

How we get the water to your home...

Groundwater is water located beneath the ground surface in an aquifer. This source water is removed from the ground using well pumps. In Rockford, these wells are up to 1600 feet deep! Once pumped from the ground, the water is stored in a reservoir. The water is then pumped into the distribution system with booster pumps.



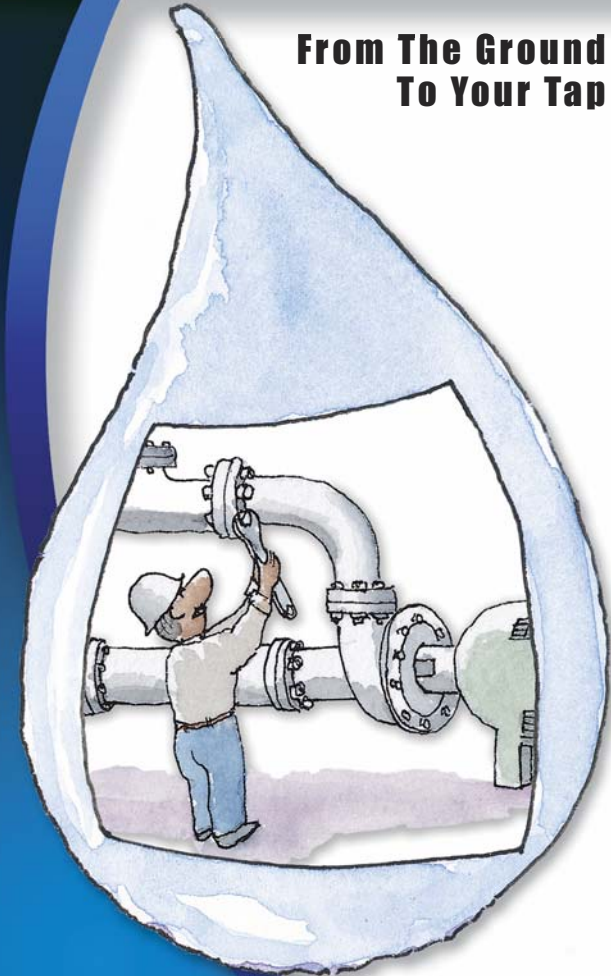
Questions?

If you have any questions,
please feel free to contact the
City of Rockford Water Division -
Water Quality Section
1111 Cedar St
Rockford, IL 61102
(779) 348-7151

