

*"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 -

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

Emergency Response

Available 24/7

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General Manager Amy Underwood (middle) and Sewer Maintenance Supervisor Bob Swirsky (right) are pictured with Congressman Casten (left).

DISTRICT RECEIVES FEDERAL FUNDING FOR CURTISS STREET SANITARY SEWER REHABILITATION

United States Congressman Sean Casten visited the District's wastewater treatment center (WWTC) to discuss the \$1,080,000 of federal funding he secured for the District that will be used for sanitary sewer rehabilitation. The District plans to use this funding to repair approximately 4,500 lineal feet of 42-inch reinforced concrete pipe running east and west along St. Joseph Creek starting west of Chase Ave. and going into the WWTC. This project will use a cured-in-place pipe (CIPP) rehabilitation technique which will help prevent root intrusion, eliminate obstructions and decrease infiltration and inflow.

TIPS FOR RESIDENTS DURING ANNUAL SEWER SYSTEM CLEANING

As part of routine maintenance of the sanitary sewer system, the District cleans a quarter of the sewer system every year. The cleaning process uses a Jet/Vac unit (pictured to the right) that uses water pressure to remove deposits on pipes and pull dirt and debris from sewer mains. During this cleaning, air can vent into a home through the sanitary sewer service line. This can be caused by air movement from the cleaning operations, the use of higher pressure necessary when cleaning sanitary sewer lines that have heavy deposits, or the configuration of the internal plumbing of the building. Because of the pressure used during this work, you may hear gurgling sounds from your toilets or drains, which is normal. There is also a possibility that toilets on lower levels may overflow, depending on the configuration of your plumbing.



To keep water contained and prevent damage, we recommend the following when District cleaning trucks are present in your area:

1. Close all toilet lids and cover with a heavy rag.
2. Cover drains that may be connected to sewer (laundry drains, floor drains, etc.). If possible, place a heavy object on top of the cover.
3. Minimize use of toilets when cleaning trucks are working on your street.

If you have any questions, please call our office at 630-969-0664.

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

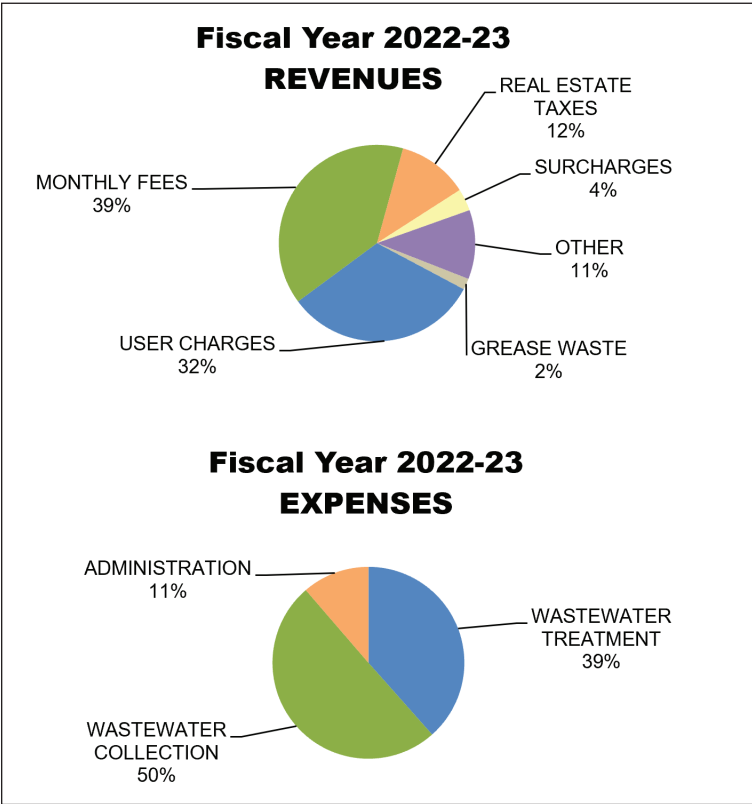
The District's most valuable asset is the sewer collection system, including more than 250 miles of gravity sewers. The system dates back as far as 1904 and requires a substantial commitment of resources to maintain in satisfactory working condition, meeting residents' expectations for service and regulatory 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 \$11.506 million and expenses are projected to be \$13.015 million. The expenses include \$6,537,880 for the sewer system, \$5,003,951 for wastewater treatment and \$1,473,520 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.



