
Customer Service Manual

East Dundee
Department of Public
Works

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LETTER TO RESIDENTS FROM PUBLIC WORKS DIRECTOR

Dear Resident,

Many misunderstandings arise because the public is not aware of the extent of their rights or responsibilities in the Village. This reference manual is meant to be a guide to services performed by the Department of Public Works and to help you in your interactions with the Village.

It is our belief that the better informed our residents are as to what they should reasonably expect from their Public Works Department and what items are their own responsibility, the better our service can and will be.

We at the Village of East Dundee are dedicated to providing you with the best water and sewer infrastructure available, as well as, all the services associated with the streets and Village rights of way. We are additionally dedicated to continually improving those services in affordable and reasonable way.

This booklet is one of our many special efforts to make sure the Village of East Dundee continues to provide you with the highest quality and up-to-date utility service possible. It contains information on measures the customer can take within the home to prevent excess water consumption and to minimize water quality problems. In addition, it allows the customer to understand exactly where his or her responsibilities end and ours begin.

However, this document is not meant to replace the Village Code. The Code is amended from time to time and conflicts between the code and this manual may arise. Please use the Village code and your final source for information on the rules and laws of the Village.

Should you ever have any questions about your service or any other matter which we might help you with, please feel free to call us.

Sincerely,

T. J. Moore

Director of Public Works

EMERGENCY NOTIFICATION

Call 911! Call 911 for any after-hours communication with the Village. False alarms are better than having clogged sewers or water main breaks go unreported.

WATER SERVICE

EQUIPMENT AND SERVICE LINES

Customer Responsibilities:

The customer owns and is responsible for maintenance of the service line from the property line into the dwelling structure. Normally located near the property line, is the “Buffalo Box”. This is the small covered pipe housing the water shut-off valve to the property. The top of this box usually lies flush with the ground.

The customer owns and is responsible for the maintenance of all interior home plumbing and the valves on either side of the water meter.

The customer is responsible for damages to inside meter settings due to freezing, hot water or external causes.

The customer may not tamper with the “Buffalo Box” or meter installation, nor obstruct, bury, or fill the “Buffalo Box” installation. The Village of East Dundee, Water Department, however, will correct problems resulting from natural causes, such as ground settlement, only if such settlement has caused a situation whereby access to the valve is obstructed.

Village Responsibilities

The Village of East Dundee owns and is responsible for maintaining the service line from the main to the “Buffalo Box” normally located near the customer’s property line.

The Village of East Dundee owns and is responsible for the installation of all water meters of 1-inch line diameter or less. Home water meters are generally less than 1 inch.

The Village has adopted the state Public Service Commission Regulation, concerning the periodic testing of water meters one inch diameter and larger. These are generally business water meters. It is the responsibility of each person with a large meter under this section to verify that meter’s accuracy in accordance with the American Waterworks Association (AWWA) standards at least every four years. If you want more information on this requirement, you should contact the Water Division Superintendent at 847-428-4294.

WATER SUPPLY AND MAIN FLUSHING

Water Supply and Treatment

Shallow wells are the source of supply for service areas located within the Village of East Dundee. Water supplied to residences in these areas is pumped from underground water bearing formations known as aquifers.

In Northeastern Illinois, water from these underground sources contain amounts of naturally occurring minerals, including iron. Iron is the most common cause of discolored water. Most of this iron remains dissolved and in an unobjectionable state. Unfortunately, some iron does not remain dissolved, and settles in the mains.

Abnormal water use or loss (fires, construction, or unauthorized opening of hydrants) can shock the distribution system, and may dislodge mineral sediments.

At least twice a year, water mains are flushed to remove mineral sediment. The flushing reduces the possibility of discolored water. When mains are flushed, notices are placed in local newspapers and on the Village website suggesting that residents refrain from washing clothes on the days the Village of East Dundee is flushing. Also, look for special “Hydrant Flushing” signs, which will be posted throughout the Village of East Dundee.

Although the Village of East Dundee undertakes reasonable care and diligence to provide constant supply of water at a reasonable pressure, service may be interrupted at times as the result of unanticipated emergencies or scheduled maintenance repairs. When the supply of water is to be temporarily shut off for repair purposes, the Village of East Dundee, attempts to give advanced notice to all customers who would be affected, stating the probable duration of the interruption of service.

