

***"Providing a Better
Environment for South
Central DuPage County"***

2710 Curtiss Street
Downers Grove, IL 60515
Phone: 630-969-0664
www.dgsd.org

Office Hours -

Monday-Friday: 8 a.m. to
4:30 p.m.

Emergency Response

Available 24/7

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Sunrise over secondary clarifiers and Operations Center at the wastewater treatment center.

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. Technicians are available 24/7 to respond to emergencies, such as backups or sanitary sewer manhole overflows.

Our assistance programs available to residents include:

Building Sanitary Service Repair Assistance Program

If you are having any issues with your sanitary service or have 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 should 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. 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.



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

SEWER ASSISTANCE PROGRAMS CONTINUED

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.

CARING FOR OUR INFRASTRUCTURE

The District’s most valuable asset is the sewer collection system which includes more than 250 miles of gravity sewers. Beyond these sewers, there are nearly 300 miles of privately owned building service pipes that connect buildings to the public mains owned by the District. The District also owns nine lift stations that are used to pump sewage uphill to another gravity sewer to transport the sewage to the District’s wastewater treatment center (WWTC). The District owns approximately 44,000 feet of forcemains, which are the discharge pipes from the lift stations that carry flow to the gravity sewers.

This sewer system dates back as far as 1904 and requires substantial commitment of resources to maintain the pipes and structures 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 been using a state-of-the-art trenchless sewer rehabilitation called ‘Cured in Place Pipe’ or CIPP. An epoxy-laden felt liner is inserted into the existing pipe, and heat-cured in place, using the existing pipe as the exterior form for the new pipe. A new seamless sewer pipe can be installed without the disruption of digging a large trench to remove and replace the old sewer. Photos below show the inside of a sewer pipe before rehabilitation (left) and after (right) the CIPP process.



2025 CONSTRUCTION PROJECTS

Warren Avenue Sewer Rehabilitation

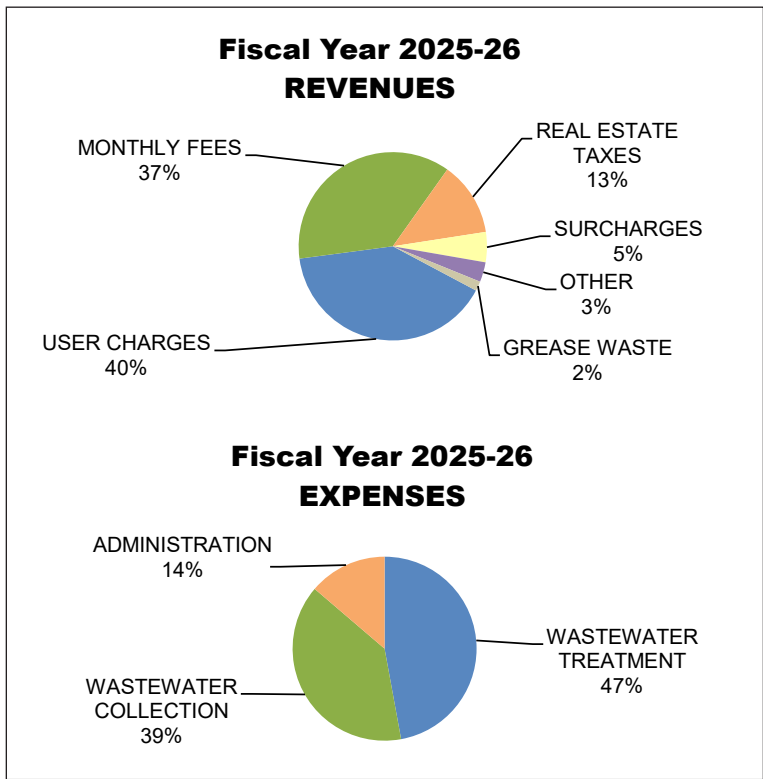
Approximately 800 lineal feet of 36” reinforced concrete sanitary sewer which runs under Warren Avenue between Seeley Avenue and Oakwood Avenue in Downers Grove will be rehabilitated this year using cured-in-place sanitary sewer liner.

Wroble Force Main Replacement

Approximately 600 lineal feet of 16” force main which runs south of 63rd Street under Fairview Avenue (the border between Downers Grove and Westmont) will be replaced this year. This is a section of the force main which carries pumped sewage from the District’s Wroble Lift Station to the gravity sewer system.

OPERATING BUDGET

The District maintains a five-year plan, which projects revenues and expenses for all District activities, available for review on our website. The five-year plan includes the approved budget for the current fiscal year. General corporate revenues are projected to be \$12.19 million and expenses are projected to be \$13.29 million. The expenses include \$5,200,700 for the sewer system, \$6,262,011 for wastewater treatment and \$1,826,390 for administration. The amount of expenses greater than revenues will result in a planned decrease in the District’s operating fund balance. The charts below show the major types of revenues and expenses necessary for operations, maintenance and replacement.



CHANGE IN SEWER BILL RATES 2025

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 \$3.25 from \$2.75 per 1,000 gallons of water consumption and the monthly fee increased to \$21.00 from \$20.00 per account. Sampling and monitoring charges assessed to commercial and industrial users increased, effective April 6, 2025. The user charge and the monthly fee 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 \$1,579,654 for repairs to the sanitary sewer infrastructure, a 5% increase from last year. This levy results in a tax rate of \$0.0395 per \$100 of assessed value. A single-family residence with a market value of \$300,000 will pay \$39.50 in real estate taxes to the District in 2025.

