

OAKBROOK



TERRACE

Water Department Frequently Asked Questions

Question 1: Where does my water come from?

Answer 1: The source water for the City of Oakbrook Terrace is Lake Michigan. The water treatment process is conducted at the City of Chicago's Jardine filtration plant. From Chicago's Jardine filtration plant the treated drinking water then ends up at the DuPage Water Commission, located in Elmhurst. The City of Oakbrook Terrace along with 23 other suburban communities purchases its water from the DuPage Water Commission.

Question 2: Why does my water sometimes smell of chlorine?

Answer 2 : Chlorine is added to drinking water for disinfection purposes. The Illinois Environmental Protection Agency as well as the United States Environmental Protection Agency requires that all water plants disinfect the water that they distribute. The Chicago Water Department as well as the Oakbrook Terrace Water Department uses chlorine for this purpose. The minimal amount of chlorine is added to assure that the water remains safe as it travels from the point of treatment to your home. A few individuals who are sensitive to chlorine can detect its presence even at these low levels. The chlorine residual in the Oakbrook Terrace water supply is maintained between the levels of .5 and 1.5 mg/l (milligrams per liter).

Question 3: Can I use my City water in my fish tank?

Answer 3: Upon chlorine removal, yes you can. Your drinking water contains disinfectants (chlorine) to inhibit bacterial growth. These disinfectants can kill fish. Chlorine neutralizers can be purchased at most pet stores. Chlorine can be removed in a couple of other ways as well. One way to remove chlorine from your water is to let your water sit exposed to the atmosphere (uncovered) for at least 48 hours. Another way to remove chlorine is to run your water through a granular activated carbon water filter.

Humans and fish use water in very different ways. When humans drink water, the chlorine is neutralized by our digestive system prior to it entering our bloodstream. When fish breathe water, any chlorine present enters their bloodstream directly. This interferes with the fish's ability to absorb oxygen from the water and can cause the fish to suffocate.

Question 4: What is the Hardness of my water? Should I use a water softener?

Answer 4: The City of Oakbrook Terrace's water hardness is about 8 grains per gallon, which translates to 137 mg/l (milligrams per liter). The average hardness of well water has been calculated between 20 and 21 grains or 340 mg/l. A water softener is not required nor recommended on your City water supply. It is strictly personal preference.

Question 5: Do I have radon in my water?

Answer 5: No. Radon is virtually non-detectable in surface water supplies such as Lake Michigan. Radon is typically detected in ground-water (well) supplies.

Question 6: Whom should I contact for water billing questions?

Answer 6: Please call the Water Billing Department at 630-941-8300 Ext. 342.

Question 7: Whom should I contact regarding my water service pipes and/or water meter?

Answer 7: Please contact the Oakbrook Terrace Water Department with all technical non-billing related questions. You can contact the Water Superintendent in the office at 630-941-1651 or via email at waterobt@aol.com.

Question 8: Where are my water shut-off valves?

Answer 8: Each residence is equipped with two shut-off ball valves on each side of your water meter that do not require routine maintenance. In the event that you have a pipe break in your house, the leak can be stopped by executing a shut-off at one of these valves. To close your valves to stop the flow of water to your fixtures, turn the valve in a clock-wise direction. Upon the repair of your problem turn your water back on by turning the valve in a counter-clockwise direction.

Question 9: Whom do I contact if I notice water bubbling up out of the ground outside my house? Who do I contact if I see someone tampering with a fire hydrant that isn't City or Fire Department personnel?

Answer 9: If it is during regular work hours (7:30 am – 3:30pm, Mon-Fri) contact the Water Department right away at 630-941-1651. If you notice flowing water or someone tampering with a fire hydrant other than City personnel after hours, please call the Oakbrook Terrace Police Department at 630-941-8320 and they will contact the correct Water Department personnel.

Question 10: What are those utility flags / paint markings in my lawn?

Answer 10: All excavators in Illinois are required to contact J.U.L.I.E.(Joint Utility Locating Information for Excavators) prior to any excavation. This system hopes to prevent injury to the excavators and prevent damage to any underground infrastructure such as water pipes, electric and gas service lines. The paint used is a non-toxic paint and will not kill your grass.

[J.U.L.I.E \(Joint Utility Locating Information for Excavators\)-http://www.illinois1call.com/](http://www.illinois1call.com/)

Illinois Environmental Protection Agency - <http://www.epa.state.il.us>

City of Chicago Water Management www.cityofchicago.org/water