

**CHESTER WATER AUTHORITY  
APPLICATIONS FOR THE USE OF WATER**

**APPLICATION**

Applications for the use of water shall be made in writing on forms provided by Chester Water Authority (CWA). The form must be completed in its entirety and shall be signed by the customer. If a customer has an unpaid balance of water charges at a previous location or there is an unpaid balance at the new location, all monies due must be paid before a new service can be turned on.

A new application must be made and approved by CWA upon any change in ownership of property when the owner is the customer, or in any tenancy where the tenant is the customer, or in the service, as described in the application. CWA shall have the right to discontinue the water supply until new application has been made and approved.

If water service into the property is not available, application for the installation of a new service shall be made to CWA.

**DEPOSIT**

As a guarantee for the payment of water bills, customers shall make and keep on deposit with CWA an estimated 4 months' water bill. The deposit may be waived by CWA where its records disclose that the customer regularly pays water bills when due or, being a new customer, where adequate evidence of financial responsibility is submitted. If any customer fails to pay the water bill when due, the customer may be required to make a deposit as a condition to future service. In the case of tenant-occupied property, on all requests for service, CWA shall require a security deposit from the tenant or landlord owner, in an amount equal to the estimated water usage for two quarterly billings. CWA may hold such security deposit for a maximum period of one year but, upon good cause shown, may continue to hold said security deposit for a period in excess of one year.

**TRANSFER OF SERVICE**

A customer, without additional charge, may transfer service from one property to another by properly notifying CWA in advance of such transfer. Any security deposit shall be applied to the final bill, and a new security deposit shall be required for the new location.

**BILLING**

Bills will be mailed at regular intervals based on meter readings. On occasion, such bills may be estimated. All bills for water service shall be payable on or before the due date. Payments may be made by mail or during established business hours at CWA's Business Office located at 415 Welsh Street in the City of Chester, Delaware County, PA.

All customers shall provide access to the property for CWA's representative to obtain readings of any water meter or meters attached to the water service serving the property. The water service may be discontinued if CWA is not provided access to read meters. When CWA is unable to obtain a meter reading, an estimated bill shall be rendered on the basis of the best information or method available.

## DISCONTINUANCE OF SERVICE

**By Customer.** All agreements covering service for water supply shall continue in force unless and until reasonable notice is given of a desire to terminate the contract.

**By CWA.** Service of any class may be discontinued for any of the following reasons:

- A. Default of payment of an account for water supplied to the property, or for fire service, repairs, material or other items furnished.
- B. For use of water for any other property or purpose other than that described in the application.
- C. For willful waste of water through improper or imperfect pipes, fixtures, or otherwise.
- D. For tampering with any service pipe, meter, curb stop – cock or seal, or any other appliance of CWA.
- E. In case of vacancy of property without notifying CWA.
- F. For neglecting to make deposit or for non-payment of any charge occurring under the application.
- G. For refusal of reasonable access to the property for purposes of inspecting or for reading, caring for, or changing meters.
- H. For making, or refusing to sever, any cross connection between a pipe or fixture carrying water furnished by CWA and a pipe fixture carrying water from any other source.
- I. For neglect or refusal to comply with all rules and regulations of CWA.

## CUSTOMER RESPONSIBILITY

The owner or occupant of the property shall be liable for water consumed until provisions are made for CWA to turn off the water to the property.

When a customer is moving out of a property and orders the water meter read on a certain day, the water must be turned off when the meter is read unless there is an application from a prospective customer on file with CWA.

Whenever CWA has knowledge that a private water service is broken or is in a dangerous or unsafe condition, CWA will notify the owner or occupant of the property to have said service immediately repaired and put in a safe and operable condition. CWA may turn off the water service and keep it turned off until it is repaired and put in a safe and operable condition. In the event CWA is required to shut service off, the expense will be borne by the customer.

All customers shall protect and safeguard water service pipes and fixtures, and all owners, at their own expense, must keep service pipes on the property in good working order. CWA is not responsible for service pipes and fixtures. No claims shall be made or maintained against CWA for damages due to the breaking of any service pipes or apparatus, nor for accidental failure in the supply of water.

Customers shall operate valves in the property and quick closing valves in industry as well as other appurtenances of the water piping system in such a manner that pressure surges are not transmitted to CWA's distribution system.