

Your Guide to JOLIET Public Utilities



Contact Us

City of Joliet Department of Public Utilities

150 W. Jefferson Street
Joliet, IL 60432-4158

Phone: **815-724-4220 (24-hour/Emergency)**

Email: publicutilities@joliet.gov

Web: <https://www.joliet.gov/departments/public-utilities>



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Stay Informed...

Visit the City's Website at

<https://www.joliet.gov/i-want-to/stay-informed>

to enroll in the Emergency Alert System, powered by everbridge.



Who we are...

The City of Joliet Department of Public Utilities is dedicated to providing exceptional water and sanitary sewer services to Joliet citizens. We take the safety of our citizens very seriously, ensuring that our public water supply is in full compliance with all federal and state drinking water standards.

Once you have had a chance to glance through the pages of this guide, consider visting our website at the address below for more information about:

Rethink Water Joliet – Updates on the Alternative Water Source Study

News/Information – Including the Annual Water Quality Report

Construction Zone – Updates on current and upcoming construction

Water Conservation – Ideas to help reduce your water consumption

Programs/Incentives – Rebates, cost-sharing and free programs for customers

Boil Water Orders – Information about the safe use of water during a repair, as well as locations and dates for current orders.

What We Do...

Provide High Quality Drinking Water

Joliet Public Utilities supplies drinking water to over 150,000 residents through over 45,000 service valves and 648 miles of water main, from 26 active wells, 11 water treatment plants and 10 water reservoirs. The department is responsible for maintenance and operation of the system which also includes 7 water pumping stations, 8,156 fire hydrants and 8,213 water main valves.



As Well As Sanitary Sewer Services

The City of Joliet treats wastewater from sanitary and storm sewer facilities including 578 miles of sanitary pipe, 550 miles of storm sewer, 41 pumping stations, over 50,000 storm and sanitary structures and 3 waste-water treatment facilities.



Programs/Incentives

Low Flow Toilet Rebate Program



Joliet Public Utilities provides a \$100 rebate to water customers who replace a high-volume toilet (>1.6 gallon/flush) with a high efficiency toilet (1.28 gallon/flush).

Rain Barrel Subsidy

The City will provide a \$30 subsidy per rain barrel. The cost of the subsidized rain barrel is \$35 plus tax (includes the cost of delivery). Each household is eligible for one subsidized rain barrel. Additional rain barrels can be purchased for full price (\$65 plus tax).



Other Benefits...

Other benefits of being a City of Joliet Public Utility customer is the Lead Service Line Inventory & Replacement Program, the Footing Tile Separation Reimbursement Program, and the Overhead Sewer Conversion Reimbursement program. Program brochures are available online and at City Hall.

The City also offers complimentary sewer service line televising to help in determining causes of backups.

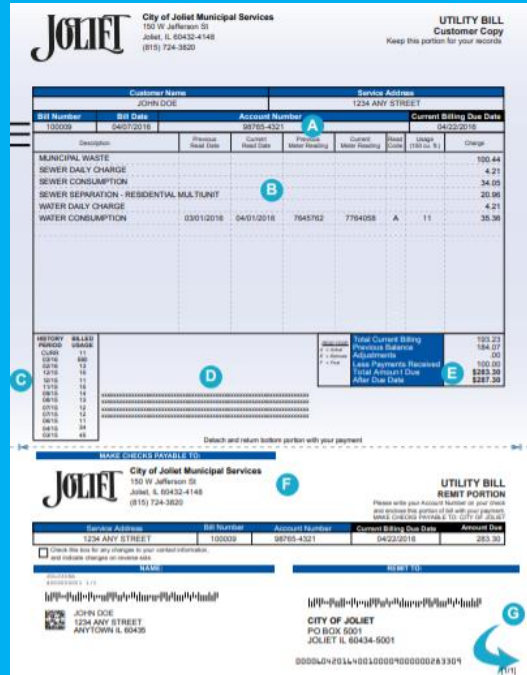
Customer Care

Ways to pay your Bill

- **Online through PaymentUS** via a link on the City of Joliet Website (fee applies)
- **Direct Debit** – application available on the City of Joliet Website
- **Electronically** through your bank’s online bill pay
- **U.S. Mail** to PO Box 5001 Joliet, IL 60434-5001
- **Automated Phone Service** available 24 hours a day (877)811-3799
- **In person at City Hall** or at **local bill payment centers** – LIST AVAILABLE ON THE City of Joliet Website
- **Drop box** outside of City Hall

