CITY OF CHICAGO HEIGHTS

Home | Water Department | Pay Your Bill | Water Billing | Services | Consumer Confidence Report

WATER DEPARTMENT

Water Meters

Water meters are for the measurement of utility services. Meters one inch or smaller are furnished and installed by the Water Department. All meters are the property of the city at the cost and expense of the owner of the premises.

http://library.municode.com/HTML/10227/level4/COOR_CH43WA_ARTIIIWASE_DIV1GE.html#COOR_CH43WA_ARTIIIWASE_DIV1GE_S43-54ME

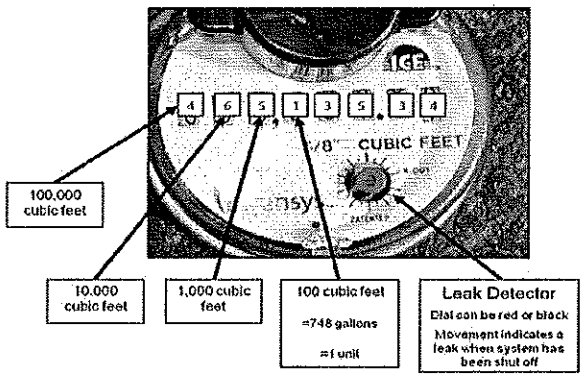
Commercial and Industrial Meters
Commercial and Industrial meters larger than one inch in size shall be purchased from the city or a representative of the city. Maintenance is required to be done by the city or a representative of the city and all costs will be at the expense of the owner or consumer. Meter testing is required by a representative of the city and all costs will be at the expense of the owner or consumer.

http://library.municode.com/HTML/10227/level4/COOR_CH43WA_ARTIIIWASE_DIV1GE.html#COOR_CH43WA_ARTIIIWASE_DIV1GE_S43-64COINME

The Water Department reserves the right to discontinue water service to premises if the cost of repairing or replacing your meter is not paid by the owner or consumer of the premises.

http://library.municode.com/HTML/10227/level4/COOR_CH43WA_ARTIIIWASE_DIV1GE.html#COOR_CH43WA_ARTIIIWASE_DIV1GE_S43-65DIWASE

Reading Your Water Meter
Your water meter records the amount of water used on your property in the same manner as an odometer records the number of miles driven in your automobile. The meter is never reset.
When we read your meter, only the first 4 numbers to the far left are used in the computation of your bill. For example, a meter dial reading 013896514 is recorded in our billing database as 0138 hcf (hundred cubic feet) and would show on your water bill as 0138. The difference between the current meter read and last month's meter read is your consumption for the given billing period.



Checking For Leaks
The red pointer is what is referred to as the leak indicator and will move in a counter-clockwise direction when water is moving through the meter. On the Sensus meter, the small black triangle located above the numbers is the leak indicator and will move in a clockwise motion when water is moving through the meter.

With all the water turned off in the house, there should be no movement of the pointers or the dials on any of the meters. If you have turned off all the taps in the house, and the meter appears to be turning, you may have a leak.

Slow Drip

Slow drips of water can add up quickly. A toilet that "keeps running" after you flush or a sink that drips after it is turned off can waste thousands of gallons of water a year. If the drip is hot water, you are paying for wasted energy too. Fix leaks as soon as you find them.

A "Running" Toilet Leak

One of the most costly household wastes of water is a leaky toilet. According to the American Water Works Association, toilets account for 45% of all indoor water use in a typical residence.

Toilet leaks can range from small to large, constant to random, or from being heard or silent. They all cause wasted water. Depending on the water pressure to your house, a running toilet can leak 1 gallon of water per minute which adds up to 1,440 gallons per day. This is almost 2 units of water a day and if left undiscovered, a running toilet can waste almost 60 units of water a month.

Fortunately, most toilet leaks are relatively easy to fix. In a properly functioning toilet, no water should move from the tank to the bowl, unless the toilet is being flushed. A leaking toilet loses water from the tank to the bowl without being flushed. A toilet can also waste water due to an improperly adjusted or broken fill (ballcock) valve causing water to enter the tank and flow into the overflow tube.

1. Most toilet leaks are caused by a faulty valve (also known as "flush valve ball" or "tank stopper"). Most hardware, plumbing and home improvement stores supply flappers. How to check for a leaky toilet flush valve (flapper):
   - Carefully remove and set aside the tank lid. (Don't worry, this water is clean until it enters the bowl.)
   - Add some food coloring or a dye tablet to turn the water a different color.
   - Put the tank lid back on.
   - Wait 15 minutes and do not flush.
   - If dye appears in the toilet bowl, the flapper valve in your toilet is leaking and should be replaced.
2. The second most-common type of toilet leak is caused by an improperly adjusted or broken fill (ball cock) valve. If the float is set too high or if the shut-off valve fails to close completely, water will continue to enter the tank and flow into the overflow tube.

