

*“Providing a Better  
Environment for South  
Central DuPage County”*

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### **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.** 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 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 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.



Examples of cleanouts being installed (left and middle) and a finished installation (right).

## Reimbursement Program for Installation of Overhead Sewer or Backflow Prevention Devices

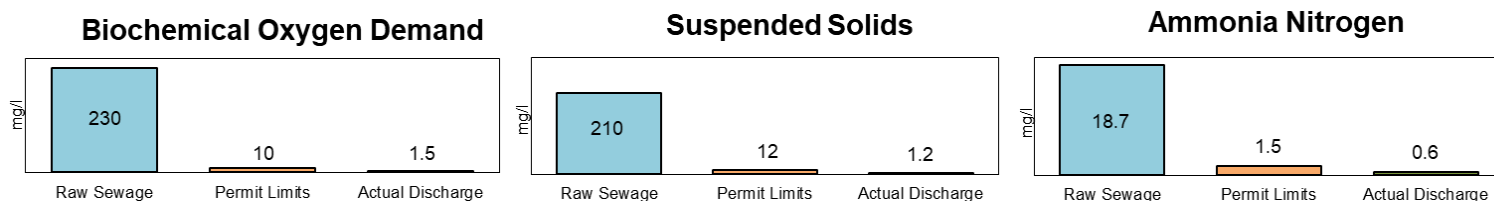
The District requires new construction to include plumbing features needed to protect property from backups that can occur at any time. Owners of older buildings should consider improvements needed to provide this level of protection. This cost sharing program is available for residents who have experienced 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 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 2018 for three major NPDES permit parameters. The parameters are indicated in milligrams per liter (mg/l):



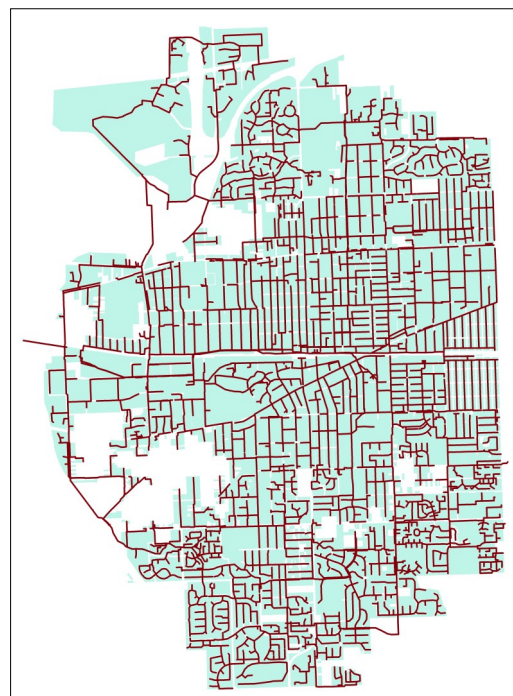
The District continues to track regulatory efforts to establish nutrient standards for wastewater treatment plants. With continuing uncertainty about the environmental benefits of nutrient controls, the District has negotiated a schedule with Illinois EPA that provides time for the District to develop low-cost nutrient control technologies. The schedule also increases 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.

## 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.

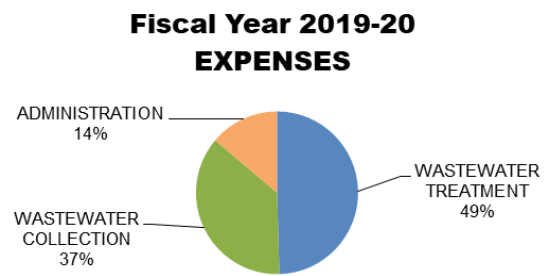
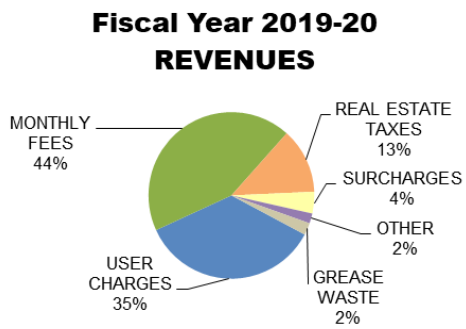


The red lines illustrate the 250 miles of gravity sewers located in our service area.



# 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 \$9.368 million and expenses are projected to be \$9.429 million. The expenses include \$3,452,960 for the sewer system, \$4,672,170 for wastewater treatment and \$1,304,270 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.



