

“Providing a Better Environment for South Central DuPage County”

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This spring the District earned an Earth Flag from SCARCE. Read more on page 4.

DISTRICT CONTINUES ESSENTIAL SERVICES DURING CORONAVIRUS OUTBREAK

During this COVID-19 outbreak, the District continues to perform its core essential services in order to protect public health and the environment. The District has implemented measures to address the health and safety of our staff and thus ensure continuity of service throughout this unprecedented time. The District’s dedicated staff will continue to proudly serve the community as they have always done.

SEWER PROBLEMS? OUR ASSISTANCE PROGRAMS CAN HELP

Customer service is our first priority. We have several sewer assistance programs designed to help you with sanitary sewer backups or other problems with your sewer service. Normal business hours are weekdays 8 a.m. to 4:30 p.m. Technicians are available at all hours to respond to emergencies, such as backups or sanitary sewer manhole overflows.

Reporting of all sanitary sewer backups is essential to provide the information necessary to monitor sewer system conditions, identify 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. Our assistance programs available to residents include:

Building Sanitary Service Repair Assistance Program

If you are having any issues with your sanitary service or are having to maintain it by frequently rodding, you may be eligible for a repair under the Building Sanitary Service Repair Assistance Program. 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



Example of a cleanout being installed (left) and a finished installation (right).

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. Most often this includes the installation of an outside cleanout access to help more effectively maintain your service. 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.

Reimbursement Program for Installation of Overhead Sewer or Backflow Prevention Devices

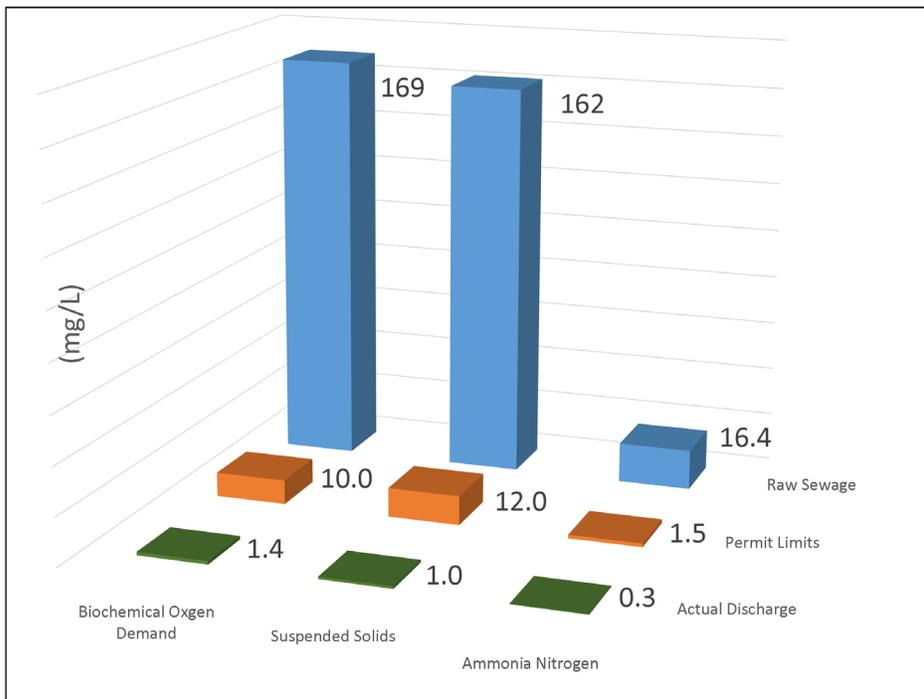
The District requires new construction to include plumbing features needed to protect property from backups that can occur at any time. Owners of older buildings should consider improvements needed to provide this level of protection. This cost sharing program is available for residents who have experienced sewer backup problems and desire to convert to an overhead sewer system or install backflow prevention devices, offering to pay half the project cost up to a limit of \$3,000.

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 (WWTC) operates under a National Pollutant Discharge Elimination System (NPDES) permit issued by the Illinois Environmental Protection Agency (IEPA). The District's WWTC discharges treated water to the East Branch of the DuPage River that is significantly better than the permit limits. The chart below indicates the successful treatment provided by the District during 2019 for three major NPDES permit parameters.



