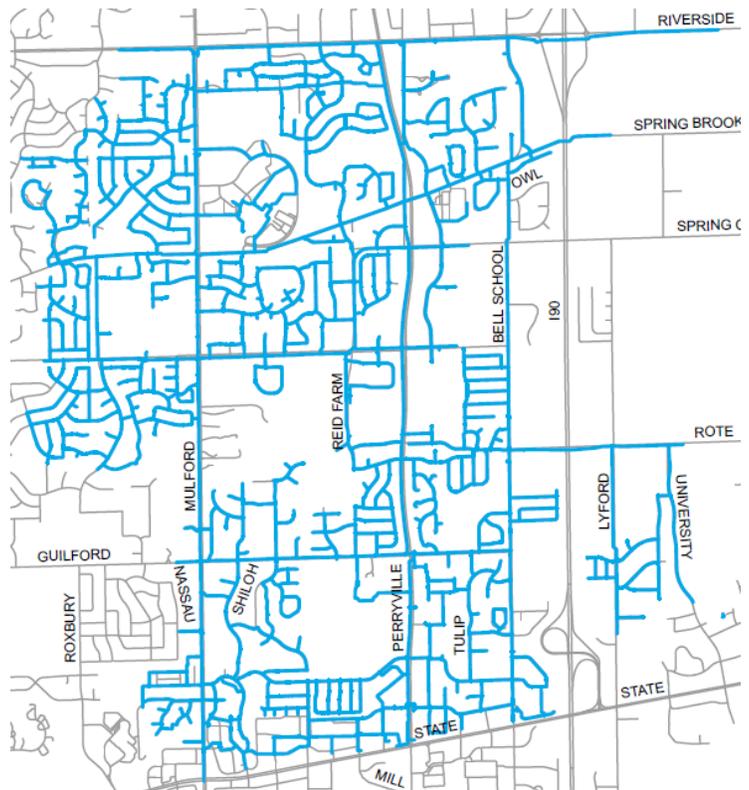


IMPORTANT INFORMATION ABOUT YOUR WATER SERVICE

Background

The City of Rockford is upgrading the Water System to improve your water service and to meet new regulations. A new pressure zone is being established to increase service pressure in the north-eastern portion of the City (area indicated in blue on the map).

The start-up of this new pressure zone is the culmination of significant accomplishments over the past several years, including new treatment plants, water main improvements, new pumping facilities, and upgraded system controls. During start-up of the new pressure zone distribution valves will be closed to establish the zone boundary and water supply facilities within the zone will be adjusted to deliver water at higher pressures.



Impact to You

The service pressure within the new zone is expected to increase by 25 psi. This increase will occur over several days. For most of our customers this will mean going from low (~40 psi) to normal (~65 psi) pressure. Customers in low-lying areas may experience pressures up to 100 psi.

Preparation

An improvement of this magnitude requires significant preparation and numerous adjustments to existing equipment and processes by the City. The transition to a higher service pressure may result in some service fluctuations. During this time, the water will remain safe to drink. However, residents may experience temporary fluctuations in service pressure or some discoloration of water. If discoloration occurs, please turn on your cold water from an outside, basement, or bath tub faucet until the discoloration is eliminated. **If you experience interruption to your water service, please call the Water Division at 815-961-3770.**