



# Chester Water Authority

## Frequently Asked Question

**“Sometimes I smell chlorine when I turn on my faucet. Is my water safe to drink?”**

## YOUR DRINKING WATER

Chester Water Authority’s primary goal is to deliver high quality, safe drinking water. In order to ensure your water is safe and healthy from harmful bacteria and other microorganisms, the Authority adds an effective level of disinfectant (total chlorine) to the water at our water treatment plant.

During the winter months, colder water temperatures (combined with snowfall, thawing, and rainfall) result in customer sensitivity or detection of changes in tap water. The change that you may notice is temporary.



### Facts!

- The water CWA supplies to you meets or exceeds all the criteria established by the United States Environmental Protection Agency (US EPA) and the Pennsylvania Department of Environmental Protection (PA DEP). We are required to maintain disinfectant levels of total chlorine throughout the entire water distribution system.
- The total chlorine level decreases as the water travels from our treatment plant in Lancaster County to your home/business. Therefore, customers who live closer to our treatment plant generally tend to have higher levels of chlorine than those that live furthest.

### Tips...

- The taste of chlorine can be reduced in water by filling a jug or glass container and allowing the water to stand in the refrigerator until needed.
- Add a slice of lemon or lime to freshen up the taste.

### For more information, contact CWA

**Telephone:**

(610) 876-8181  
(800) 793-2323  
24 hours/7 days

**E-Mail:**

[contactus@chesterwater.com](mailto:contactus@chesterwater.com)

**Facebook:**

[www.facebook.com/ChesterWater](http://www.facebook.com/ChesterWater)

**Web Site:**

[www.chesterwater.com](http://www.chesterwater.com)

**Quality • Service • Value**