   This type of leak can be seen simply by taking the tank top off and observing if water is flowing into the overflow tube once the tank is full.

A Leaking Faucet
A leaking faucet is frequently the result of a bad rubber washer. The washer on a sink is typically located under the handle. A washer is relatively easy to replace with the right tools. It does require shutting off the water under the sink, and removing the handle.

- A leaky faucet that drips at the rate of one drip per second can use more than 3,000 gallons per year!
- A showerhead leaking at 10 drips per minute can use more than 500 gallons of water per year.

Leaky Automatic (in-ground) Irrigation Systems and Spigots
An irrigation system should be checked each spring before use to make sure it was not damaged by frost or freezing. An irrigation system with pressure set at 60 pounds per square inch that has a leak 1/32nd of an inch in diameter (about the thickness of a dime) can waste about 6,300 gallons of water per month!

Check your garden hose for leaks at its connection to the spigot. If it leaks while you run your hose, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.

How Much Water Is Lost?
Small household leaks left unrepaired can lead to big trouble over time.

Leak Source	Typical Leakage	Gallons/Day Used	Gallons/Month Used	Units/Month Used
Running toilet	1 gallon/minute	1,440	43,200	58
Leaking faucet	1 drip/second	9	259	.3
Leaking showerhead	10 drips/minute	1.4	43	.05
In-ground irrigation	1/32" in diameter (about the thickness of a dime)	210	6,300	8
Overflow tube in toilet tank	1/4" in diameter	7,200-8,640	216,600-259,200	290-347
A garden hose left	1/2" in diameter	14,440-17,280	433,200-518,400	579-693

running or a missing sprinkler head				

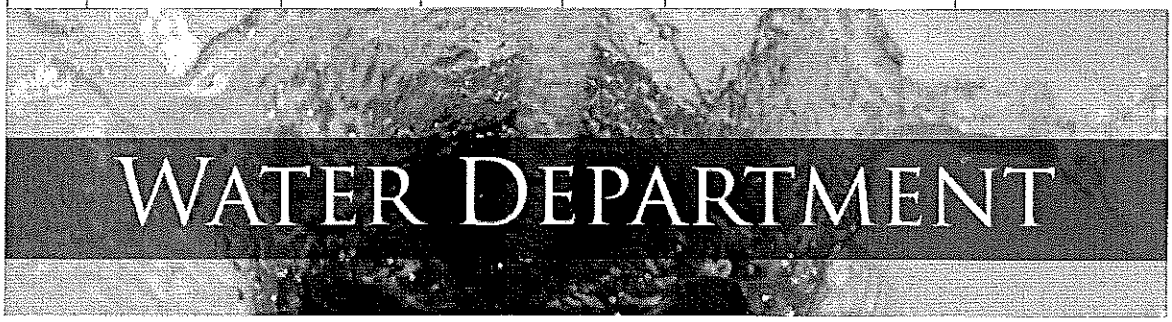
Water is billed in units where 1 unit = 748 gallons of water.

Local Links

Aunt Martha's
Bloom High School
Bloom Township
Chicago Heights Business Council
Chicago Heights Library
Chicago Heights Park District
Chicago Heights School District 163
Flossmoor School District 161
Prairie State College
School District 170
South Star Services
The Drama Group
Marian Catholic High School
Union Street Gallery

CITY OF CHICAGO HEIGHTS

Home | Water Department | Pay Your Bill | Water Billing | Services | Consumer Confidence Report



Service Lines

The City of Chicago Heights Water Department provides water to its customers and maintains the water mains required to deliver water to homes and businesses. The property owner is responsible for the connection to the water meter up to the b-box. When a problem occurs, the Water Department will assist the property owner in determining the cause of the problem and the appropriate course of action.

Buffalo Box (B-Box)

The Buffalo Box known as the B-Box is a part of your service line and is used to turn the water service on and off to a property. It is usually located between the curb line and the sidewalk line. The Water Department requires that the B-box is operable at all times.

When does the B-Box need to be repaired?

- When the B-Box is too high or too low. The top of the B-Box should be level with the ground.
- When the B-Box is located under concrete or asphalt and is not accessible.
- When the inside valve does not operate.
- When the housing becomes bent and the key cannot be lowered onto the valve.
- When the rod is loose and does not connect to the valve.

