



Chester Water Authority Customer News and Information

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BEWARE OF NON-AFFILIATED BILL PROCESSING PROVIDERS

Have you tried to pay your bill online and found a website that claims to provide an easier and faster way to pay your water bill? Be careful because not all third party bill payers are affiliated with CWA and this may impact how long it takes for your payment to post to your account. For example, doxo is one of those third party providers that advertise that you can pay your CWA bill online from their website. However, be aware that CWA has no direct affiliation with doxo and customers who use their site should be aware that your payment is not immediately received by CWA. In fact, it may take 5 to 7 business days before doxo sends payment to CWA and it is posted to your account. If you happen to have a delinquent bill or have received a shut off notice, this delay in time from when you submit payment to this third party provider and when CWA actually receives payment from them can result in a possible termination of service even though you have made a payment.

CWA makes it possible for customers to pay their bill online.

Your payment is immediately posted to your account by going to our website at:

www.chesterwater.com

and clicking on the "PAY YOUR BILL ONLINE" link as shown below. You can then click on the



banner that reads "Click here to continue to Paymentus" which will take you to our authorized third

party provider's website. From there you can easily enter your account and customer information from your bill and your email to proceed to making a payment. Once again, after you have made your payment online, your account is IMMEDIATELY posted!

CWA also provides other convenient options to pay your bill. For more information regarding these other options, please see the article "Paying your Water Bill" inside this newsletter. As always, if you have any questions, you can contact our Customer Service Department at 610.876.8181 or 1.800.793.2323.

Water Meter	Billing Period	Previous Reading	Current Reading	Read Date	Threshold	Bill Cycle	Customer
7002712311	12/20/19 - 2/20/20	54	69	Actual	45	1/15/20	80023492

WATER BILL	
Balance Forward	\$0.00
Current Charges	\$36.32
Bill Charge	\$207.45
Consumption Charge	



Preparing Your Water Lines for the Impending Cold Weather

The coldest days of winter are upon us and that means freezing temperatures that can affect your water supply. Taking a few simple precautions now can make all the difference in preventing your pipes from freezing and possibly bursting. Chester Water Authority recommends that you take the following steps today to help safeguard your water supply.

- Disconnect all hoses from outside faucets.
 - Eliminate drafts. Check around the home for areas where water supply lines are located in unheated areas and take measures to prevent the flow of cold air in these areas.
 - Insulate or wrap all pipes and faucets in unheated areas (especially in your crawlspace, garage, or under an open porch or in a cabinet against an uninsulated outside wall).
- Check now to find your master water shutoff valve so you can turn it off if a pipe leaks.
 - If you have had problems in the past when the temperature becomes severely cold, just let the water run about half the diameter of a wooden pencil continuously in the affected pipe. This may save you a lot of trouble and will keep your water pipe from freezing.

If your water pipes do freeze, **never** try to thaw a pipe with an open flame or torch. If your pipes do freeze, contact our Customer Service Department at 610.876.8181 or 1.800.793.2323.

Make sure you have the telephone number of a reliable plumber.



Like us on Facebook And Stay Up To Date On What's Happening At CWA!

www.facebook.com/ChesterWater/



Fire Hydrants in the Snow

Snowfall, combined with the snow plowed from roadways, often bury fire hydrants under a large amount of snow, making them difficult to find and use. Should there be a fire nearby, precious time is lost as firefighters work to locate hydrants and shovel snow away before hoses can be hooked up to them. In the situation of a fire, time is critical and every second counts. The extra minutes that a firefighter spends digging out a hydrant can make a big difference in how quickly a fire can be extinguished and the damage to be limited.



We are asking our customers to help the fire fighters in your area by keeping the fire hydrant closest to your residence or business clear of snow. Snow should be removed about three-feet (3') away from the hydrant in all directions and a pathway cleared between the hydrant and the nearest roadway. Exercise caution when clearing around the hydrant because of the potential for vehicle traffic nearby. Do not stand in the street and be careful not to slip and fall out into the roadway.



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 in a timely fashion.

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

Quality • Service • Value



Answering Your Questions

Q. Does drinking water contain calories, fat, sugar, caffeine, or cholesterol?

Nutrition Facts	
Amount per serving	
Calories	0
	% Daily Value*
Total Fat 0g	0%
Sodium 0g	0%
Total Carbohydrate 0g	0%
Total Sugars 0g	
Includes 0g Added Sugars	0%

A. No. CWA drinking water does not contain any of these.

Q. Should I buy bottled water?

A. Many people turn to bottled water as a convenience. But if your tap water meets all of the federal and state water standards, as is the case with CWA water, you don't need to buy bottled water.



Q. Drinking water often looks cloudy when first taken from a faucet and then it clears up. Why is that?

A. Cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in carbonated soft drinks. After a while, the bubbles rise to the top and disappear. This type of cloudiness occurs more often in the winter when tap water is cold.



Chester Water Authority is Closed:



MLK, Jr. Birthday - January 20, 2020



President's Day - February 17, 2020



Good Friday - April 10, 2020

Quick Reference

Contact CWA

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



Customer Safety

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 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.



Information Update

Do we have your most recent contact information? It is imperative for us to reach you quickly if there is a water emergency. 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.



Chester Water Authority Board of Directors Meeting

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.