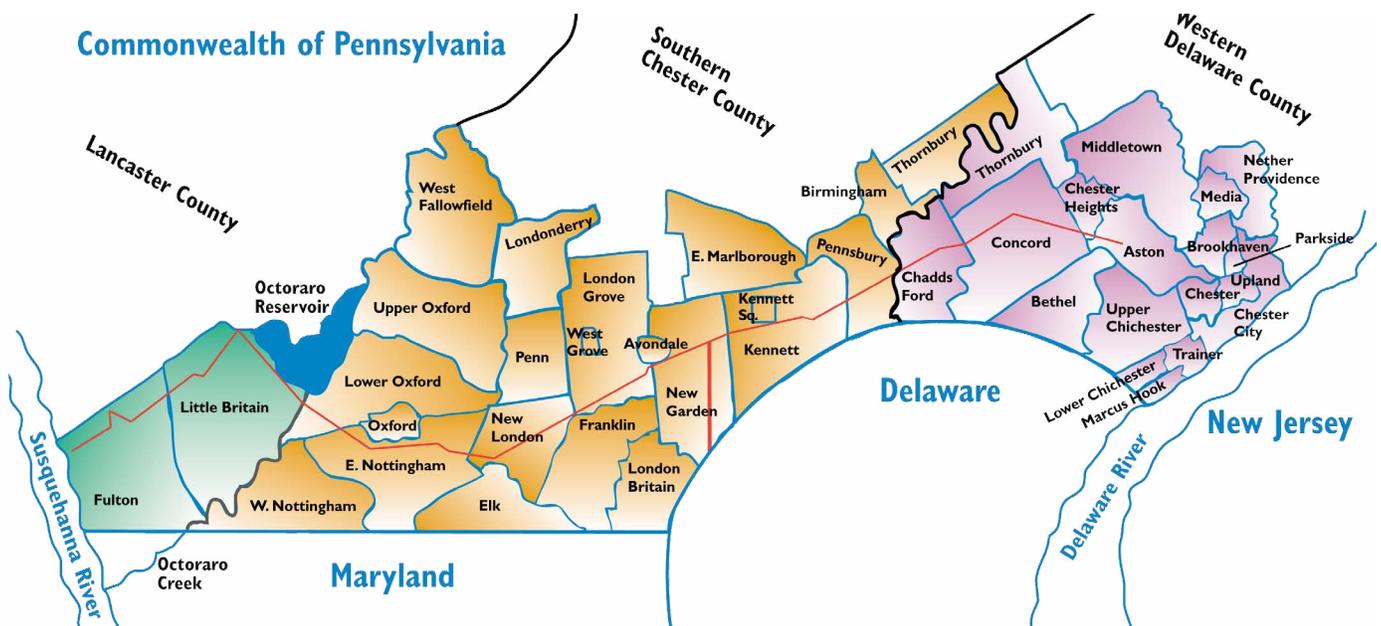
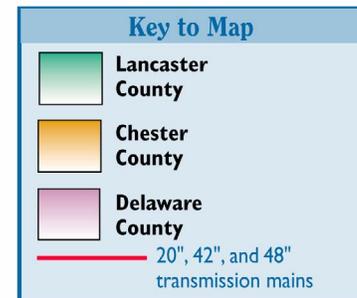
Remember that no water treatment device can solve every problem. Compare your test results to state and federal drinking water standards and seek the advice of professionals who understand what water test results really mean before considering purchasing any water treatment devices.

From Our Treatment Facilities to You!

How does the Chester Water Authority (CWA) deliver treated water to you—our customers? Once the water is treated at the Octoraro Treatment Plant that is located in Nottingham, PA, the water transmission and distribution system is the essential link between the water supply source and you, the consumer. It is not just the main that runs down your street. The water distribution system is a large network of storage tanks, valves, pumps, and pipes that transport finished water from our Octoraro Reservoir to our consumers.

The Chester Water Authority service area includes 39 municipalities. We have approximately 655 miles of water mains that deliver approximately 34 million gallons of water per day to over 43,000 residential and commercial customers. There are nine (9) ten-million gallon storage tanks located in Aston Township, PA, twenty-two (22) booster stations (to pump water to our customers that reside above the gravity system) and 2,715 fire hydrants included in our distribution network.

Below is a map of the Chester Water Authority service area. For those customers who think CWA supplies water only to the City of Chester, check out the map and see that we supply more water to a much larger area than you thought!



Your Master Valve: Do You Know Where It Is Located?

Something so easy to overlook...until it's too late. Everyone in your household/business should be aware of the master valve's location. If there should ever be a time when you need to shut the main supply of water off, you must act fast. Find the main

valve where the water enters the building and mark it with a tag, a bright ribbon, or colorful paint. Make it easy to see! If the worst was to occur (and we hope it doesn't), you'll be able to find it quickly!

Chester Water Authority Contact Information

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

Mailing Address:

P. O. Box 467
Chester, PA 19016

Physical Address:

Chester Office:
415 Welsh Street
Chester, PA 19013

Kennett Square Office:

148 West State Street,
Suite 101
Kennett Square, PA 19348

Web Site:

www.chesterwater.com

Emergency Hours and Phone:

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

Customer Safety: CWA Cares About Your Safety

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

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.

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.

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, mailing your payment in the envelope provided with your water bill, or paying your bill on-line at:

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

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.

Get Educated about H²O!

If you have ever wondered where your water comes from, how does it get to your home/business, or are you taking the proper steps to conserve water, wonder no longer. Chester Water Authority provides a speaker bureau (free of charge) to educate you—our customers—about the straight facts about water.

If you are interested in having someone give a presentation, call our Public Relations Department at 610-876-8185.

CWA is Closed On:

Labor Day
September 3, 2012

Columbus Day
October 8, 2012

Veteran's Day
November 12, 2012

Thanksgiving Holiday
November 22-23, 2012

Are you located in Chester or Lancaster County and need to contact Chester Water Authority? Dial our Customer Service telephone number (610-876-8181) or (800) 793-2323 and ask to speak to a representative in the Kennett Square Office. If you need to speak to a Customer Service Representative face-to-face, we have a satellite branch in Kennett Square, Chester County, PA. Our address to the office is listed above. You can also visit us on the web at: www.chesterwater.com.