Water Main Breaks & Repairs

Water main breaks do occur from time to time. This is a situation when a pressurize pipe that carries potable water around the Village cracks or ruptures. In many cases, the underground pipe in front of your home is over 100 years old. For a multitude of reasons, pipes – even new ones – occasionally fail.

You will recognize a water main break by water spontaneously appearing above ground or a lot of water when it just should not be there. If you see water running down the curb into the storm drain, but it has not rained for days, that might be a main break.

If you see something that you believe might be a main break, you should call the Village Hall at 847-426-2822 immediately. If it is outside of regular working hours or over a weekend, you should dial 911. Quadcom, the police dispatching service, will let Public Works know there might be a problem and it will be investigated.

End Point Treatment

Well water in Northeastern Illinois, which constitutes the source of supply for most water utilities in the area, typically contains naturally occurring minerals. Such water is typically called “hard water.”

Customers having questions about the quality of the water in their particular service area may call the Village of East Dundee Water Department at 847-426-2822 for further details. Questions involving the costs or types of home softening appliances available should be addressed to one of the many commercial outlets available for that purpose.

Discolored Water

If discolored water problems occur the customer should first determine whether the problem is internal (within the home plumbing only). If this is the case discharge from only one faucet may be affected.

Internal Causes of Discolored Water

Hot water heaters are the major source of discolored water. Mineral sediment often appears when large amounts of hot water are used such as during laundry or bathing – causing discolored water. Temperature settings of hot water heaters should not exceed 150 degrees F. High temperatures increase the amount of mineral sediment that naturally accumulates in the bottom of the tank. If sediment builds up in the tank, it takes longer to heat the water and therefore costs customers more money.

Sediment can be removed from the water heater by thoroughly flushing the unit at least once every two to three months following the procedures provided by the manufacturer of your water heater.

Conventional Ion-Exchange water softeners, if well maintained, will remove any dissolved hardness, which is present in the water supply. Early and frequent regeneration of the softener is important. A poorly maintained softener however can contribute to a “red water” problem! Some hardness may become deposited in the bed, a gradual loss of softening capacity may be noted and periodically “slugs” of hardness may appear in the softened water. Commercial cleaners specifically designed to clean sediment from softener units, are available at many hardware stores. Some softener companies can provide filters for the intake side of the softener that is designed to remove much of the iron prior to it ever reaching the softener.

Galvanized plumbing in older homes occasionally causes discolored water due to natural deterioration of the pipes. This type of problem normally requires the assistance of a licensed plumber.

If you should encounter discolored water problems, which you feel are not due to internal plumbing problems, call us for additional information.

Low Water Pressure

Low water pressure may be caused by many different internal plumbing problems. Often it is a clogged faucet aerator screen, which screws on and off the faucet. The screen on the bottom portion of the aerator is designed to filter out sediment. This screen frequently becomes clogged and restricts water flow. A simple cleaning of the screen usually corrects the problem. Replacement screens are available for a nominal cost at most hardware stores.

Low pressure can also be caused by a clogged resin or filter bed of water softener. If the resin or filter bed of a water-softening unit is not cleaned, low water pressure may result. In addition, water softening unit bypass valves occasionally malfunction, restricting the flow of water through the unit. Specific instructions regarding maintenance should be obtained from individual manufacturers of such units or from a qualified plumber.

Older homes often have galvanized plumbing, which is more likely to become obstructed with mineral deposits. Correcting this problem usually requires the assistance of a licensed plumber.

Should you encounter low water pressure situations you feel are not caused by internal plumbing problems, call our Water Department for assistance. One of our IEPA licensed water operators will check our distribution system for potential problems and inform you if the problem is in our system or within your internal plumbing.

WATER USAGE AND LEAKS

Customer Responsibility

The customer is responsible for all water which is registered on the meter, regardless of whether it is used or wasted.

Water Statistics

From 1996-99, the American Water Works Association Research Foundation spearheaded a study to determine how households utilize water and develop models to forecast future residential water demand.

Some of the study's findings include:

- Households included in this study use approximately 146,000 gallons annually. Of this, 42 percent (61,300 gallons) is used indoors and the remaining 58 percent (84,700 gallons) is used outdoors.
- In households not utilizing water-efficient fixtures, toilets used the most water on a daily basis (20.1 gallons per person per day). Clothes washers were the second largest water users (15 gallons per person per day) and showers were third (13.3 gallons per person per day).
- In households that utilized water-efficient fixtures, clothes washers assume the role of top water user (15 gallons per capita per day), followed by faucets (10.9 gallons per capita per day), showers (10 gallons per capita per day) and toilets (9.6 gallons per capita per day).
- The most water was used between the hours of 5 AM and 11 AM. The least water was used from 11 PM to 5 AM.