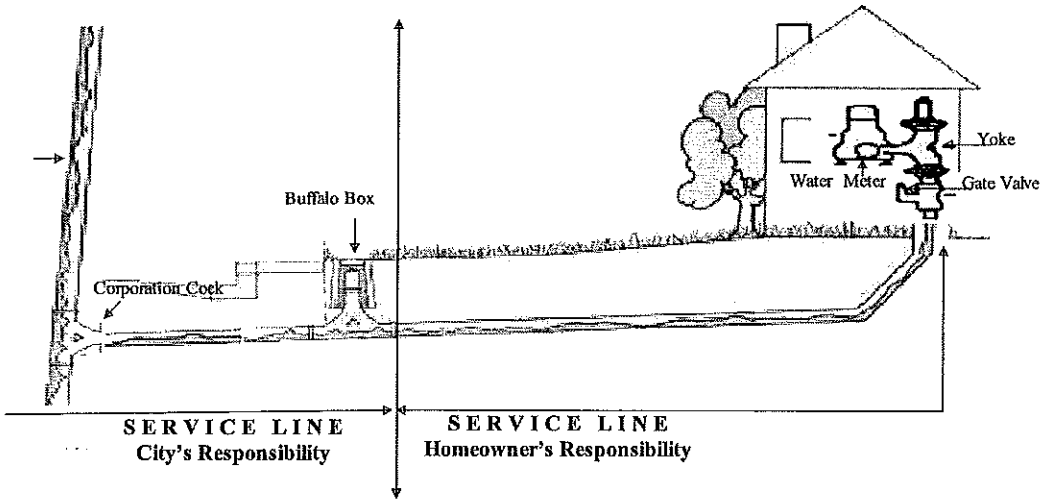
Sec. 43-59. - Repairs.

(a)The maintenance and repair of the water main line and all service pipes and appurtenances extending from the main line to and including the Buffalo Box shall be the responsibility of and at the expense of the city regardless of the location of the Buffalo Box.

(b)The maintenance and repair of all water service lines and appurtenances extending from the Buffalo Box to the home or other serviced structure and all plumbing systems therein, except for the water meter, shall be the responsibility of and at the expense of the owner, regardless of the location of the Buffalo Box.

(c)Meters shall be repaired or replaced only by the city. The city reserves the right to repair drive pipes or plumbing systems adjacent to a meter if necessary. The cost of repairing or replacing a meter or its adjacent pipes shall be borne by the serviced location's owner.

(d)Once notice has been given to a serviced locations owner of a leaking or defective water service line or other appurtenance to the plumbing system for which the serviced locations owner is responsible hereunder, the said owner shall remediate said condition within five (5) business days. If within five (5) business days of the notice being given, said leak or defective condition has not been remediated, the city may remediate said leak or defective condition, and the cost of said remediation shall be the responsibility of the said owner. The owner shall reimburse the city for said repair expense within thirty (30) days. If reimbursement is not made within thirty (30) days, said expense shall added to the serviced location owner's regular water bill subject to the City Code of Ordinances regulating billing and collection of water accounts. (Code 1954, § 36.18; Ord. No. Mis-82-7, § 1, 3-24-82; Ord. No. 2012-63, §§ 1, 2, 11-19-12



Local Links

Aunt Martha's
Bloom High School
Bloom Township
Chicago Heights Business Council
Chicago Heights Library

Chicago Heights Park District
Chicago Heights School District 163
Flossmoor School District 161
Prairie State College
School District 170

South Star Services
The Drama Group
Marian Catholic High School
Union Street Gallery

CITY OF CHICAGO HEIGHTS

Home | Water Department | Pay Your Bill | Water Billing | Services | Consumer Confidence Report

Cross Connection and Backflow Prevention

Water distributions systems are designed so that water flows in one direction from the water plant to the customer. Cross-Connections are any unprotected connections between a public or a consumer's potable water system. Backflow is the undesirable reversal of flow of water or mixtures of water and other liquids or substances into the distribution pipes of the potable supply of water from any source or sources.

Federal and State laws require Water Purveyors to protect their system from cross-connections and backflow. To do this, we work closely with consumers, architects, contractors, and engineers to insure that all those who are required to comply with cross-connection control and/or backflow prevention requirements.

Q. I received a cross connection survey for my facility. What is this about?

A. The city of Chicago Heights Water Department are required to survey our customers use of water to identify and eliminate possible sources of cross connections to help ensure the safety of the public water supply. The information collected through the surveys helps to identify where backflow prevention devices may be needed as well as providing information on existing devices that may not have been previously submitted to the water department.

Q. Do I have to hire a plumber to complete a cross connection survey?

A. No, it is not necessary to hire someone to complete this survey. The customer can fill out the survey. If you have questions about the survey feel free to contact the city of Chicago Heights Water Department, Commercial Meter Coordinator at 708-756-5380.

Q. What is a cross connection?

A. Cross Connection is a physical connection between a possible source of contamination and the public drinking water system piping.

Q. What is backflow?

A. Backflow is the reversal of water flow through a cross connection from a possible source of contamination into the public drinking water system.

