

Important Information

Regarding Water Main Breaks

Don't worry! Unless you're told otherwise by a representative of the Utility Department or a Village Advisory Communication, your water is safe to drink.

- Most interruptions to water service are fixed within 6-8 hours. In some cases, such as water main breaks that occur in the middle of the night, water is usually restored by the following day.
- Water mains don't get stronger with time (age). The water distribution system within our village is very old.
- Water mains fail when the stresses placed upon them are greater than the strength of the pipe. These stresses can include an increase or decrease in normal pressure within the system or a specific section of line. Such as was created when our water tower had to be drained and taken off-line for repairs.

How the Utility Department will respond:

- **IDENTIFY:** What type of leak is happening? How urgent is the situation? Is it from a main or a customer water pipe? We may shut down the water to isolate the emergency. Specialized crews assist with the shutdown of large water main breaks.
- **CONTAIN:** An emergency crew shuts down the main if it is causing damage or flooding, and a repair crew is assigned. Our Water Operator and office works to keep affected property owners informed. Generally, this occurs when there are multiple properties without water, significant damage and traffic disruptions.
- **PINPOINT:** Locate the source of the leak, dig, and make repairs.
- **REPAIR:** With the assistance of our Water Operator, the Village's contractor digs, repairs, or replaces the damaged pipe, and coordinates arrangements for traffic. Typical time is 8-12 hours from the time the work begins. This estimate may be shorter or longer depending on the situation.
- **RESTORE:** Repair crews flush the line, disinfect the main if needed, and patch the road.

What to do after our repair crews finish working:

Pipe replacement or repairs to water service near your home can allow sediment and debris to enter your pipes. Here are some tips for clearing debris from your water pipes after street repairs have been made:

- Flush your home plumbing to clear debris from your pipes. Approximately 30 minutes will usually suffice, or until water is clear. Use your outdoor garden hose, a utility sink, or your bathtub, if possible. These generally have a larger capacity and do not have faucet aerator screens, which can trap debris. You only need to flush your pipes once.
- Clear faucet screens to remove debris that might cause clogs.