Watershed Group

The District is a founding member and active participant in the DuPage River Salt Creek Workgroup (DRSCW), which is dedicated to managing the valuable stream resources of the East and West Branches of the DuPage River and Salt Creek. While other wastewater treatment plants in Illinois have recently received phosphorus limits in their NPDES permits, the District was able to negotiate with IEPA a schedule that provides additional time before implementation of phosphorus limits in exchange for active participation in the DRSCW 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. For more information, visit www.drscw.org.

CARING FOR OUR INFRASTRUCTURE

The District's most valuable asset is the sewer collection system, including more than 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.

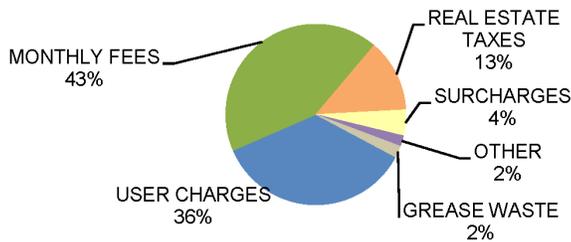
The system dates back as far as 1904 and requires a substantial commitment of resources to maintain in satisfactory working condition, meeting residents' expectations for service and regulatory requirements. The most significant challenge is the appearance of ground and storm water, known as infiltration 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 program. 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.

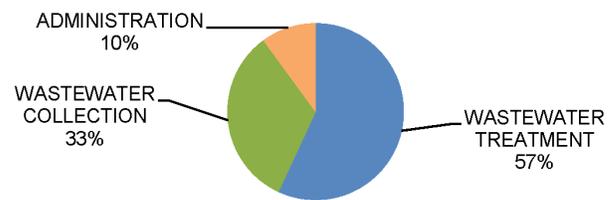
BUDGET AND FIVE-YEAR PLAN

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 \$9.659 million and expenses are projected to be \$10.932 million. The expenses include for the \$3,606,190 sewer system, \$6,225,500 for wastewater treatment and \$1,100,260 for administration. The amount of expenses greater than revenues will result in a decrease in the District's operating fund balance. The charts below show the major types of revenues and expenses necessary for operations.

**Fiscal Year 2020-21
REVENUES**



**Fiscal Year 2020-21
EXPENSES**



BILL PAYMENT OPTIONS

EasyPay Program - A FREE automatic debit from your checking account. Enrollment may be done online at www.dgsd.org/pay-your-bill/easypay-form or by returning the enclosed yellow enrollment form to the District.

District Office - Bills can be paid by mail, in person or via dropboxes located throughout the District. We also have a kiosk in the office.

Billing Portal - An online billing portal where you can view your current bills and make online payments, view previous bills and sign up for reminders. Paperless billing is also available. Convenience fees apply to payments made through the billing portal.

Learn more about payment options at www.dgsd.org/youraccount.

CHANGE IN SEWER BILL RATES 2020

The District's user charge consists of two components: a volume charge based on water consumption and a monthly service fee. The volume charge increased to \$1.80 from \$1.70 per 1,000 gallons of water consumption and the monthly fee remains the same at \$17.00 per account. Surcharge and sampling and monitoring charges assessed to commercial and industrial users increased effective March 29, 2020. The user charge is evaluated annually and is 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

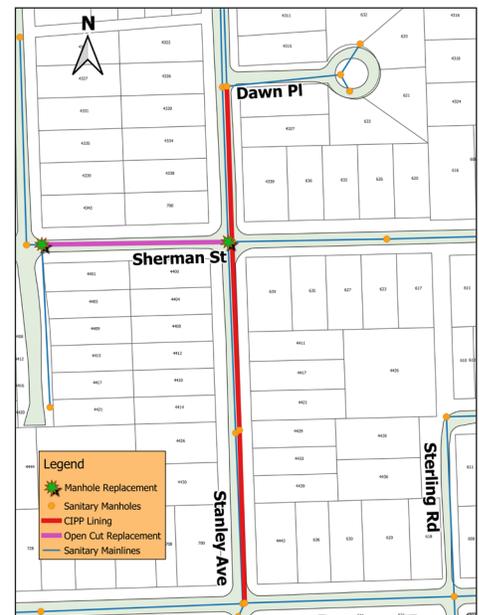
This year the District levied \$1,282,600 for repairs to the sanitary sewer infrastructure, a 3.01% increase from last year. This levy results in a tax rate of \$0.0406 per \$100 of assessed value. A single-family residence with a market value of \$300,000 will pay \$40.60 in real estate taxes to the District in 2020.

