

The Water Department is happy to be of service to you. Below is a list of frequently asked questions. We welcome any questions or comments, so please feel free to contact us at 847-526-1954 or email at water@voislk.com, if you need additional assistance.

Frequently asked Questions

Who has the responsibility of maintaining water lines?

The Water Department is responsible for water mains and the water service line from the water main to the valve (b box) located near the customers property line. The customer is responsible for the water service line from the b – box and across their property as it runs into the building. All building plumbing systems including the valves before and after the water meter are the customer's responsibility.

Who maintains the water meter?

The Village will maintain the water meter at no charge in situations of normal wear and tear, but the customer is responsible for all fees associated with damage of meters from freezing, tampering, or other instances resulting from neglect. No person other than those authorized by the water department may tamper with or remove the water meter. This includes companies that winterize water plumbing systems as well.

Does the Village have restrictions on outdoor water use?

Currently outdoor water use is typically unrestricted. However, the Village has a four step plan that will be implemented during extreme weather conditions or maintenance on equipment such as pumps, treatment plants or water storage facilities. Signs are posted at the entrance or exits of each subdivision explaining the status of outdoor water use. We encourage all customers to practice water conservation.

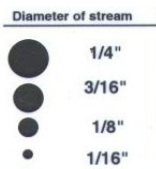
Why is my bill creeping up?

Our water system typically averages 60 gallons of water per person per day or approximately 5,475 gallons per person per quarter. So, a family of three uses approximately 16,425 gallons per quarter year. If you are above this average range, it may be attributed to water use habits i.e. lawn sprinkling, swimming pool filling, etc. or it's possible that there may be a leak in the plumbing system.

Based on experience with our water supply, the major culprit of most water leaks is the toilet. These types of leaks can add up to 18,000 gallons of water to your bill. If two toilets leak double the result.

If you have a water leak, you could be throwing money away.

- A dripping faucet or fixture can waste *3 gallons a day* ... a total of 1095 gallons a year.

 Diameter of stream	Diameter of stream	Gallons Wasted	\$Dollars
	1/4"	886,125	\$3,278.66
	3/16"	499,500	\$1,848.15
	1/8"	222,000	\$821.40
	1/16"	55,500	\$205.35

A continuous leak from holes of the size on the left would, over a three month period, waste water in the amounts shown above.

Don't let your toilet waste water...

1. A silent leak in your toilet can waste several thousand gallons of high quality water each year and place an unnecessary demand on your sewer system or septic tank. Usually you cannot hear the leak because it runs slowly out of the tank
2. Follow these simple steps to see if your toilet leaks.
 - a. Lift the lid from your toilet tank
 - b. Place 3 or 4 drops of ordinary food coloring into the tank. Do not use dye, it could stain your toilet
 - c. Do not flush or disturb the toilet for 1-2 hours or longer
 - d. At the end of the waiting period, observe the toilet bowl, if the color you placed in the tank shows up in the bowl, you have a leak.
3. How do you fix a leaking toilet?

Most frequently, leaks in toilets are caused by a defective flush valve. A flush valve is a flap or ball plunger device that is supposed to act as a stopper in the bottom of your toilet tank. After several years and many flushings, the stopper can be knocked out of shape or simply become worn out.

To solve the problem and save water, see your local hardware dealer or plumber and obtain an inexpensive and easy to install replacement valve or complete replacement kit.

If you've done your homework and you still can't figure out where the water is going, give us a call at 847-526-1954 and we'll see what we can do to help.

If I need to get my shut off valve replaced, what is the standard procedure?

As previously stated, the shut off valves on both sides of the meter are the responsibility of the homeowner. Contact a plumber to schedule a repair and subsequently contact the water dept. to have the water shut off at the street. There is no charge for shut offs on Monday through Friday during the hours of 7:00 AM to 3:00 PM or for after hours for unavoidable emergencies. Charges for situations beyond this will apply.

What are the water rates and when should I expect my bill?

For residential customers there is a \$24.00 service charge, in addition to \$3.70 per every thousand gallons used. The average family of three will be billed about \$85.00 per quarter depending on their water use habits.

Bills are mailed every three months with the town split into two separate billing sections.

Section A - consists of The Fox River Shores, Westridge, Waters Edge, Campbell Woods, Pine Ridge, Prairie Woods, and the Walnut Glen Subdivisions. These bills are mailed out during the first or second week of January, April, July, and October.

Section B – consists of the original section of town (the area surrounding the lake). These bills are mailed out during the first or second week of March, June, September, and December.

Commercial water rates are available in the Village Code/Ordinance – Title 4 Public Ways and Properties section on this website.

Do I need a water softener?

The Illinois State Water Survey defines water hardness as: A measure of the amount of calcium and magnesium, found naturally in the water, resulting in the accumulation of scale on fixtures and in plumbing. Hard water increases the amount of detergent necessary to produce a lather. A water softener removes hardness and exchanges it for sodium.

The question of softening or not softening is based solely on how much hardness a consumer is willing to tolerate. It's similar to adjusting the heat or air conditioning in a large office complex. It is almost guaranteed that no matter where the thermostat is set, some people will be too cold and some will be too warm.

Island Lake is divided into two pressure zones that receive water from plants with different treatment processes. The east side of town is treated with an iron removal facility. This treatment process reduces iron to acceptable levels, but has little effect on reducing water hardness caused by calcium and magnesium. The hardness in this area ranges from 598 to 678 mg/l total hardness (35 to 40 grains per gallon.) This water is considered very hard.

The west side of town receives water that is processed through an ion exchange facility (water softening treatment plant.) This water typically leaves the treatment plant with hardness levels of 42 to 65 mg/l (2.5 to 3.8 grains per gallon.) This is considered soft water.

Contact us at 847-526-1954 for typical hardness concentrations in your area.

Does Island Lake add fluoride to the water?

Yes we do. In fact, The Illinois Department of Health and the Illinois Environmental Agency have awarded the Island Lake Water Department with certificates of commendation in recognition of achieving the highest standard of compliance in accordance with the Illinois Fluoridation Act. The water department has received this award annually since 1995.