

# HEADLINES

*April 4, 2005*

## City Announces New Water Service Repair Program

Many water customers do not realize that they own the water service to their property all the way to its connection with the City water main. If your water service begins to leak, you are required to repair it or replace it.

Rock Island [Public Works Department](#) is now offering a new [Water Service Repair Program](#). This program is designed to protect customers from the unexpected financial burden caused by water service repair. The average cost of replacing a water service is over \$4,000.



The [Water Service Repair Program](#) pays up to \$8,000 for the repair or replacement of leaking water services. Of the \$8,000, a maximum of \$4,000 can be used for repairing and/or replacing the leaking pipes and valves. A maximum of \$4,000 can be used for replacing sod and paved areas. In addition to protecting you from the cost of a water service repair, the program protects you from the nuisance of arranging financing and hiring a plumbing contractor on short notice. In peak periods, it sometimes takes weeks to make arrangements for a plumbing repair and, in the meantime, you could be faced with low water pressure or no water pressure.

The Water Service Repair Program is available to customers who own non-leaking water services that are 1 ½ inches in diameter or less at a cost of \$5.00 per month. The program charge is prorated and included on your city utility bill. The City of Rock Island also offers the opportunity to automatically withdraw this cost from your checking or savings account.

If you are interested in learning more about the program, call 732-2200. To sign up, follow the [application](#) instructions.

# **Water Service Repair Program**

## **Application Process**

1. Read the **Water Service Repair Program Agreement** carefully.
2. Complete the **Property Information** lines at the bottom of Page 3.
  - The Parcel Number of your property is shown on your property tax bill. If you cannot find the Parcel Number, leave the space blank and we will get the information from Rock Island County records.
  - The Water Account Number is shown on the utility bill that you receive from the City.
3. Complete the **Property Owner Information** lines at the top of Page 4.
4. Sign and date the **Enrollment Request and Certification**.
5. Mail the completed **Water Service Repair Program Agreement** to:

**Public Works Department  
1309 Mill Street  
Rock Island, IL 61201**

6. A worker from the Public Works Department will visit your property within a couple weeks after we receive your application. The worker will “listen” to your water service with a specialized hydrophone to determine whether it is leaking. In most cases, the worker will be able to make this determination from outdoors and you do not need to be present. If an outdoor determination cannot be made, the worker will need to listen inside the building and we will contact you to make arrangements.
7. If your water service is not leaking and there are no unusual circumstances, a signed and dated acceptance copy of the **Water Service Repair Program Agreement** will be mailed to you. The effective date will be the date the agreement is signed by the Public Works Director. The Program charge will be included on your city utility bills issued after the effective date of the agreement until you cancel your subscription.
8. If the worker determines that your water service is leaking, you will be mailed a signed and dated denial copy. In addition, you will be required to repair the leaking service.

**Please contact the  
Public Works Department  
at (309) 732-2200  
if you have any questions.**