



CWA Hosts Heroes on the Water Event at the Octoraro Reservoir

On Saturday, May 18th, veterans, current military members, reservists, and law enforcement personnel and their families attended the annual **Heroes on the Water** event at the Octoraro Reservoir for a day of fun, food, fishing, and relaxation. The central meeting location for the event was held at Chester Water Authority's (CWA) Octorara Fishing Headquarters at 212 Spruce Grove Road in Kirkwood, Pennsylvania.

The event is coordinated by Heroes on the Water—a nonprofit organization helping wounded warriors relax, rehabilitate, and reintegrate into their communities through kayak fishing and spending time outdoors—in coordination with CWA and Jim Neary's Bait and Tackle which is located at the same address. Heroes on the Water provided free fishing kayaks, while Jim Neary provided free use of motorboats, row boats, additional kayaks, rental rods, and bait. Attendees were also welcomed to fish from the shore. As a result of a special waiver from the PA Fish and Boat Commission, attendees were not required to have a fishing license to participate in the event.

This event is one of several each year that the Central Pennsylvania Chapter of Heroes on the Water holds at the Chester Water Authority's Octoraro Reservoir and other locations. The events are open to current and former military

members of all ages and all branches of service.

Complimentary lunch was provided and included a range of barbecue foods such as hamburgers, hot dogs, and beverages.

This marks the fifth year that a Heroes on the Water event was held at CWA's Octoraro Reservoir.

If you would like information for future Heroes on the Water at the Octoraro Reservoir, including details on volunteer opportunities, please contact Jim or Gina Neary at 717.529.2488. Information on the Central Pennsylvania Chapter of Heroes on the Water can be found on Facebook at

<http://www.facebook.com/HOWCENTRALPA>





CHESTER WATER AUTHORITY Hours

Just a reminder to all of our customers, please note that Chester Water Authority (CWA) business hours are from **9:00 AM to 4:30 PM** at the following locations:

Main Office Building

415 Welsh Street
Chester, PA 19013

Kennett Square Office

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

Remember, if you have a water emergency, you can always reach CWA 24 hours a day/365 days a year at 610.876.8181 or 1.800.793.2323.



2019 Fire Hydrant Flushing Project

CWA is conducting routine maintenance on our water distribution system by flushing all fire hydrants within our service territory. This annual project ensures that all fire hydrants are working properly and there is adequate flow and pressure available if needed by our local firefighters.

Please note that most of the flushing will be performed between Sunday through Friday between the hours of 9:00 p.m. and 5:00 a.m. so as to provide minimal disruption to our valued customers.

Specific schedules are submitted to the municipality, local fire chiefs, and county fire boards via a letter in

advance of the flushing. If we have individual customer contact information, a pre-recorded message will be sent out prior to the scheduled flushing and notices will be published in local newspapers and on our website and Facebook page.

Customers in the area where hydrant flushing is occurring may experience some temporary discoloration of their water during this time period. If you experience this, simply run your cold water for a couple of minutes and this should resolve the problem. If you have any questions, please contact our Customer Service Department at 610.876.8181 or 1.800.793.2323.



2018 WATER QUALITY REPORT

In March 2019, the Authority published the 2018 Water Quality Report to our website. This report, also known as the Consumer Confidence Report, has been produced in accordance with the United States Environmental Protection Agency and the Pennsylvania Department of Environmental Protection regulations.

The Authority is proud that our water quality meets or exceeds all state and federal regulations and we are pleased to be able to provide this information to you.

If you have not seen this report or would like to have one mailed to you, give our Customer Service Department a call at 610.876.8185 or 800.793.2323, and we will mail one to you. You can also see it on our website at the link shown below.

<http://www.chesterwater.com/waterquality/CCR2018.pdf>





Answering Your Questions

Cloudy Water: What Does it Mean?

Q. Why does my drinking water sometimes look cloudy?

A. The cloudy water, which is normal, occurs when air becomes trapped in the water. This trapped air releases as little bubbles. While this may have an effect on the water's appearance, it does not affect the water's quality, safety, and will not harm household plumbing systems.