Leaking Toilets

Leaking toilets cause more water waste than any other fixture in the home. Even a silent toilet leak (that's one you normally can't hear) will waste from 30 to 500 gallons of water per day! The ones you can hear will waste much, much more. Such waste can normally be attributed to a faulty water level adjustment or to a leaky flapper.

Leaky flappers and the "dye test"

Most people think their toilet does not leak but there is one sure way to find out. One way to determine if your toilet leaks is to put some food dye in the tank and let it sit for 15 minutes. When you return, look into your bowl to see if there is now dye color in the bowl. If there is color or if you can already hear and / or see water running in your bowl, it is time for a new flapper! After installing the new flapper, run the dye test again to assure you have no leak. If the leak persists (and every now and then it will), you are probably going to have to replace the entire flush valve.

"It runs in the middle of the night"

Many toilets really do run at night. If the flapper leaks, the water level in the tank can lower to the point to where the flush valve opens to refill the tank. You may not be around during the day to hear it, but you hear it at night.

Identification and Prevention of Leaks

Leaky plumbing is the biggest household water waster. A leaking faucet of 60 drops per minute can send 192 gallons down the drain per month. 120 drops per minute can be as much as 429 gallons per month.

Things to Check...

- ***Indoor Faucets:***
All faucets upstairs and downstairs; replace worn washers or defective fixtures.
- ***Outdoor Faucets:***
Make sure outside faucets are turned off when not in use. Use the faucet to turn off the water. Do not depend on the hose nozzle.
- ***Water Using Appliances:***
Turn off all water using fixtures and appliances. Then watch the dial on your meter for 15 minutes. If the meter dial moves, it is a good indication you have a hidden leak.
- ***Main Valves:***
Before leaving on vacation make sure you have turned off your main shut-off valve. It is located by your water meter. You will possibly prevent water loss caused by an undetected leak.

LOCATING WATER OR SANITARY SEWER LINES

Before you dig on your premises or in the parkway you must call to get the area located for underground utility lines.

Call J.U.L.I.E., the Joint Utility Locating Information for Excavators Corporation, Toll-free at 1-800-892-0123. J.U.L.I.E. serves as an answering service resource center concerning utility line location for all area utility companies. J.U.L.I.E. forwards calls regarding excavation and line staking to the appropriate utility companies. Also, always be sure to contact the Village of East Dundee Water Department at 847-428-4294 before you dig.

SANITARY SEWER SERVICE

EQUIPMENT AND SERVICE LINES

Customer Responsibilities

The customer owns, and is responsible for maintaining the sewer line from the main sewer line into the home and maintenance of all plumbing within the home.

Village Responsibilities

The Village of East Dundee owns, and is responsible for maintaining the main sewer line within the street (or right-of-way) only.

SEWER BACKUP

Customer Responsibilities

When sewage drainage problems occur, the customer should determine if the problem is internal by checking all drains.

When only one drain is affected, it is possible the drain trap or the line leading from the drain is clogged and needs to be cleaned by a commercial cleaner and/or a rodding cable.

When all drains are affected, the customer should immediately call the Village of East Dundee. The Village of East Dundee will determine if the problem is being caused by a blockage in the main sewer line.

If no problem is detected in the Village of East Dundee main sewer line, the customer should call a plumber to rod the sewer service lead connecting the residence to the main sewer line.

Area-Wide Flooding Conditions

Occasionally sewer backups may result from area-wide flooding conditions that cause water from the Fox River to enter the system. If your particular home or area has been subject to flooding conditions of this nature, please feel free to contact the Village of East Dundee regarding possible methods of minimizing or eliminating future problems. There are some solutions that you can install as a homeowner to mitigate your risk for future sewer backups.

WHAT CANNOT GO INTO A SANITARY SEWER?

Water

The customer may not discharge or cause storm water, surface water, roof run-off, surface drainage and/or footing drainage to be discharged into the Village of East Dundee's sanitary sewer system. Connections allowing these types of discharge to enter the Village of East Dundee sanitary sewer system are illegal.

