



**LAKE SIDE**  
**WATER DISTRICT**  
Carbondale, IL - 618 - 457 - 5547

3384 Dillinger Rd; Carbondale, IL 62901

WEBSITE: [www.lakesidewatercarbndale.com](http://www.lakesidewatercarbndale.com)

## Newsletter

2024

THE FOLLOWING IS FOR INFORMATION ONLY.

PLEASE CONTACT US WITH ANY QUESTIONS.

### Cross-Connection Control

The Illinois Environmental Protection agency requires Cross-Connection Control programs in order to protect communities from disasters. The installation of backflow prevention devices, also known as cross-connection control devices can eliminate this hazard.

You have the right to safe drinking water. Your water district has joined state and federal agencies to protect the quality of the water which enters your home.

These regulatory safeguards mean nothing if a simple thing like cross-connection occurs and allows pollution, such as dirty water from bathtubs, washing machines, swimming pools, or contaminated water containing deadly chemicals and pesticides to enter the plumbing system in your home.

Simply put, a cross-connection is a link or channel which connects a source of pollution or contamination to a source of drinking water.

Properly operated and protected, the water distribution system keeps contaminants out and the water flowing through your pipes safe to drink. However, drops in pressure, whether caused by an accident or any brief interruption of service, can reverse the flow and result in contaminated materials flowing into the water system and out through the tap.

Consumers can protect their private potable water supplies by seeing that hoses are never left with the open end submerged, as in a swimming pool, laundry tub, or connected to a garden chemical sprayer. Water in bathtubs and lavatories should not rise above faucet level, as the water pipes could become siphons in case of a pressure drop.

Illinois law permits a public water supply to disconnect a customer who does not take proper precautions to prevent or remove cross-connection.

### Thermal Expansion Control

(In Hot Water Supply Systems)

Thermal expansion of heated water may occur wherever potable water is heated in a closed system (when the potable water is isolated from the public water supply by a one-way valve, such as a pressure reducing valve, backflow prevention valve, check valve, etc.).

Potable Water Expansion Tanks are designed to absorb thermal expansion and to maintain a

Balanced pressure throughout the potable water supply system. They are used to prevent plumbing system and/or water heater damage and unnecessary relief valve discharge caused by excessive pressure from thermal expansion.

If you do not have, or do not know if you have, a thermal expansion unit, please contact your plumber.

### EMERGENCY CONTACT INFORMATION

After-hours WATER emergency Phone 618-925-5547

WATER BREAKS ONLY

## Maximum Contaminate Levels

Maximum Contaminate Levels "MCLs" are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level, for a lifetime, to have a one-in-a-million chance of having described health effect. (IEPA/LWD-Annual Drinking Water Quality report 2006).

## J.U.L.I.E.'S NATIONAL NUMBER 811

You have a crucial role in helping protect our water system. Damage to any underground water line can cause a disruption of service for you and many other district customers.

Any person/company involved in any excavating (digging, planting a tree, installing a fence, etc.) in the State of Illinois is required by law to first call J.U.L.I.E., "Joint Utility Location Information for Excavators", at least 48 hours (excluding weekends and holidays), but not more than 14 calendar days before you dig or drill.

Be prepared to tell the J.U.L.I.E. operator the exact location of the proposed excavation site (including the county, city or township name, section & ¼ section numbers, and the nearest cross street), as well as the type of work you will be doing and when you plan to start. The J.U.L.I.E. operator will then notify all the utilities, having lines in the area of the proposed excavation site, to go out and mark their lines.

It takes the cooperation of all, to insure this system works.

### Did You Know....

That the water you pay for when your toilet sticks and continues running is costly:

- 1 minute = 6 gallons of water loss
- 1 hour = 360 gallons of water loss
- 8 hours = 2880 gallons of water loss
- 16 hours = 5760 gallons of water loss
- 1 day = 8640 gallons of water loss

A toilet tank repair kit can cost as little as \$7.00-\$12.00 (est.) while the savings, over time can be substantial.

***THERE ARE NO LEAK ADJUSTMENTS.***

### Account Delinquent Date

The Customer is responsible for a monthly payment. Payment in full is due upon receipt of bill, before the 15<sup>th</sup> of each month. A \$10.00 penalty will be added each month to the outstanding balance after the 15<sup>th</sup>. Failure to receive a bill does not relieve customer of penalty.

### Service Cut Off Date

Accounts with an outstanding balance 30 days after the bill is mailed will be a disconnect fee of \$50.00 will be added for the 1<sup>st</sup> time, \$75 for the 2<sup>nd</sup> time and \$100 for the 3<sup>rd</sup> time until there are 12 water bills paid in full for 12 consecutive months.

Before reconnection occurs all outstanding debt against account must be paid in full.

**WE ARE NOT REQUIRED AND WE DO NOT MAIL DISCONNECT NOTICES. RECONNECTIONS AFTER 3 PM TILL 8 AM MON-FRI AND ON WEEKENDS WILL BE BILLED \$100.00**

**To better ensure accurate processing of your payment, please write your account number on your check or enclose small stub with your payment.**



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## Rules & Regulations

**Lakeside Water District operates under State and Federal EPA laws and is governed by the ordinances of the District. The following is a brief list of common District / Customer issues. State and Federal law as well as District Ordinances constitute the actual “Rules & Regulations” of the District.**

1. The District ordinances and Federal law prohibit anyone other than District personnel to enter water meter wells or equipment for any purpose, and imposes a fine for this violation, with possible criminal legal action. This is for customer safety and to prevent damage to district property. If you need the water shut off at your meter, you must contact the Water District. If you routinely need your water shut off, please contact your plumber to install a shut off valve in your service line.
2. The District ordinances prohibit building or landscaping too close to water service equipment as to impede access for repairs or inspections. Driveways or construction is prohibited over water services. Please provide a safe environment for District employee access.
3. All customer bills are processed around the end of the month. The bill is for the previous month's service. All bills are due by the 15<sup>th</sup> of the month. Bills received in the office after closing of the 15<sup>th</sup> will receive the late penalty.
4. Any District service having an outstanding bill against it will not be reinstated until the balance is paid in full.
5. The after-hours emergency contact is for water emergencies only. No billing information is available. If there is no immediate answer, leave a message, Lakeside personnel will return your call.
6. According to Illinois Law, prior to digging or excavating, J.U.L.I.E. (811) must be contacted so the appropriate utilities are informed to locate their lines.
7. For those who come into the office to pay their water bill you should wait for a receipt. Due to privacy concerns, only people whose name is on the account will receive a receipt. A drop box is located in the East door for your convenience.
8. When a Boil Order is issued for any of Lakeside Water District's customers, the local radio stations (WCIL and WOOZ), television station (WSIL 3), and newspaper (Southern Illinoisan) are notified. Although Boil Water Order signs are not required and we cannot place one on every street or road, we attempt to display them at the entrance of any affected area.

9. Any removal or relocation of water meters or District equipment or lines is prohibited by anyone other than District personnel.

10. Lakeside Water District has the right to charge the customer for a service call that is not a fault of the District at applicable rates.

11. When a property is sold, the new owner is required to put the services in their name and pay all applicable fees. The District may require proper paperwork (Title work, abstract, etc.) be presented to prove the transfer of ownership.

12. Customer requesting a new service is required to grant easement to the Water District.

**Website:** [www.lakesidewatercarbondale.com](http://www.lakesidewatercarbondale.com)

**Email:** [office@lakesidewatercarbondale.com](mailto:office@lakesidewatercarbondale.com)

**We also offer text message for Boil Orders and ACH for payments from your bank. Just ask the office for more information on these.**