



Chester Water Authority

## CHESTER WATER AUTHORITY

P. O. Box 467, Chester, PA 19016

### **CWA Statement on Novel Coronavirus (COVID-19) March 15, 2020**

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During this unprecedented time as the nation and world responds to the novel coronavirus (“COVID-19”), please be advised that the health and safety of CWA customers and employees continues to be our top priority. Customers should first be assured that CWA’s drinking water is safe and continues to meet and exceed all federal and state safety standards.

CWA is committed to providing our customers with uninterrupted service and we are taking the following steps to help all our customers:

- CWA has suspended all water shut offs until further notice.
- The lobby at the CWA Main Office and the Kennett Square Office will be closed until further notice.
- Customers are encouraged to make payments online at <https://chesterwater.com/pay-bill-online/> or drop payments (no cash) in the lockbox located outside the main entrance at 415 Welsh Street in Chester.
- Customers are encouraged to contact CWA Customer Service with any issues at 1-800-793-2323, 610-867-8181 or at <http://chesterwater.com/about-cwa/contact-us/>

CWA will continue to closely monitor the ongoing situation and work with our partners on the local, state, and federal level to ensure minimal disruption in providing our customers with clean and safe drinking water.

Any updates will be available on our website at [www.chesterwater.com](http://www.chesterwater.com) and on our Facebook page at [www.facebook.com/chesterwater](http://www.facebook.com/chesterwater).