2020 Sewer Construction Project

The District has two sewer projects set for this year's construction season including sanitary sewer rehabilitation on Stanley Avenue in Downers Grove and sewer replacement on Sherman Street in Downers Grove.

The proposed construction on Stanley Avenue consists of installation of approximately 1,550 lineal feet of cured-in-place sanitary sewer including trimming service laterals, reinstatement of existing services, and other miscellaneous items of work. This work will take place on Stanley Avenue between Dawn Place to the north and Grant Street to the south.

The proposed construction on Sherman Street consists of the open cut replacement of 347 feet of 8 inch sewer pipe. This work will take place on Sherman Street between Prospect Avenue to the west and Stanley Avenue to the east.





NET-ZERO EDUCATION CENTER FEATURES DISTRICT'S ENERGY EFFICIENCY WORK

The District recently completed a net-zero education center at the wastewater treatment plant, funded by a

grant from the Illinois Clean Energy Community Foundation. The center highlights the District's net-zero operations and energy-efficiency efforts for those visiting the treatment plant.

DISTRICT EARNS EARTH FLAG FOR SUSTAINABILITY EFFORTS

This spring the District was presented with an Earth Flag in recognition of its sustainability and energy efficiency efforts from SCARCE, a local environmental non-profit organization. The flag highlights our work to operate our wastewater treatment center as a net-zero facility (creating as much energy as we use) through converting wastewater into usable energy. It also recognizes our involvement with the community including our recycling program for used cooking oil, participation in the DuPage River Sweep and hosting educational tours at our treatment center for local students and teachers.

TIPS TO REDUCE INTERNAL PLUMBING PROBLEMS

To help keep the sewer system flowing smoothly and keep the environment safe, residents are reminded that most everyday use items should not be disposed of into the sanitary sewer system. These items include: disposable wipes (sometimes labeled 'flushable' which are not flushable in our system), personal hygiene products, disposable diapers, cotton balls or swabs, tissues or paper towels. In addition, paint, engine oil, pesticides, pharmaceuticals and all household hazardous wastes should not be poured down the sink. Some of these hazardous materials can corrode the sewer, while others complicate the treatment process. For more tips on how to maintain your sewer line, visit www.dgsd.org/maintain-sewer-line. Check out our recycling programs and events below or visit www.dgsd.org/external-resources for more resources in the community.



RECYCLING PROGRAMS & EVENTS

Used Cooking Oil Program -

The District collects and recycles used cooking oil in partnership with SCARCE. Our customers and residents in the surrounding area are encouraged to recycle their used cooking oil instead of pouring it down the drain or disposing of it in the garbage. Used cooking oil can be dropped off any time at the Administration Center at 2710 Curtiss Street in Downers Grove, on the east side of the building at any time. For more information, visit www.dgsd.org/maintain-sewer-line/#cook.

Latex Paint Recycling Event -

The District and SCARCE will host a Latex Paint Recycling event on Saturday October, 24, 2020 from 9 a.m. to noon at the Administration Center at 2710 Curtiss Street in Downers Grove. Residents can drop off latex paint **only** (no oil based paint, stains or varnishes). The fee is \$4.00 per gallon or \$12 for a 5 gallon bucket. Look for more information on the District website closer to the date.

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.

We hope that you will attend the Wastewater Treatment Center Open House on Saturday, Sept. 19, 2020, from 9 a.m. to noon. If you have any questions regarding any of the information in this newsletter or would like to learn more about the District, please call the District office at 630-969-0664 or visit our website at www.dgsd.org.

**BOARD OF TRUSTEES
DOWNERS GROVE SANITARY DISTRICT**