

How to report a Water Main Break

When you call, be sure to identify

- type of problem
- the location
- your name
- address
- phone number

Officials may need to get in touch with you, should they need more information.

To report any damage, contact:
Public Works Department
630.466.7508
7:00 AM - 3:30 PM
Monday - Friday

After normal working hours call
Sugar Grove Police Department
Non-emergency: 630.466.4526
Emergency: 911

The Village of Sugar Grove is a
911 Community.



Well 8 Water Main Break



Village of Sugar Grove

Public Works Department
601 Heartland Drive
Sugar Grove, Illinois 60554
Phone: 630.391.7230
Fax: 630.391.7245
E-mail: pwadmin@sugargroveil.gov

Village of Sugar Grove

Water Losses & Leak Detection



Contributing to the health, safety,
comfort and quality of life of the
community.

Public Works Department

The Occurrence and Impact of Lost Water

There are 55,000 public water systems in the United States. They process 40 billion gallons of water a day. Unfortunately, water losses are suspected to be around 6 billion gallons a day.

Most water systems in the world experience water losses and have done so virtually since the systems were new. Water losses cannot be completely avoided, however they can be managed to remain in economic limits. The realization of the limits of our natural resource, increasing costs and customer demands have made it unrealistic to allow water loss to be ignored.

Water Leaks

Leakage is the most common form of water loss. There are two basic types of leaks: visible and non-visible. Visible leaks can be seen emerging from the ground or pavement. The source of the leak may be a considerable distance away from the area where it is observed. Many visible leaks are reported by customers, others are discovered accidentally by utility workers in the normal course of operations and maintenance.

Listening for the leak itself is the best method of detection to pinpoint the source of the leak. This is performed by a trained worker wearing listening equipment.

Dramatic pipe bursts are the most recognizable example of leaks. Due to their damage causing nature, they are usually quickly reported, responded to and contained.

A large amount of water loss occurs on the customer service pipe branching from the water main and supplying water to the premises. Leaks on these small diameter pipes represent the greatest number of leaks. Unfortunately, many customers are unaware of their responsibility to repair known leaks. Consequently, customer service piping leaks can run for considerable periods and account for substantial water loss.

Problems with Water Loss

The problems associated with water loss are numerous.

High losses require suppliers to extract, treat and transport greater volumes of water than the customer demand requires.

The additional energy needed for treatment and transport taxes energy-generating capabilities which often rely on large quantities of water.

Leaks, bursts and overflows often cause considerable damage and inflate liability for the supplier.

Most leakage finds its way into community waste or storm water collection and may be treated by the local wastewater plant – two rounds of expensive treatment that provides no beneficial use.

Thus, high losses may limit growth due to restrictions on available source water.

Reporting a Problem

The Village of Sugar Grove appreciates calls at anytime to let them know that there is a problem with Water Department structures. Department personnel may already be aware of the problem and may already be working to solve it, but sometimes your call is what's needed to learn about a problem within the system.

Whether you see a water main break, damaged fire hydrant or simply a damaged home water meter, please let us know. These are all situations that require trained personnel to assess and resolve the problem. Never try to repair the damaged component yourself.

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