

# 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)**

Press 1 during normal business hours

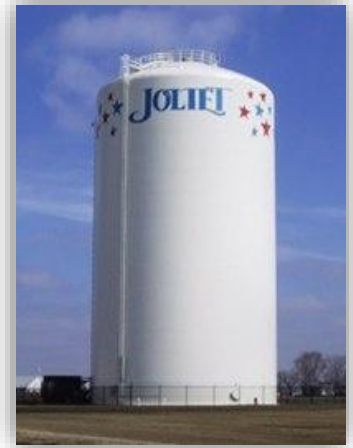
Email: [publicutilities@joliet.gov](mailto:publicutilities@joliet.gov)

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



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## Stay Informed...

Visit our website at [www.joliet.gov/smartmessage](http://www.joliet.gov/smartmessage) (powered by Everbridge) to enroll in the Smart Message Community Alert Network and stay connected by receiving Emergency Alerts for water outages, boil water advisories and other utility matters.

## Who we are...

The City of Joliet Department of Public Utilities is dedicated to providing exceptional water and sanitary sewer services to our customers. We take the safety of our customers 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 visiting our website [www.joliet.gov/government/departments/public-utilities](http://www.joliet.gov/government/departments/public-utilities) at the pages below for more information about:

**News & Information** – Information about our water, including the Annual Water Quality Report

**Construction Zone** – Updates on current and upcoming construction

**Water Conservation** – Ideas to help reduce your water consumption

**Customer Programs** – Rebates, cost-sharing, and free programs for customers

**Boil Water Orders** – Information about the safe use of water during a repair

**[www.RethinkWaterJoliet.org](http://www.RethinkWaterJoliet.org)** – Learn about how the city is moving forward to secure Lake Michigan water and what you can do by conserving water at home

# What We Do...

## Provide High Quality Drinking Water

Joliet Public Utilities supplies drinking water to over 150,000 residents through over 46,938 service valves and 677 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, 8,741 fire hydrants and 8,759 water main valves.

## As Well As Sanitary Sewer Services

The City of Joliet treats wastewater from sanitary sewer facilities including 601 miles of sanitary sewer pipe, 55 pumping stations, over 13,800 sanitary manholes and 3 wastewater treatment facilities.



# Customer Programs



## 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). Visit our website at [www.joliet.gov/toiletrebate](http://www.joliet.gov/toiletrebate)

## Rain Barrel Subsidy

The City will provide a \$35 subsidy per rain barrel. Each household is eligible for three subsidized rain barrels. Additional rain barrels can be purchased for full price. Visit our website at [www.joliet.gov/rainbarrel](http://www.joliet.gov/rainbarrel)



## Other Benefits...

Include the Customer Water Portal, Quarterly Water Conservation Incentive Program, Footing Tile Separation Reimbursement Program, and the Overhead Sewer Conversion Reimbursement program. Program brochures are available online and at City Hall. Visit our website at [www.joliet.gov/utilities](http://www.joliet.gov/utilities)

A customer using an average amount of water (6 HCF) can expect to pay a monthly bill totaling approximately \$115 for water and sewer service. For comparison, customers who conserve water and reduce their usage to 3 HCF would pay a monthly bill of approximately \$60 for water and sewer service.

# Alternative Water Source Program

The City's current well supply is being depleted at a pace that the City may not be able to keep up with the maximum daily demand by the year 2030. The City conducted an alternative water source study that considered several options. After over two years of reviewing the alternatives, the City of Joliet City Council decided to purchase Lake Michigan water from the City of Chicago. The City is now teaming with five



surrounding communities as part of the Grand Prairie Water Commission on an alternative water source program to bring Lake Michigan water to the Will County area by 2030. When the City of Joliet switches water sources, SEJSD customers will also receive the new water source. For more information on the City of Joliet Alternative Water Program visit the Rethink Water Joliet website at [www.RethinkWaterJoliet.org/](http://www.RethinkWaterJoliet.org/) and the Grand Prairie Water Commission website at [www.gpwc-il.org](http://www.gpwc-il.org).

## What are some ways I can conserve water

### Change Habits

- Brush teeth – Rinse brush then turn off the water
- Shaving – use a couple inches of water in the sink to rinse
- Dishes – fill the sink to rinse
- Vegetables – fill the sink to rinse them
- Toilet flushing – flush only when needed; don't use to dispose of trash
- Bath – take shallow baths and keep showers short
- Laundry – full loads save the most water
- Dishwasher – full loads save the most water



### Repair Leaks

- Check faucets and pipes for leaks
- Toilet – add food coloring to the toilet tank water and check the bowl in 15 minutes (don't flush). Color in the toilet bowl probably means there's a leak.
- Outside – check hose connections, pool and filtration systems, irrigation systems
- Meter – check to see if there are leaks by reading the meter at night before going to bed when no water will be used, then read the meter again in the morning. If there is a change in the number, then there is a leak somewhere in the home.

### Install Water Saving Devices

- install water-efficient or low-flow fixtures
- use displacement devices (to reduce amount of water used in older toilets)
- use Rain Barrels for outdoor watering

### ReThink Conservation Incentive Program

Get ready for the ultimate water-saving adventure with the new Water Conservation Incentive Program! It's a quarterly challenge designed to make conserving water exciting and rewarding. Here's how it works:

First, you'll complete challenges and become a water-saving hero. Once completed, you're entered to win. Kids ages 5-12 can participate too! Learn more at [www.rethinkwaterjoliet.org/incentive-program](http://www.rethinkwaterjoliet.org/incentive-program)



# Planned System Improvements

The City of Joliet has entered into an agreement with Will County to complete water and sewer system improvements over a 10-year period with funding provided by the County. The following improvements are planned: system mapping, customer meter replacement, sewer cleaning, replacement of broken fire hydrants and water valves, sanitary sewer rehabilitation, water main replacement, and sewer lift station replacement. Water main replacement and sanitary sewer rehabilitation will be completed in phases prioritizing the sections most prone to failure.

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