



Chester Water Authority

## CHESTER WATER AUTHORITY

P. O. Box 467, Chester, PA 19016

# CUSTOMER SAFETY NOTICE

## 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.

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.