Q. What can you do to prevent backflow situations in your home or business?
•Be aware of and eliminate and/or isolate cross connections.
• Maintain air gaps on sinks and when using hoses.
• Do not submerge hoses or place them where they could become submerged.
• Install approved backflow prevention devices on lawn irrigation systems and on fire sprinkler system services.
• Do not create a connection between an auxiliary water system (well, cistern, body of water) and the water supply plumbing.

Q. Who is responsible?
•The responsibility for preventing backflow is divided. In general, state and local plumbing inspectors have authority over plumbing systems within buildings while state regulatory agencies and public water suppliers regulate protection of the distribution system at each service connection.
• Water customers have the ultimate responsibility for properly maintaining their plumbing systems.
• It is the water customer's responsibility to ensure that unprotected cross-connections are not created and that any required

backflow prevention devices are tested in accordance with state requirements and maintained in operable condition.

Q. Who is responsible for having the backflow device tested?

A. It is the responsibility of the property owner to have the backflow device tested by a qualified tester. It is also the responsibility of the property / business owner to schedule their own test appointment.

Q. Who tests backflow devices?

A. While any Illinois licensed plumber can inspect plumbing or install a backflow device, only an Illinois Cross-Connection Control Device Inspector (CCCDI) can test the device.

Q. Where can I find a list of qualified testers in my area?

A. Illinois American Water does not endorse any specific testing company. Only hire plumbers with an Illinois Cross-Connection Control Device Inspector (CCCDI) certification to test your backflow device. Please check with Illinois American Water's Cross Connection Department at 800-262-9440 if you have any questions.

Q. I have an in ground lawn sprinkler system at my residence. Am I required to have a backflow device and have it tested?

A. Yes, in ground sprinkler systems are required to have a reduced pressure principle backflow prevention device installed on the water line servicing the system. The backflow device must also be periodically tested in accordance with the state testing requirements.

Q. Who pays for the testing and how much does it cost?

A. It is the responsibility of the property owner to pay for any testing and/or required repairs to the backflow device. Cost will vary with existing device location conditions and type of device. Please review pricing requirements with the selected test company/tester before having the test performed.

Q. Will this cause any disruption in my water service?

A. Testing does require the flow of water to be stopped through the backflow device during the test process resulting in a short service interruption. The testing can be scheduled through the test company/tester for a time that will be convenient for the property owner.

Q. How often do I have to have my backflow device tested?

A. Backflow devices are required to be tested upon installation and at annual intervals thereafter.

Q. Who do I submit my test results to?

A. Usually the test company/tester submits the completed test form for their clients to the water department. If there is any doubt who will submit the test form, check with the test company/tester to verify who will be submitting the test form.

CITY OF CHICAGO HEIGHTS

Water Main Break

Water Main Break Information

Water main breaks are an inevitable part of providing water service to you. We have worked hard to minimize damage and we will restore the area as soon as possible. The area where the break has occurred has been temporarily filled in with dirt and/or gravel. It takes approximately 4-6 months for the ground to settle before we can permanently restore the site. After the settling period, it can take approximately 2-3 months to complete the restoration work due to many variables such as weather. During this process if the area need to be cleaned-up or the dig site begins to sink please contact: kjohnson@chicagoheights.net or call 708-756-5380.

Frequently Asked Questions

Q. Why do main breaks occur?
A. Main breaks can occur due to a variety of reasons, such as dry or wet weather causing the ground to shift or due to the normal aging process of the water mains.

Q. When will my yard be resodded or seeded?
A. After the 4-6 month settling period, the sod/seed restoration will start during the spring of the year. Given the large number of main breaks, the only equitable method to prioritize the restoration of yards is in the order of the list which is sorted by areas. If concrete/asphalt is needed in addition to sod/seed, the concrete/asphalt will have to be permanently restored, before the sod/seed can be restored.
Q. When will my drive or sidewalk be restored?
A. Concrete/Asphalt restoration is contracted out. The bid process usually occurs between April – May. Concrete/ asphalt restoration will start between June-July. Given the large number of main breaks, the only equitable method to prioritize the restoration is in the order of the list which is sorted by areas.
Q. Do you notify area residents if water service is interrupted?
A. Many main breaks require immediate, emergency repairs and no notification can be given. However, we attempt to notify customers when interruption in service is anticipated for non-emergency situations.
Q. How often do main breaks occur?
A. Main breaks are unpredictable. However, when they occur, we make every attempt to make repairs as soon as possible with the safety of our employees being the number one priority. We work hard to minimize inconvenience to our customers.
Q. What if I experience water discoloration or low pressure?
A. Occasionally after a main break, some water discoloration may occur for a few hours. During this time, we suggest running your **COLD WATER** faucet in the bath tub for a few minutes until it runs clear. If discoloration or low pressure continue for an extended period of time, please call the Water Department at 708-756-5380.