CHANGE IN SEWER BILL RATES 2022

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 \$2.05 from \$1.95 per 1,000 gallons of water consumption and the monthly fee increased to \$19.00 from \$17.00 per account. Sampling and monitoring charges assessed to commercial and industrial users increased, effective April 4, 2022. 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.

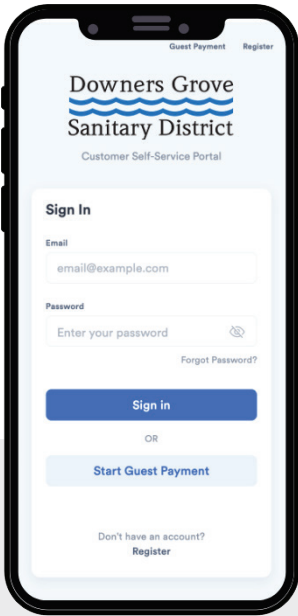
REAL ESTATE TAXES

This year the District levied \$1,369,200 for repairs to the sanitary sewer infrastructure, a 3.5% increase from last year. This levy results in a tax rate of \$0.0393 per \$100 of assessed value. A single-family residence with a market value of \$300,000 will pay \$39.30 in real estate taxes to the District in 2022.

NEW CUSTOMER BILLING PORTAL COMING SOON

The District will be launching a new and improved customer billing portal later this year. The new billing portal provides District customers with a fresh and easy way to pay their sewer bill on any mobile device or computer. Stay tuned on the District’s website for more details and the portal launch date.

In addition to the new billing portal, customers will continue to be able to pay their bill through the District’s EasyPay Program, a FREE automatic debit from your checking account. Enrollment may be done online 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/your-account/payment-options.



2022 CONSTRUCTION PROJECTS

Outfall Sewer Sag Repair

The District will be repairing a defective section of the effluent discharge pipe that runs from the wastewater treatment plant to the East Branch of the DuPage River.

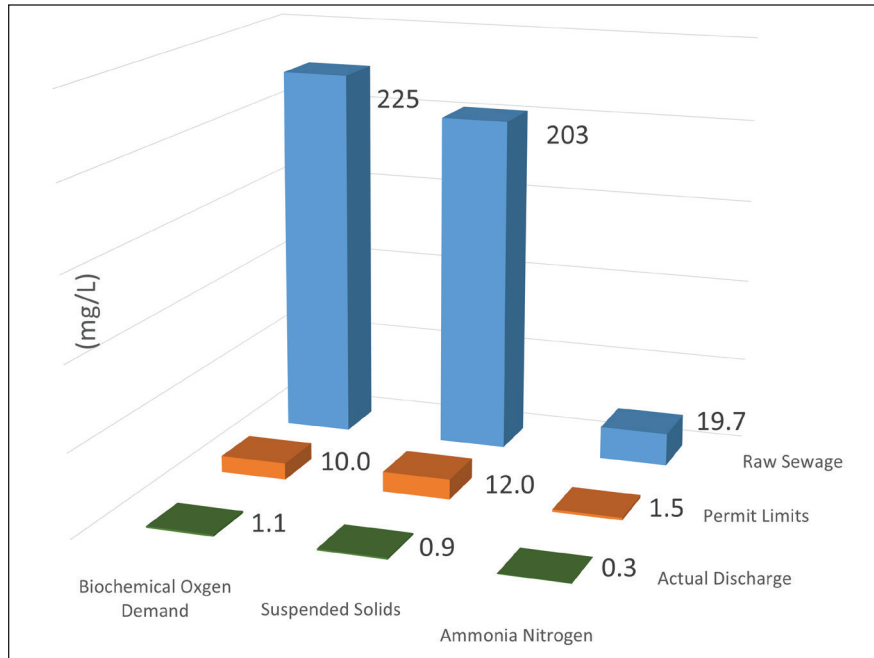
The proposed construction consists of installation of approximately 200 lineal feet of 42-inch reinforced concrete pipe, including connection to existing sewer, surface restoration, and other miscellaneous items of work.

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.

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 2021 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, Oct. 1, 2022, 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