

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

2710 Curtiss Street
P.O. Box 1412
Downers Grove, IL 60515
Phone: 630-969-0664
www.dgsd.org

**Office Hours -
Walk-In**

Monday-Thursday: 10 a.m.
to 12 p.m. and 1 to 3 p.m.

Call-In

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

Emergency Response

Available 24/7

Board of Trustees

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Staff

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DISTRICT CONTINUES GOAL TO OPERATE AS A NET-ZERO FACILITY

The District continues its commitment to operate a net-zero facility at the District’s Wastewater Treatment Center by recovering valuable energy resources and producing as much energy as is used. The District replaced one of its two bio-gas fired engine generators with a larger unit. The engine generator, which makes electricity from digester gas produced on site, was placed into operation in February 2021. The District has been approved for funding through an incentive program to assist with this purchase.

For more information on the District’s net-zero energy facility including a monthly tally of energy production and use, visit www.dgsd.org/net-zero. The current month’s energy tally is also posted on the District’s net-zero energy board, which is visible to commuters on the BNSF Metra line. This energy board was funded by a grant from the Illinois Clean Energy Community Foundation.

NEW CUSTOMER BILLING PORTAL LAUNCHING THIS YEAR

The District will be launching a new and improved customer billing portal later this year. The new billing portal will provide District customers with a fresh and easy way to pay their sewer bill on any mobile device or computer.

The new billing portal will allow customers to:

- Register accounts for resident and nonresidential properties;
- Make or schedule payments using a credit card or banking information;
- Sign up for AutoPay and Paperless Billing;
- Use the “Guest Pay” feature to pay account balances;
- Monitor payment and account history; and
- View and track water usage to more closely manage monthly expenses.



Stay tuned on the District’s website for more details and the portal launch date. Customers can also pay their bill through the District’s 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. Bills can be paid by mail, in person or via dropboxes located throughout the District. Learn more about payment options at www.dgsd.org/youraccount.

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 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 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.



Example of a cleanout being installed (top) and a finished installation (bottom).

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. Continued on top of page 3.

CARING FOR OUR INFRASTRUCTURE CONTINUED

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.

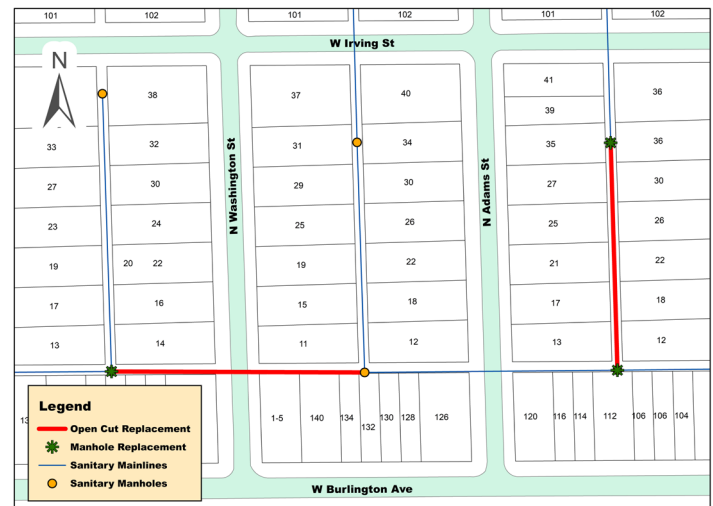
2021 CONSTRUCTION PROJECTS

Westmont Alley Sewer Replacement

The District has one sewer project planned in Westmont for this year's construction season. The proposed construction project consists of open cut replacement of 344 feet of 8 inch sanitary sewer pipe running north and south in the alley between Grant Street and Adams Street in Westmont. The project also includes the replacement of 382 feet of 10 inch sanitary sewer pipe running east and west crossing Washington Street between Adams Street and Hudson Street. This work will take place in the alleys north of Burlington Avenue and south of Irving Street. See map to the right.