Understanding Your Bill

- A. Account Number** – required for Online, Direct Debit, Electronic or Automated phone service payments
- B. Individual charge details** including meter readings and usage
- C. Usage History** – up to 13 months
- D. Important Messages** and updates
- E. Total Amount Due**
- F. Detachable Stub**
- G. Payment options** and other relevant information on the reverse side



Lockport Township Usage	Lockport Township Total Bill	City of Joliet Usage	City of Joliet Total Bill (after meter installation)	City of Joliet Initial Flat Bill (before meter installation)
(Gal)		(CF)*		(flat)
0	\$64.53	0	\$18.34	\$65.00
1000	\$64.53	134	\$26.92	\$65.00
2000	\$64.53	268	\$37.75	\$65.00
3000	\$69.54	402	\$50.77	\$65.00
4000	\$74.56	536	\$63.80	\$65.00
5000	\$79.58	670	\$76.82	\$65.00
7500	\$92.13	1005	\$109.39	\$65.00
15000	\$129.78	2010	\$207.07	\$65.00

Comparable billing amounts for Lockport Township Vs. City of Joliet Non-Resident Rates, 11/1/19-10/31/20

HIGH BILL? IS IT A LEAK?

WATER LEAKS ARE COSTLY. A TYPICAL TOILET LEAK AT TODAY'S RATES CAN ADD UP TO \$250, AND SOMETIMES SUBSTANTIALLY MORE, TO YOUR MONTHLY UTILITY BILL. THE BEST METHOD FOR DETERMINING WHETHER YOU HAVE A WATER LEAK IN YOUR HOME IS TO FOLLOW THIS FOUR-STEP PROCEDURE.

1. TURN OFF ALL WATER AROUND THE HOUSE INCLUDING OUTSIDE SPIGOTS.
2. LOOK AT THE LEAK INDICATOR (TRIANGLE) ON YOUR METER REGISTER.
3. IF THE LEAK INDICATOR IS MOVING, WATER IS RUNNING SOMEWHERE IN YOUR SYSTEM.
4. CHECK ALL TOILETS AND INSIDE AND OUTSIDE FAUCETS FOR LEAKS.

Alternate Water Source ... Coming Soon!

Right now, Joliet receives its water from the Ironton-Galesville aquifer. It is anticipated that this source will no longer be sustainable by 2030. The City of Joliet is conducting the Rethink Water Joliet study to evaluate alternative sources for its water supply. The City's Environmental Commission is working with staff to evaluate



the alternatives and recommend to the City Council the best course of action for the City to take. Once the City switches water sources, your water will also come from the new source. This will likely be very costly and will affect everyone's water rates, resident and non-resident alike. By visiting RethinkWaterJoliet.org you'll find current news regarding the project. You are also encouraged to follow us on social media where you will find project updates, Rethink Water Joliet events, and ways to conserve water each day.

What are some ways I can conserve water?

- Hand washing a lot of dishes? Fill up your sink with water instead of letting it run the whole time that you're scrubbing.
- Turn off the tap while brushing your teeth. Water comes out of the average faucet at 2.5 gallons per minute. Don't let all that water go down the drain.
- Don't run the dishwasher/washing machine until its full. Those half loads add up to gallons and gallons of wasted water.
- Take shorter showers, use a shower timer.
- Replace old toilets with new water efficient models.
- Get a rain barrel and have free water for watering your lawn and garden and washing your car.



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