Typical illegal connections include:

- A. Downspouts, window wells, and footing drains connected to sump pumps that discharge into the sanitary sewer system; and
- B. Below drain driveway drains connected directly or indirectly to the sanitary sewer system.

Foreign Matter

The customer must not discharge any of the following substances into the sanitary sewer system;

- A. Gasoline or other flammable liquids, solids, or gases;
- B. Garbage not properly shredded by a disposal unit or

- C. Ashes, cinders, sand, mud, straw, shavings, metal, glass, tar, wood, or other solid or viscous substances capable of causing obstruction to the sewer lead and main sewer.

Important: If you spot anyone tampering with our sanitary sewer facilities (i.e., removing manhole covers, pumping water or dumping debris into manholes, etc.) Please notify the Village of East Dundee immediately. Such tampering could result in a sewer backup.

Planting

The customer should try to avoid plant fast-rooting trees such as Willows, Elms or Maples in the vicinity of the sewer service or main lines. These types of trees are attracted to very moist areas and their roots may grow into and obstruct the sewer line. Homeowners should take care when planting on tree banks and parkways as most services also cross these areas.

What To Do About Sewer Gas Odor

The customer should periodically fill floor drain traps with water to avoid gas odor problems; one or two gallons will normally suffice. If floor drains evaporate, filling the trap with a small amount of vegetable oil will help.

Locating Water or Sanitary Sewer Lines

Before you dig on your premises or in the parkways you must call to get the area located.

Call J.U.L.I.E., the Joint Utility Locating Information for Excavators Corporation, Toll-free at 1-800-892-0123. J.U.L.I.E. serves as an answering service resource center concerning utility line location for all area utility companies. J.U.L.I.E. forwards calls regarding excavation and line staking to the appropriate utility companies. Always be sure to contact the Village of East Dundee Water Department at 847-428-4294 before you dig.

ADMINISTRATIVE (WATER & SEWER)

BILLING AND PAYMENT

Paying Bills

Residents are now able to pay their bill online, by mail, and in person at the Village Hall located at 120 Barrington Ave., between the hours of 8:00 AM and 5:00 PM., Monday through Friday. When paying by mail, you may use a check, money order, or traveler's check. Please do not send cash. Each payment must include your account number on your check or money order, and the right hand portion of your bill. Payment is due no later than 21 days after the billing date to avoid penalty. The Village also accepts credit card payments and offers automatic payment deduction from your checking account through the Village's website, www.eastdundee.net.

Billing Inquiries

If you have a question regarding your bill, please contact the Finance Department at 847-426-2822. Make sure to have your account number ready so we can effectively assist you.

Deferred Payments

To avoid disconnection of service, residential customers who are indebted for past-due service shall have the opportunity to negotiate a deferred payment agreement. Additional information on deferred payment agreements may be obtained by calling the Village at 847-426-2822.

SERVICE SHUT-OFF***Customer Responsibilities***

Service may be discontinued if the customer fails to make payments in accordance with the terms of a deferred payment agreement, or does not pay a past due bill owed for the same class of service furnished at that or another location.

Village Responsibilities

The Village of East Dundee shall send out bills for water/sewer service every other month, succeeding the period for which the service is billed. All utility bills are due and payable 21 days after being sent out.

If the rates or charges for service are not paid within 44 days after delivery of the bill for such services, the Village of East Dundee is authorized in writing to notify the owner of the premises, the occupancy thereof, and the user of the service that delinquencies exist and service shall be disconnected without further notice. Notice of our intent to discontinue residential service shall be mailed to a third party designated by the customer, should the customer so request in writing.

Prior to disconnecting service for non-payment by a landlord or agent to a building served by a single meter which contains three or more residential apartments, the Village of East Dundee must post prominent notices to tenants and afford them the opportunity to make suitable arrangements for payment of delinquent and current bills in accordance with the requirements for payment of delinquent and current bills per Illinois revised statutes, Chapter 80, Section 62.

The Village of East Dundee will not discontinue service to a residence where the action would aggravate an illness of a member of the household, provided the customer has a doctor or health authority provide written certification of such condition. The customer's doctor or the authority may telephones us, and must forward written certification of illness within five days. The certificate of illness is good for 30 days and may be renewed for 30 days. The customer must make suitable payment arrangements for utility service during this period.