Q. How does air get into the water?

A. Air can get into drinking water in many ways. Water lines are pressurized. This means that the air is trapped in the water until you open the faucet and release this pressure. This is similar to the effect when you open a bottle of a carbonated beverage. The thousands of tiny air bubbles that form can give water a slightly white appearance.

Q. How do I know if the cloudiness is really because of air?

A. There is an easy way to test whether cloudy water is due to trapped air. Fill a clear glass with tap water and set it on the counter. Look at the glass for one to three minutes.

If the color is due to air, the water will begin to clear from the bottom of the glass first and then gradually clear to the top of the glass.



If you have cloudy water, and it does not clear up after you try the test we just described, please call our Customer Service Department at 610.876.8181 or 1.800.793.2323.

Q. Should I be concerned about cloudy water?

A. No. Trapped air does not affect water quality. It is important to understand that this cloudiness does not reduce the water's quality.



Paying Your CWA Water Bill

CWA provides multiple ways to make it convenient for our customers to pay their water bills. One way is via our website and clicking the link "Pay Your Bill Online".

Another way for customers to pay is to mail payments in the envelope provided with their water bill. If you have misplaced the envelope, the mailing address is:

**Chester Water Authority
P.O. Box 71346
Philadelphia, PA 19176-1346**

Payments can also be made in person at our main office or at our Kennett Square office. For added customer convenience, we have a drive-up window at our Chester location. Our addresses are listed on the back page.



Another convenient option is to use our automated phone payment system by dialing:

1.855.748.8522

It is easy to access and is available 24 hours a day. Customers are able to use Visa® and MasterCard® credit cards to make payments as well as debit cards with the MasterCard® or Visa® logo and electronic checks.

Individual payments are limited to \$500 and a \$2.75 convenience fee is charged per transaction.

Please be warned that you may see signs posted in some neighborhood convenience stores that read "Pay Your Water Bill Here". Chester Water Authority does NOT authorize these stores to act on our behalf. Customers using these stores are doing so at their own risk and the Authority is not responsible for payments that do not reach our Business Office.

Please note that Chester Water Authority personnel do not collect bill payments while at your home.

Quality • Service • Value

We're here for you!



Business Hours (M—F):

Walk-in: 9:00 am to 4:30 pm
Drive-Thru: 9:00 am to 4:30 pm
Telephone: 9:00 am to 4:30 pm

Emergency Hours:

24 HOURS A DAY
7 DAYS A WEEK
Telephone: 610.876.8181
1.800.793.2323

Mail Your Water Bill Payment:

P. O. Box 71346
Philadelphia, PA 19176-1346

Mailing Address:

P. O. Box 467
Chester, PA 19016

Chester Office Location:

415 Welsh Street
Chester, PA 19013

Kennett Square Office:

148 West State Street
Suite 101
Kennett Square, PA 19348

Web Site:

www.chesterwater.com

Facebook:

www.facebook.com/ChesterWater

(Tip: Keep this section and hang it on your refrigerator for future reference.)

CWA Closed:



Independence Day
July 4, 2019



Labor Day
September 2, 2019



**Your Safety is
Our Concern**

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 can be made in person at our Main Office Building, by mail including your payment in the envelope provided with your water bill, our website, or using our 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 1.800.793.2323. We will be happy to confirm the identity of our employee.



**Is Your Contact
Info Up to Date?**

If a water emergency happens, it is imperative for us to reach you quickly. You can update your contact information by either calling our Customer Service Department at 610.876.8181 or 1.800.793.2323, or you can email us at cwacs@chesterwater.com.



**More
Information**

Chester Water Authority Board of Directors have normally scheduled meetings on the third Thursday of every month at 2:00 pm. Notice of any changes will be made publicly available prior to the meeting on our website or on our Facebook page. Please call 610.876.8185, extension 1219, if you have any questions.