

*Providing a Better
Environment for South
Central DuPage County*

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The Downers Grove Sanitary District is a separate unit of local government that provides sanitary sewerage service for you. We operate independently from your city or village. Our Board of Trustees meets monthly at the District office. These evening meetings are open to the public and include an opportunity for public comment. The District continues to evaluate and improve the transparency of its operations through increased reporting to the state and county, and provides extensive information on the District website, www.dgsd.org.



CUSTOMER SERVICE, OUR FIRST PRIORITY

For information on our services and programs, District residents should call the District office at 630-969-0664. Normal business hours are 8 a.m. to 4:30 p.m. weekdays. Technicians are available at all hours to respond to emergencies, such as backups or sanitary manhole overflows.

Our programs are designed to help you with sanitary sewer backups or other problems with your sewer service.

Reporting of all sanitary sewer backups is essential to providing the information necessary for monitoring of sewer system conditions, identification of problem areas and eligibility for assistance programs. District personnel will investigate backups to determine the cause and appropriate corrective action. **Residents should note that charges by plumbers or sewer contractors for work performed prior to contacting the District are generally not eligible under our assistance programs.** The programs available to assist residents with prevention and correction of problems that may cause sanitary sewer backups include:

Building Sanitary Service Repair Assistance Program

If a repair to your building sanitary service is necessary, the work may be eligible under the Building Sanitary Service Repair Assistance Program. Under the Program, the District will repair, rehabilitate or replace a building sanitary service under certain conditions. The Program covers the entire building sanitary service from the building to the public sewer. To qualify for an initial investigation, property owners are usually only required to submit a Program Application and a sewer rodding or televising invoice that occurred within the previous 12 months. The District will determine if the cause of repeated maintenance activity is a problem eligible for participation and, if so, the appropriate corrective measures. This Program is not a substitute for and does not cover routine maintenance of the building sanitary service such as periodic rodding. This Program also does not transfer ownership of the building sanitary service to the District.

Follow us at
[www.facebook.com/
downersgrovesd](http://www.facebook.com/downersgrovesd) for the
District's latest news and
information direct to you.



Reimbursement Program for Installation of Overhead Sewer or Backflow Prevention Devices

The District requires new construction to include plumbing features needed to protect property from backups that can occur at any time. Owners of older buildings should consider improvements needed to provide this level of protection. This cost sharing program is available for residents who have experienced sewer backup problems and desire to convert to an overhead sewer system or install backflow prevention devices.

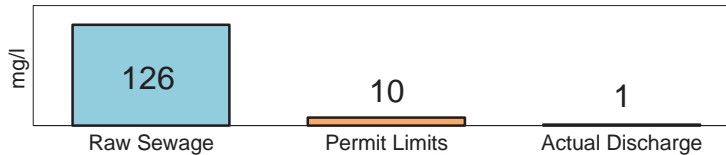
Reimbursement Program for Sanitary Sewer Backups Caused by Blockages of the Public Sanitary Sewer

If District personnel determine that the sanitary sewer backup was caused by a blockage of the public sanitary sewer, the resident may be eligible for reimbursement of some costs associated with the backup. Please note that sanitary sewer backups occurring as a result of precipitation-related high flow conditions in the public sanitary sewer are not eligible for reimbursement under this Program. Blockages or problems of any nature in the building sanitary service are not eligible for reimbursement under this Program.

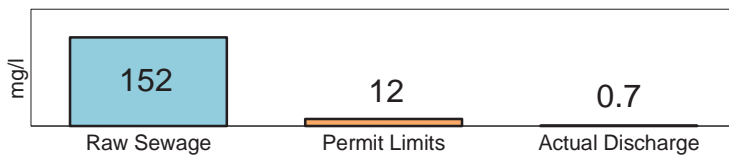
WASTEWATER TREATMENT

The District's Wastewater Treatment Center operates under a National Pollutant Discharge Elimination System (NPDES) permit issued by the Environmental Protection Agency. The District facility discharges treated water to the East Branch of the DuPage River that is significantly better than permit requirements establishing stringent protective criteria. The charts below indicate the successful treatment provided by the Wastewater Treatment Center during 2014 for three major NPDES permit parameters. The parameters are indicated in milligrams per liter (mg/l):