NEW CUSTOMER BILLING PORTAL INCLUDING NEW ACH PAYMENT OPTION

This summer the District will be launching a new, user-friendly customer billing portal. The new portal offers seamless access from any mobile device or computer, making paying your sewer bill easier than ever. The District is committed to providing customers with a more accessible and efficient service.

The new billing portal, hosted through Invoice Cloud, will allow customers to:

- Register accounts for all properties;
 - Make or schedule payments using a credit card or banking information;
 - Enroll in new, secure FREE ACH AutoPay;
 - Sign up for AutoPay and Paperless Billing;
- Use the “Guest Pay” feature to pay account balances;
 - Monitor payment and account history;
 - View/print a PDF of your bills; and
 - Enroll in Pay by Text.

As part of this transition, the current Easy Pay program offered by the District will be replaced by a new, free ACH payment option available through Invoice Cloud starting **June 2, 2025**. To continue your automatic ACH payments, customers must authorize the District to securely transfer your account details to Invoice Cloud by visiting **www.dgsd.org/easypay-transfer** or completing the enclosed form.

Customers can also pay their bills by mail, in person or via dropboxes located throughout the District. Learn more about payment options at **www.dgsd.org/youraccount**.



Please note, the District no longer has a P.O. Box mailing address. If you use the bill payment feature through your bank, please update our address to:
**2710 Curtiss St.
Downers Grove, IL 60515**

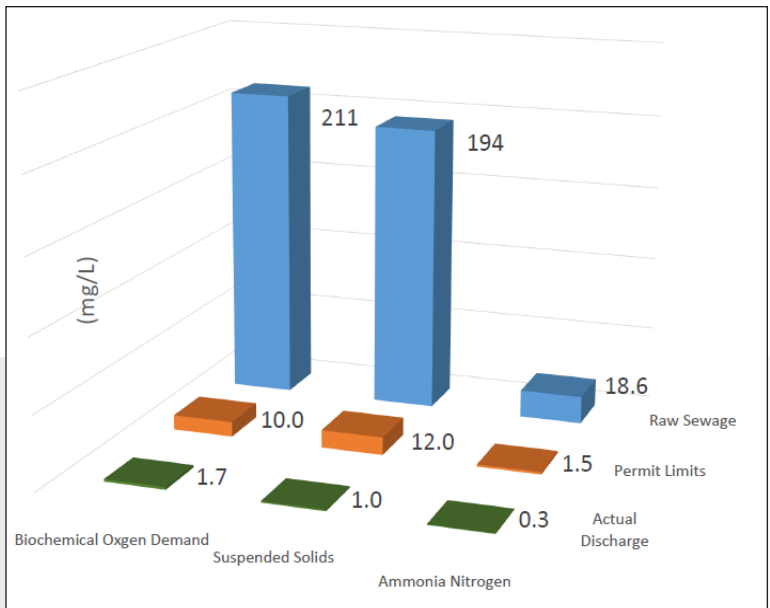
WASTEWATER TREATMENT

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 to the right indicates the successful treatment provided by the District during 2024 for three major NPDES permit parameters.

Illinois Wastewater Surveillance System

The Downers Grove Sanitary District has participated in the Illinois Wastewater Surveillance System (IWSS) since June of 2022. IWSS is a monitoring network that tracks COVID-19, influenza and respiratory syncytial virus (RSV) by measuring the amount of viral RNA in wastewater throughout Illinois. Twice weekly, District staff collect samples of the raw wastewater entering our treatment center and sends them to the University of Illinois-Chicago for analysis. The data is reported on the IWSS website at iwss.uillinois.edu/wastewater-treatment-plant/275.

The initiative is a collaboration between the Illinois Department of Public Health (IDPH) and the University of Illinois System's Discovery Partners Institute (DPI). The program aims to deliver actionable information to public health decision makers. Learn more at iwss.uillinois.edu.



Watershed Group

The District is a founding member and active participant in the DuPage River Salt Creek Workgroup (DRSCW). The DRSCW 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 DRSCW conducts state-of-the-art monitoring of stream biology, chemistry, and habitat, using the data to promote and implement projects and activities to cost-effectively restore these urbanized streams for the intended uses. Learn more at www.drscw.org.

DISTRICT SUPPORTS #FLUSHSMART CAMPAIGN

In July 2022, an Illinois law went into effect that now requires "Do Not Flush" labeling on non-flushable wipes, such as baby wipes and cleaning wipes, to prevent costly sewer clogs. This legislation aligns with the #FlushSmart campaign created by the Responsible Flushing Alliance and is supported by the District and other wastewater agencies statewide to educate residents about proper disposal. Improperly flushed items, including wipes, paper towels, and fats/oils/grease, cause significant damage to sewer systems. District customers are urged to look for the "Do Not Flush" symbol (as shown on the right) and dispose of these items in the trash to protect our infrastructure and community.

Our customers and residents in the surrounding area are also encouraged to recycle their used cooking oil through our Used Cooking Oil Recycling program. Used cooking oil can be dropped off any time at the Administration Center on the east side of the building. For more tips on how to keep your sewer system flowing smoothly, visit www.dgsd.org/maintain-sewer-line.



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 you will attend the Wastewater Treatment Center Open House on Saturday, Oct. 4, 2025, 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