## CHANGE IN SEWER BILL RATES 2019

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 \$1.70 from \$1.65 per 1,000 gallons of water consumption and the monthly fee increased from \$16.00 to \$17.00 per account effective March 31, 2019. Surcharge and sampling and monitoring charges assessed to commercial and industrial users increased effective March 31, 2019. 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 \$1,243,700 for repairs to the sanitary sewer infrastructure, a 3.17% increase from last year. This levy results in a tax rate of \$0.0398 per \$100 of assessed value. A single-family residence with a market value of \$300,000 will pay \$39.80 in real estate taxes to the District in 2019.

## 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](http://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/your-account](http://www.dgsd.org/your-account).

## SEWER REHABILITATION PROJECT SET FOR WARREN AVE. IN DOWNERS GROVE

The District will be employing state-of-the-art trenchless sewer rehabilitation for a section of deteriorating large-diameter sewer in downtown Downers Grove. The rehabilitation technique is 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.

The project includes rehabilitating the original sanitary sewer that runs beneath Warren Avenue from Elm Street to Main Street in Downers Grove, and is scheduled for the 2019 construction season.

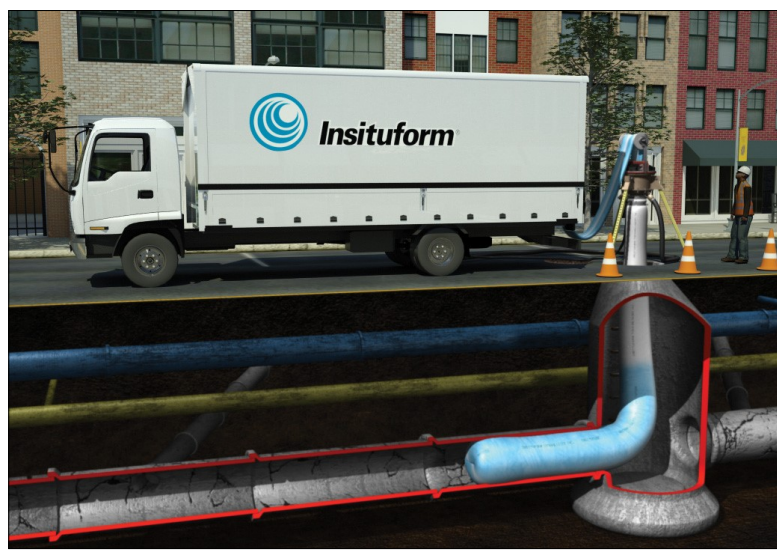


Photo used courtesy of Insituform.



## COOKING OIL RECYCLING DROP-OFF

### USED COOKING OIL RECYCLING PROGRAM

The District collects and recycles used cooking oil in partnership with SCARCE, a local environmental non-profit organization. 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. By recycling it, you can help divert thousands of pounds of oil and grease away from sewers, preventing major clogs and issues. Used cooking oil can be dropped off at the Administration Center at 2710 Curtiss Street in Downers Grove, on the east side of the building at any time (look for this blue sign posted on the outside of a storage cabinet). For more information, visit [www.dgsd.org/maintain-sewer-line/#cook](http://www.dgsd.org/maintain-sewer-line/#cook).

### 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 toilet bowl cleaner brushes and pads, disposable diapers, baby wipes, dental floss, razor blades and cat litter.

In addition, 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 and pollute the river by passing through the plant because it is not treatable in our facilities.

For more tips on how to maintain your sewer line, visit [www.dgsd.org/maintain-sewer-line](http://www.dgsd.org/maintain-sewer-line). For more information on recycling resources in the community, visit [www.dgsd.org/external-resources](http://www.dgsd.org/external-resources).



### BIOSOLIDS DISTRIBUTION PROGRAM

The District generates Class A biosolids as a byproduct of the treatment process. This product is a high quality fertilizer recommended for use in flower beds, lawns, shrubs, hedges, and other landscaping and is available to the public FREE of charge. Biosolids are available for pickup at our pickup station or by delivery in larger quantities. A brochure is enclosed with more information or you can visit [www.dgsd.org/biosolids](http://www.dgsd.org/biosolids) to learn more.

### 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](http://www.drscw.org).

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, October 5, 2019, 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](http://www.dgsd.org).

**BOARD OF TRUSTEES**  
**DOWNERS GROVE SANITARY DISTRICT**