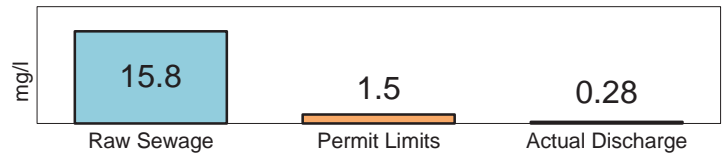
Biochemical Oxygen Demand



Suspended Solids



Ammonia Nitrogen



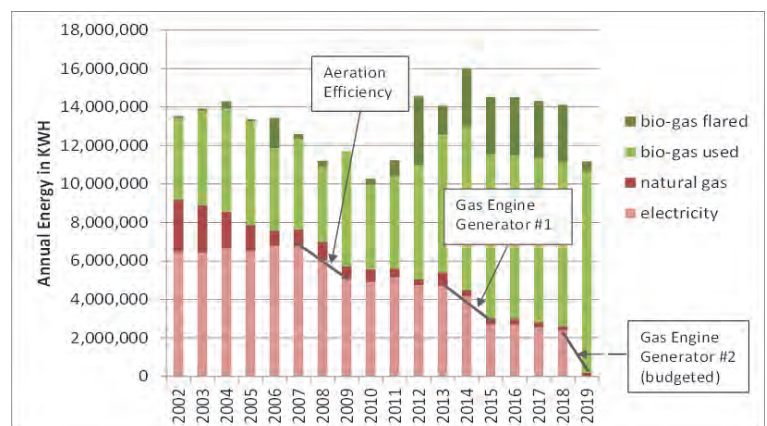
The District continues to track regulatory efforts to establish nutrient standards for wastewater treatment plants. With continuing uncertainty about the environmental benefits of nutrient controls, the District is discussing a schedule with Illinois EPA that provides time for the District to develop low-cost nutrient control technologies. The schedule would also increase our participation with the DuPage River Salt Creek Workgroup to better understand the impacts of nutrients in our watershed, and to help fund restoration projects in our receiving stream, with the goal of achieving the most cost-effective environmental improvements with limited available resources.

ENERGY EFFICIENCY

The District continues to improve its energy efficiency, leveraging incentive programs to upgrade facilities to reduce energy usage and associated costs. Since 2003, we have received over \$750,000 in energy reduction grants, used to off-set the costs of state-of-the-art energy reducing equipment and facilities. Energy use at the wastewater treatment center has been reduced by roughly two-thirds since 2003, saving about \$350,000 per year in operating expenses.

We are continuing our program upgrading all District lighting fixtures to high-efficiency lighting, subsidized by the Illinois Department of Commerce and Economic Opportunity.

We have applied for more grant funding to install a second high-efficiency aeration turbo-blower and a second bio-gas fired engine generator to make electricity from digester gas generated on site.



CARING FOR OUR INFRASTRUCTURE

The District's most valuable asset is the sewer collection system, including over 250 miles of gravity sewers. Beyond these sewers, there are nearly 300 miles of privately owned building service pipes connecting buildings to the public mains owned by the District.

The system dates back as far as 1904 and requires a substantial commitment of resources to maintain in satisfactory working condition, meeting residents' expectations for service and regulatory requirements.

The most significant challenge is the appearance of ground and storm water, known as infiltration and inflow (I/I), in sewers intended to carry only sanitary waste from plumbing fixtures. This extraneous water can cause backups and overflows by exceeding the capacity to carry sanitary waste, and is costly to transport and treat.

The District has a comprehensive I/I removal and sewer system rehabilitation policy. Priority is given to areas identified through flow monitoring, field observations and backup or surcharge reports. State-of-the-art techniques are employed, ranging from open-cut replacement to various trenchless technologies such as cured-in-place lining and grouting. Ordinances regulating private property I/I sources are enforced and rehabilitation is conducted on both public and private sources consistent with District programs.

NEW THIS YEAR: PAPERLESS BILLING

In our efforts to control costs and improve the environment, we now offer paperless billing, using the services offered by Invoice Cloud. Visit www.invoicecloud.com/dgsd to sign up, save paper and mailing costs, and access several convenient payment options. Replacing your postcard bill with email reminders is free of charge. Convenience fees apply to payments made through Invoice Cloud. A link is available for this service on our website.

Our postcard bill is still available, along with all of our existing payment options.

In addition to paying by mail, drop box or at the District's office, bills may be paid through an automatic debiting of your checking account, a simple free way to make sure your bill is paid on time. Enrollment is easy and may be done online at the District's website or by returning the enclosed yellow enrollment form to the District. If you already participate in

this program, a new authorization form is not required.

The District continues to participate in an online program offered by the Illinois State Treasurer's office called E-PAY, for credit card or ACH payments. Please note that convenience fees will apply, and this is only available online, not at the District's office. A link for selecting this payment option is available at the District's website.

Should you plan to move, be sure to contact the office to arrange for final billing.

