

Public Utilities Division

The Public Utilities Division is committed to providing you with safe drinking water. We remain vigilant in meeting the challenges of source water protection, concentrating efforts on the ongoing radium compliance projects, water conservation and community education while continuing to serve the needs of all our water users. Staff monitors water quality seven days a week by reading each well and taking samples throughout the system.



North Water Tower



Village of Sugar Grove

Public Works Department
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Village of Sugar Grove

Water Quality Household Issues



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

Public Works Department

Ion Exchange

The Village of Sugar Grove has completed the construction of Well No. 8 and Well No. 9, each with Ion Exchange Treatment Facilities. An Ion Exchange Facility is a water treatment plant that removes radium from the water which essentially works similar to the water softener in your home.

Our water is treated through a process called Ion Exchange. Water, laden with radium, magnesium and "hard ions", passes over a bed of beads that are saturated with "soft ions", either sodium or potassium. The water leaves the beads free of its radium and hard ions in exchange for soft ions.

The system continues to work because the unit will flush itself out and reload itself with soft ions every few days from the brine tank. The regeneration process replaces the calcium, magnesium, radium and hard ions for the soft ions contained in the brine solution. This is usually accomplished at night when water use is low as it takes a few hours.

Those of you with a home water softener should be sure your softener is regenerating every 3 – 4 days. If you are considering purchasing a water softener, be sure to select the right size. Too small of a unit and you never decrease the hardness. Too large of a unit and you not only waste water, but also about 12 – 15 lbs of salt for each regeneration cycle.

The Village uses sodium at the Ion Exchange Facilities. For some people, the additional sodium in the treated water is an undesired effect of the ion exchange process. Those on a low sodium (salt) diet should consider this before installing a home water softener or consider a potassium based system. Be sure to check the price differential between sodium and potassium, it could be quite high.

Common Household Issues

Water Leaks

Check your toilet for leaks. Contact the Village, we would be happy to send you a leak kit.

Check your water meter with all water off (no toilets being flushed, no dishwasher running, no sink being used). Do you see anything moving on the meter face? Everything should be stopped.

Check your humidifier valve (this would be on during the winter only). The valve regulates when the water is turned on and off. If this valve sticks, it essentially means your water is running continuously.

How often is the water softener regenerating? It should be every 3rd or 4th day.

Ice cube makers are another area that should be looked at. This may cause a problem that you are unaware of.

Take a meter reading at night and again in the morning before any water is used, record both readings. Do this for a period of 7 days. See if a greater amount of water is being used in the evening hours.

Discoloration

Try draining your water heater. As we perform routine maintenance to flush our system, you should flush yours. Most of the impurities found in your water will collect at the bottom of your water heater.

Odor

If you used very little water in your home, you may start to notice an odor. Simply run the water where you notice the odor and you may be able to flush it out.

Check your water softener. Water that is too soft is corrosive which may cause an odor.

Determine if the odor is present while using hot water or cold water. Hot water – have your hot water heater checked, you may have a corrosive electrode. Cold water – contact Public Works to set up a service request.

Low Water Pressure

Try by-passing your water softener. It may have a calcium build up. If this corrects the problem, you should contact the manufacturer of your water softener for further instructions.

Treated Water Fast Facts

Fluoride	0.9 – 1.2 mg/l
Hardness	5 – 7 gpg
Iron	0.08 mg/l
PH	7.2
Phosphate	1.75 ppm
Pressure	65 – 75 psi
Radium	4.7 pCi/l

mg/l	milligram per liter
gpg	grains per gallon
ppm	parts per million
psi	pounds per square inch
pCi/l	PicoCuries per liter

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