CUSTOMER SERVICE***Questions? Problems? We are Here to Help!***

If you need assistance, please call us between the hours of 8:00AM and 5:00 PM. Monday through Friday at 847-426-2822. If there is an afterhours emergency, such as a sewer backup or a water main break, or anything the Village should be aware of immediately, please call 911.

Moving?

Please notify Village Hall by phone or in writing if you move to a new location inside or outside the our service area so we can send you a final bill for your old account.

If you are moving to a new address within our service area, we will also arrange to open a new account for you. You are responsible for all bills at your old address until we receive notification from you and arrange for a final reading.

Name Changes

If you change your name because of marriage, divorce, or death of a spouse, please notify our Village Hall. Remember to include your account number each time you contact us.

Concerns about Policies, Bills or Service

When there is anything about our service or service policies, which you do not understand, please contact our office. Should the person you contact not be able to resolve your problem ask to speak with a supervisor, and if necessary, speak with the Department Head.

STREET DEPARTMENT

FORESTRY

Would you like a Parkway Tree?

To request a parkway tree, send a letter or email to the Director of Public Works. You may put in a recommendation for a particular species. However, please note that the Director of Public Works and the Street Division Superintendent ultimately determine the species selected based on the specific site conditions and monies available. For example, smaller ornamental trees are usually placed under power lines or in narrow parkways and parkway trees must be of a salt tolerant species.

Due to demand for trees and financial constraints, there will be times when no trees available or are budgeted for planting. The Street Division does maintain the list of those requesting trees over time. If you would like a tree, or to be put on the waiting list, please call the Street Division at 847-426-2822.

I have a New Tree – Now What?

Newly planted trees are very fragile and susceptible to damage or death. It can take 2 or 3 years for a tree to become fully established. The Village asks that residents water the newly planted tree and fertilize them when necessary. If you have questions about your newly planted tree, call the Street Superintendent at 847-426-2822.

STORM SEWERS

Please do not pour anything into the storm sewers. Although they are referred to as “sewers”, the water is not treated, and flows directly into the Fox River. Storm sewers are meant to collect storm water and put it where it would go naturally – into our rivers and streams. Please be responsible when disposing of any household product or animal waste.

SIDEWALK

All too often, sidewalks will move, crack, or become uneven and cause problems for pedestrians or those trying to shovel. Sidewalk upheaval is most often due to tree roots that push up the sidewalk. As a Village, we are very concerned about this and try hard to replace sidewalks that become a hazard. However, if replacement is not an option for a period of time, asphalt is sometimes used as a temporary fix to remove the tripping hazard. If you have a sidewalk that you believe may be a hazard, please contact the Village Public Works Department.

OVERNIGHT ON-STREET PARKING

Parking is not permitted on any Village street overnight between 2:00 am and 6:00 am.

WINTER OPERATIONS - PLOWING

Snow and ice control is one of the most significant winter activities performed by the Department of Public Works. The Department is responsible for keeping many miles of streets safe and drivable whenever winter weather strikes. Our crews work hard day and night to treat the roads even in the worst weather conditions such as, blinding snow, crippling ice, and sub-zero temperatures.

The clearing off of Routes 72, 25, and 68 are the responsibility of the Illinois Department of Transportation and are not plowed or maintained by the Village.

These winter warriors prepare for each snow season beginning in October with extensive safety training, plus equipment and maintenance reviews. Additional driver training includes a detailed safety inspection and test-driving the assigned routes. Many drivers retain the same route from one winter to the next, but driving them before winter helps our crews become even more familiar with their routes. This is particularly important when snow is deep and drifted. Knowing the roads and all landmarks is critical when it is impossible to distinguish where the road is located.

When winter storms become imminent, Village personnel monitor the storm's movement to quickly mobilize our crews and equipment, thereby minimizing response times.

A new salt dome completed in 1991 has also improved snow and ice control. The new storage facility, located on Elgin Avenue, holds 150 tons of salt; which has significantly reduced the risk of running out of salt during severe weather events. In 1994 for example, during a particularly harsh January, Lake Michigan froze solid and salt barges were not able to reach Chicago.

Motorists are urged to drive wisely and cautiously in all winter weather situations:

- Have your vehicle winterized and store blankets and other supplies in your vehicle in the event that you should become stranded.
- Clear all snow and ice from mirrors, windows, headlights, and taillights before leaving.
- Reduce your speed and leave early, planning your route to avoid steep upgrades and lightly-traveled roads where deep drifts may have formed.

