



Village of Carol Stream

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Dear New Carol Stream Water Customers:

Welcome to the Village of Carol Stream! I hope you are settling in and enjoying your new community. As you become familiar with Carol Stream, I would like to take this opportunity to explain the Village's Water Usage Control Program. The Village of Carol Stream and twenty-three other DuPage communities receive Lake Michigan water through the DuPage Water Commission. Each community that receives lake water has a predetermined water allocation amount based on average and maximum day water use. The Village's water supply systems have been sized and constructed to accommodate these specific amounts. Excessive water usage by a municipal member can result in decreased water system pressure and also penalties and fines from the DuPage Water Commission.

In order to remain eligible to receive lake water, each municipality is required to conform to established guidelines for water conservation and control. These guidelines have been established by the State of Illinois, as well as the DuPage Water Commission. Therefore, the Village of Carol Stream has enacted a Water Usage Control Program to restrict those types of uses which place the greatest demand on the Village's water supply, the most significant being the continuous watering of landscaping. On a typical day, the Village pumps 4 million gallons of water to its residents. However, on a hot summer day, customer demand for water increases dramatically to such an extent that the Village has pumped in excess 7 million gallons a day during an extended heat wave. Excessive peaks in demand need to be controlled to preserve water reserves for maintaining sufficient system pressure for fire suppression and community public health. The responsibility for maintaining continuous system reserves for the identified community needs must be shared equally by the Village's current and new water customers.

The Village's Water Usage Control Program consists of three elements: (1) hourly restrictions; (2) regulated days; and (3) special provisions for new lawns, existing lawns and new restorative landscaping. Details of these elements are listed on the following page.

Your partnership with the Village in practicing water conservation to ensure adequate water system reserves throughout the entire summer is greatly appreciated. Please feel free to direct your questions and concerns about the Village's Water Control Program to my office at (630) 871-6250.

Sincerely,

Joseph E. Breinig
Village Manager

Village Water & Sewer Rates

Water & Sewer Rates

The Village of Carol Stream, (effective 5-1-2016), has a combined rate of \$10.35 per 1,000 gallons, for water (\$6.93) and sewer (\$3.42). If you have any questions regarding the rates, please call the Water Billing department at (630) 871-6222.

Village Water Restrictions in Effect All Year

Regulated Uses

Lawn and landscape watering using a continuous sprinkling system or automatic sprinkling device is the only outdoor water use subject to Village watering restrictions. Watering with a hand held device is not subject to watering restrictions and can be done at anytime on any day regardless of your property address.

Watering Established Lawns & Landscaping

Hourly Restrictions: On a Residents designated water day, they are prohibited from watering between the hours of 10am – 4pm.

Odd-Even Calendar Day Restrictions: If the last digit of your property address is an even number, you are only able to water on an even numbered calendar date. A resident living at 522 Thunderbird is allowed to water on May 22nd before 10 am and/or after 4pm. Conversely, a resident living at 491 Cochise is allowed to water their landscaping on July 3rd before 10am and/or after 4pm.

Planting/Restoring New Lawns & Landscaping

14 Consecutive Days of Watering- Residents planting new or restoring existing lawns and/or landscaping are allowed to water until midnight on the date of installation and each consecutive day for the remaining two week period. Residents planting new or restoring existing lawns or landscaping are required to register their property on a sod list to prevent enforcement action during the 14 day period. To register your property on the sod list, residents are asked to phone the Engineering Services Department at (630) 871-6220 by 12:30 p.m. on the day of planting. Those planting or restoring a lawn and/or landscaping on a weekend must call by 12:30 p.m. on the Friday before the scheduled work.

Fines: A \$50 fine is assessed for each incident violating Village water restrictions.