For more information, visit our website at
www.rockfordil.gov

Getting Your Water

From The Ground
To Your Tap

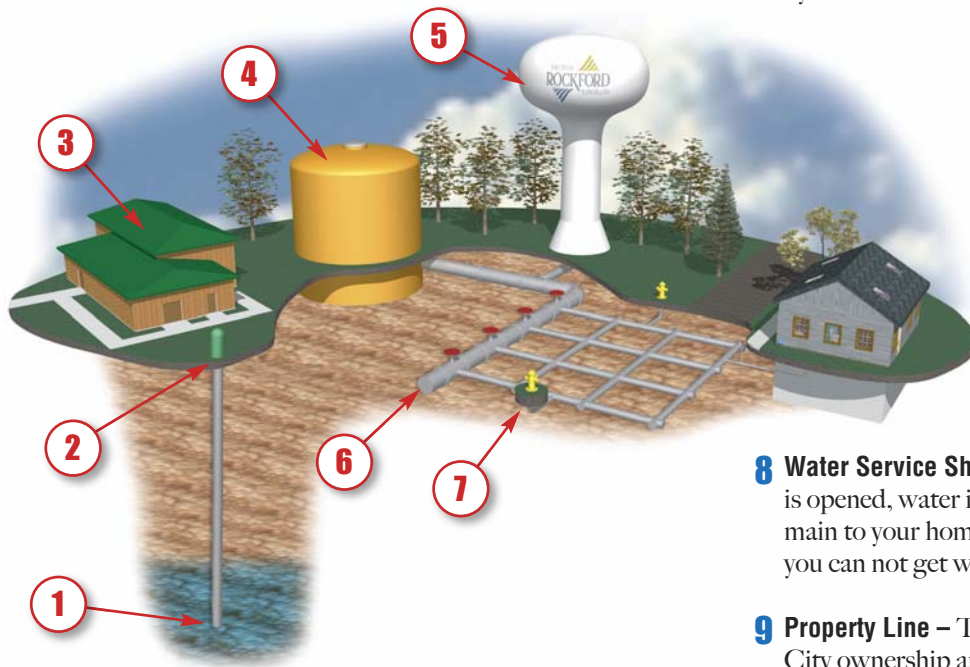


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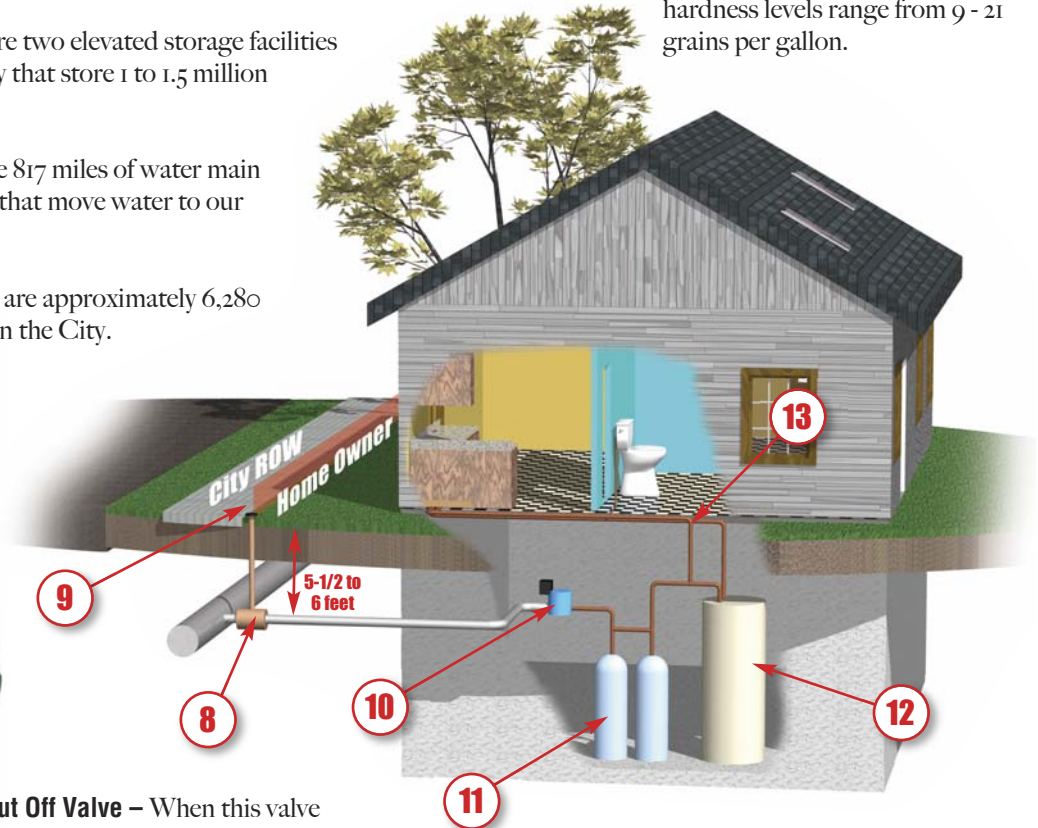
City Water Delivery System

- 1 Underground Water Source** – The source of Rockford's water is an aquifer that is located deep below the earth's surface.
- 2 Wells** – The City pumps water from 39 wells ranging from 95 - 1600 feet deep.
- 3 Water Treatment Facilities** – Some well locations have activated carbon filters to remove low levels of volatile organic compounds. The City's rehabilitation project will involve construction of ten treatment facilities, which will remove iron, and of these ten facilities, four will also remove radium.



- 4 Storage** – The water system has four major storage facilities that can store volumes of water ranging from 3-5 million gallons. There are 28 minor storage facilities that store 50,000-100,000 gallons of water.
- 5 Towers** – There are two elevated storage facilities located in the City that store 1 to 1.5 million gallons of water.
- 6 Mains** – There are 817 miles of water main and 14,500 valves that move water to our customers.
- 7 Hydrants** – There are approximately 6,280 hydrants located in the City.

- 10 Water Meter** – This meter measures how much water you use. The meter is read remotely every month.
- 11 Water Softener** – A water softener removes hardness (calcium carbonate) from your water. In Rockford, hardness levels range from 9 - 21 grains per gallon.



- 8 Water Service Shut Off Valve** – When this valve is opened, water is allowed to flow from a water main to your home. When this valve is closed, you can not get water to your home.
- 9 Property Line** – This line determines where the City ownership and the customer ownership begins.

- 12 Water Heater** – Flush your water heater annually to maintain optimum water quality in your hot water.
- 13 Home Water Pipe System** – You need to maintain the internal plumbing of your home. Periodically check for leaks to ensure that you are not wasting water.