- Drive with your headlights on low beam.
- Use caution on bridges and overpasses, as they freeze more quickly than roadway surfaces.
- Watch for black ice, which is a thin transparent layer of ice on roadways that is extremely slippery and hard to spot.

Additionally, please be especially careful and courteous when driving around salt trucks and snowplows. Remember these tips:

- Do not pass a snowplow unless absolutely necessary.
- Do not assume the snowplow operator can see you. Every truck has blind spots, which reduce side and rear visibility.
- Allow plenty of stopping distance; do not follow too closely. This also reduces the chance of loose material hitting your vehicle.
- Keep your headlights on low beam.
- Slow down!

Salting Streets for Safety

Salt is effective for melting snow and ice because the chemical properties of the salt lower the freezing point of water. However, the colder it gets, the more salt is required to melt snow and ice. This is because salt begins to lose its effectiveness as temperatures drop below 25 degrees Fahrenheit. The loss becomes increasingly more substantial below 20 degrees F. At 30 degrees F one pound of salt will melt 46.3 pounds of ice; at 0 degrees F one pound of salt will melt only 3.7 pounds of ice.

Workzone Safety

It is highly likely that motorists will encounter work zones, lane closures, and roadway workers at some time along their travels in town. Motorists are asked to remain alert and pay attention to roadway signs as soon as they become aware of upcoming work zones on any Village roadway. The best way to handle an approaching work zones is to slow down. On U.S. roadways, nearly 900 motorists, passengers, pedestrians, and construction workers lose their lives in work zones each year. The Public Works Department is committed to keeping its employees safe and able to serve the residents long into the future.

MAILBOX INSTALLATION AND REPLACEMENT GUIDELINES

Materials

Post – 4" x 4" x 80": A treated wood post is recommended over steel. Wood posts are unaffected by road salt which significantly accelerates the corrosion of metal posts. The mailbox shall be mounted on a support structure which is a minimum of 4" x 4" or a maximum of 6" x 6" treated wood post, or a minimum 1½" to a maximum of 3" diameter light gauge galvanized steel hollow pipe, or on such other similar structure as is approved by the Director of Public Works.

Other support structures such as, but not limited to, masonry columns, railroad rails and ties, tractor wheels, plow blades, milk cans, or barrels filled with concrete are expressly prohibited.

Mailbox: The mailbox should be U.S. Postal approved and securely attached to the post. A standard mailbox is recommended over the more esoteric varieties because the standard mailbox tends to weather the impact of snow coming off plows better and the Village policy limits mailbox reimbursement to \$50.00 (Ordinance 2004-100).

Installation

Before You Do Anything: Call J.U.L.I.E. at 1-800-892-0123 at least 48 hours before you even start to look for your shovel so all underground utilities can be located. If you do not call before you dig, you are violating the law and you might also be in for quite a surprising jolt.

Locating the Post: The center of the post should be located 24 inches behind the back of the curb and 4 feet from any fire hydrant. The hole should be approximately 36 inches deep to deter frost heaving. In addition, a small amount of concrete placed in the hole will help set the post in place.

Locating the Box: The mailbox itself should be 42 inches off the ground so the mail carrier can easily place mail in your box from his/her vehicle. The face of the mailbox should not be less than 6" or more than 12" behind the curb so it does not get hit by snowplows (or their marker flags).

Following these guidelines in accordance with Village Ordinance and will alleviate most mailbox problems. Of course, we cannot guarantee that your mailbox will last forever. Wet, heavy snow has quite an impact as it comes off a snowplow blade. In addition, any direct hit between an errant plow or car and your mailbox, your mailbox will certainly lose. Rest assured that we do all we can to keep such damage to an absolute minimum and appreciate your efforts to install a mailbox in accordance with the instructions above.

Replacement

First, we apologize for any inconvenience we may have caused you if we hit your mailbox.

For reimbursement, or to have repairs made by the Public Works Department, you must notify the Public Works Department by April 15 of any damages to receive compensation. The Public Works Department will repair the existing box or replace it with a standard U.S. Postal Service box or 4" x 4" wood post. If the resident desires a non-standard box, the Village will reimburse for materials only to a maximum amount of \$50.00. Reimbursement will only be made after the installation of the new materials and receipts have been submitted

Should you have any questions please contact our Department at 847-426-2822 between the hours of 8:00 am and 5:00 pm Monday through Friday.