Centex Lift Station Replacement

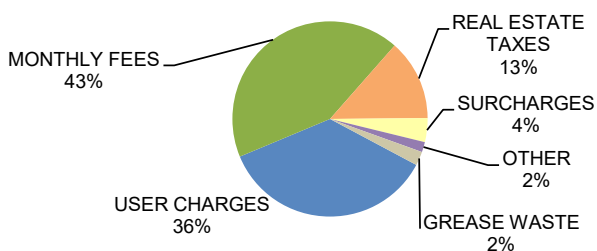
This year the District plans to replace the Centex Lift Station, which is located on Fairmount Ave. off of 63rd Street in Downers Grove. The lift station was originally installed in 1966 and has reached the end of its service life.



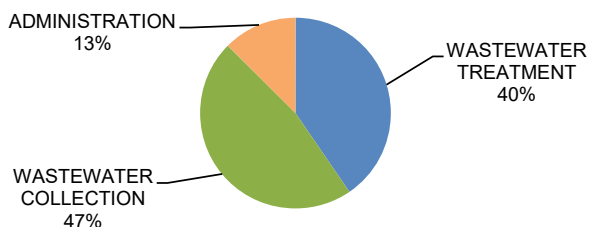
BUDGET AND FIVE-YEAR PLAN

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 \$9.658 million and expenses are projected to be \$11.301 million. The expenses include \$5,316,220 for the sewer system, \$4,569,870 for wastewater treatment and \$1,415,810 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 2021-22 REVENUES



Fiscal Year 2021-22 EXPENSES



CHANGE IN SEWER BILL RATES 2021

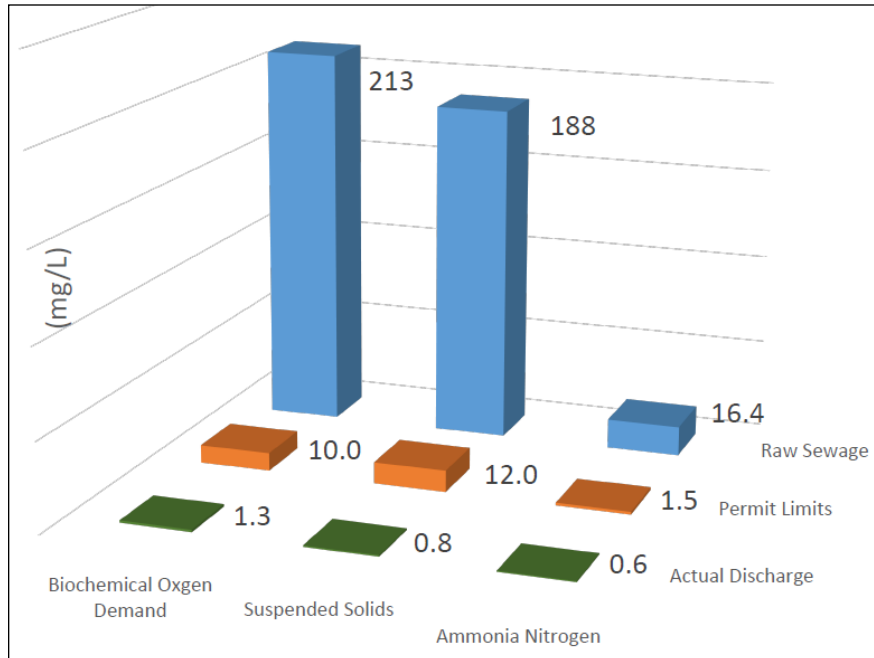
The District's user charge consists of two components: a volume charge based on water consumption and a monthly service fee. The volume charge increased to \$1.95 from \$1.80 per 1,000 gallons of water consumption and the monthly fee remains the same at \$17.00 per account. Sampling and monitoring charges assessed to commercial and industrial users increased effective April 4, 2021. 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 \$1,321,300 for repairs to the sanitary sewer infrastructure, a 3.63% increase from last year. This levy results in a tax rate of \$0.04 per \$100 of assessed value. A single-family residence with a market value of \$300,000 will pay \$40.00 in real estate taxes to the District in 2021.

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 2020 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.

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.

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 St., Downers Grove, on the east side of the building at any time (as shown on the right).



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, Sept. 18, 2021, from 9 a.m. to noon. This Open House will be held only if we are able to safely do so by adhering to current regional guidelines for preventing the spread of COVID-19. 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.

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DOWNERS GROVE SANITARY DISTRICT