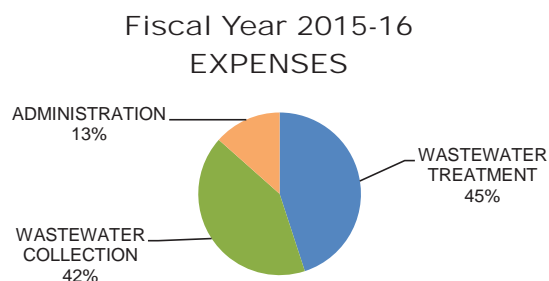
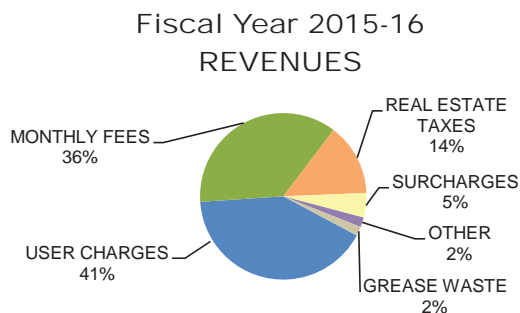
Most District users pay their bills timely, which helps to mitigate rate increases and reduce the resources needed to process the user charge system. However, bills that are not paid timely may result in late fees, collection charges, liens and discontinuance of sewer and/or water service.

For more details, visit www.invoicecloud.com/dgsd



BUDGET AND FIVE-YEAR PLAN

The District has implemented a five-year plan, which projects revenues and expenses for all District activities, available for review on our website. For the current fiscal year, general corporate revenues are projected to be \$7.865 million and expenses are projected to be \$7.824 million. The expenses include \$3,253,300 for the sewer system, \$3,518,840 for wastewater treatment and \$1,052,010 for administration. The amount of revenues greater than expenses will result in an increase in the District's operating fund balance. The charts below show the major types of revenues and expenses necessary for operations.



USER CHARGE SYSTEM

The District's user charge consists of two components: a volume charge based on water consumption and a monthly service fee. The volume charge remains at \$1.65 per 1000 gallons of water consumption and the monthly fee was increased from \$11.00 to \$12.00 per account effective April 11, 2015. Surcharge and sampling and monitoring charges assessed to commercial and industrial users increased effective April 11, 2015. The user charge is evaluated annually and set to collect the revenues needed to cover the cost of sewer system and treatment plant operation; maintenance and replacement; and District administration.

REAL ESTATE TAXES

This year, the District has levied \$1,139,100 for repairs to the sanitary sewer infrastructure, a 2.52% increase from last year's levy. This levy results in a tax rate of \$0.0448 per \$100 of assessed value. A single-family residence with a market value of \$300,000 will pay \$44.80 in real estate taxes to the District in 2015.

BIOSOLIDS PROGRAM

The District generates Class A biosolids as a by-product of the treatment process. This product is a high quality fertilizer available to the public free of charge. Biosolids are available for pick-up at our station located at Katrine and Curtiss (west of Belmont) or we will deliver larger quantities. A brochure is enclosed with further information.

RECREATIONAL VEHICLE DUMPING STATION

A recreational vehicle dumping station is available at the District Administration Center located at 2710 Curtiss Street, Downers Grove. The station is open from 8 a.m. to 4 p.m., Monday through Friday. The station is not open on weekends and holidays.

WATERSHED CONSORTIUM

The District is a founding member and active participant in the DuPage River Salt Creek Workgroup. The Workgroup is a consortium of local governments dedicated to managing the valuable stream resources of the East and West Branches of the DuPage River and Salt Creek. The Workgroup conducts state-of-the-art monitoring of stream biology, chemistry and habitat, using the data to promote projects and activities to cost-effectively restore these urbanized streams for their intended uses. For more information, visit www.drscw.org.

REDUCE INTERNAL PLUMBING PROBLEMS

To reduce the likelihood of internal plumbing problems in addition to service line backups and blockages in the public sewer, residents are reminded that most everyday use items should not be disposed of into the sanitary sewer. These items include disposable wipes (sometimes labeled 'flushable' which are not flushable in our system), personal hygiene products, disposable toilet bowl cleaner brushes and pads, disposable diapers, baby wipes, dental floss, razor blades, cat litter, grease and oil, and large quantities of food through the garbage disposal or toilet. These items are prohibited because they do not dissolve in wastewater, and therefore easily accumulate to cause blockages, equipment damage and sewer backups.

PROHIBITED DISPOSAL

Pharmaceuticals and all household hazardous wastes should be recycled at appropriate facilities. Bulk solvent, paint, heavy duty cleaners or similar items cause hazards in the sewer system which can be dangerous for workers or the public, interfere with the operation of the treatment plant or pollute the river by passing through the plant because it is not treatable in our facilities. A "Household Hazardous Waste" information sheet listing what should never be disposed of into the sanitary sewer is available at the District office.



As the flushable wipes industry continues to grow, the District reminds residents not to flush any type of wipes. Wipes are clogging sewer pipes and causing issues for sewer pump stations and wastewater treatment centers all over the country, including ours. Even if the label reads "flushable," the District recommends disposing of wipes in a trashcan, not the toilet.

We hope that you will attend the Wastewater Treatment Center Open House on Saturday, October 3, 2015, from 9 a.m. to noon. If you have any questions regarding any of the information contained in this newsletter, please feel free to contact the District office, view our website at www.dgsd.org or scan the QR code below.

BOARD OF TRUSTEES
DOWNERS GROVE SANITARY DISTRICT

