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June 17, 2021

**Transmitted by email to Mr. Nyborg and posted on the District's website**

**Subject: Mill Creek Water Reclamation District  
Watering Ban Information Request**

Dear Mr. Nyborg and Additional Residents,

Please allow the following to serve as a brief response to your email inquiry of June 16, 2021. The Mill Creek Water Reclamation District (MCWRD) Board of Trustees is made up of a three-member Board comprised of residents from the Mill Creek Subdivision who are appointed by the Chairman of the Kane County Board with the advice and consent of the County Board, pursuant to state law. The MCWRD holds monthly meetings where the public is not only invited but given an opportunity to speak and ask questions of the Board members and its consultants. During the last sixteen months, MCWRD has complied with the ongoing COVID-19 Pandemic governmental restrictions imposed upon public meetings by Governor Pritzker's Executive Orders and the public has been encouraged to attend meetings via telephone. The instructions for attending each meeting are printed clearly on the Agenda for that meeting. The Agendas are posted on the MCWRD website and at the meeting location at least 48 hours prior to each meeting.

The circumstances which gave rise to the current watering ban have been placed on the MCWRD website under the banner, "Outdoor Watering Ban In Effect", and generally are as follows:

On May 21, 2021, MCWRD's water operator and engineer, Sheaffer & Roland, Inc., notified the Board of Trustees of reduced flow in one of MCWRD's three potable water wells. The pumping flow from Well No. 1 had reduced nearly 50% from 500 gallons per minute on May 20, 2021 to 270 gallons per minutes on May 21, 2021. Due to the increased water usage during the summer months from lawn irrigation and the ongoing drought conditions which have been identified as being one of the worst on record, MCWRD was faced with an emergency situation that required complete replacement of Well No. 1 in order to restore full production capacity to the water system.

Within thirty minutes of first being notified of the reduced flow at Well No. 1 on May 21, 2021, all of the Trustees affirmatively responded by issuing emergency authorization to secure replacement equipment required to replace the well pump, motor, column pipe and cable at Well No. 1. MCWRD utilized the services of Water Well Solutions (WWS) of Elburn, Illinois to secure the equipment and ultimately replace the Well No. 1 components. WWS was able to secure the last 125 horsepower well motor available to them in the United States by the end of

business on May 21, 2021. The remaining components were also ordered that same day. Due to the breakdown in the supply chain resulting from the COVID-19 Pandemic and the resulting scarcity in building supplies, the pump portion of Well No. 1 was the last component to arrive on Monday June 14, 2021. Supply chain issues in several industries has made acquiring equipment and materials extremely difficult. However, MCWRD was able to acquire and assemble these components very quickly by any industry standard.

In addition, due to ongoing supply chain issues, the Board of Trustees will also be evaluating the existing pump and motor pulled from Well No. 1 for possible reconditioning and use as a back-up replacement unit. Generally, purchasing and storing a new pump and motor as a back-up unit is not a recommended practice as these items, if not placed in service, will deteriorate over time resulting in seal failures, bearing damage, and damage to the supporting components such as the cabling and wiring. Moreover, the expiration of the manufacturer's warranty may occur if the equipment is not used after purchase. It should also be noted that installation of a new pump and motor is not an insignificant event and requires experienced manpower and equipment to install the well components including the motor, pump, column pipe, and cabling at a depth of 650 feet below grade. Thus, purchasing and storing a back-up motor is only part of the well replacement equation.

The outdoor watering ban was instituted out of an abundance of caution for the public's health, safety and welfare. MCWRD's main statutory purposes are to provide safe drinking water of the best possible quality and reliable, adequate water flow for fire protection; the Board of Trustees, who are your fellow residents, consider the fulfillment of these purposes paramount in their responsibility. With rising water usage by the community, record high temperatures and drought-type conditions, the MCWRD's operator and engineer recommended an outdoor watering ban on lawns to the Board. The engineer's concern was that the loss of water production at Well No. 1 would reduce MCWRD storage capacity to supply water for fire protection. Furthermore, reliance on Well No. 3 to supplement the production loss in Well No. 1 could cause water quality issues with increased iron content and potential water discoloration.

The Board of Trustees made its decision based upon these recommendation to protect the public health, safety, and welfare of the residents and maintain a high level of water quality. At no time was the District at risk of not meeting the potable water demands of the residents. Red tags and notices were placed on the doors of residents to make them aware of the outdoor watering ban. No fines were indicated on the notices and no fines were imposed. The cooperation of the residents and the subsequent reduction in usage due to the watering ban allowed MCWRD to expedite the replacement of Well No. 1 and minimize the impact on the residents.

WWS began removal of the 650 foot deep well pump and motor at Well No. 1 on June 14, 2021. The new pump and motor installation began on June 15, 2021 and was completed on June 16, 2021. The well pump at Well No. 1 is currently being flow tested and a water quality sample will be submitted to an independent lab for testing to verify that water production meets the Illinois Environmental Protection Agency requirements prior to placing Well No. 1 back into service. Moreover, additional testing of Well No. 1 production at the treatment plant will be completed prior to lifting the outdoor watering ban to ensure demand can be met. Once all testing is completed, the ban is anticipated to be lifted on June 21, 2021 which is earlier than the

June 23<sup>rd</sup> date originally indicated on the MCWRD website. There will be no surcharge or special assessment imposed on the residents for this repair. MCWRD will use funds from its budgeted depreciation reserve fund, a fund that was established for large repairs like this.

We believe the information above should re-assure you that the Board of Trustees acted swiftly, appropriately, and in the best interests of the health, safety, and welfare of the residents of Mill Creek.

Please note, MCWRD does not maintain a social media presence. Thus, we ask that if you have any further questions, you kindly contact MCRWD directly via email at [foia@millcreekwrld.com](mailto:foia@millcreekwrld.com), phone at (630) 208-9898 or via participation at a monthly meeting.

Sincerely,

Board of Trustees of the Mill Creek Water Reclamation District

James Dougherty - President  
Ben D'Andrea – Vice President  
Mark Hammond - Treasurer

Mr. Dougherty:

As a concerned resident of the Mill Creek subdivision for which you preside as President of the Mill Creek Water Reclamation District, I along with the below list of 112 (and growing) residents/households would like responses to the below questions:

- It is known that +2500 residences are dependent upon your provision of water to our subdivision and that heavy, seasonal demand occurs during the summer months. Why was a backup pump not readily on hand (in storage perhaps) in the event of mechanical failure? Several residents of Mill Creek are privately employed in organizations that have spare parts and contingency plans in place, yet the Mill Creek Water Reclamation District seemingly does not.
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- Once the forthcoming replacement pump has been manufactured, will the MCWRD be working overtime to immediately install the replacement pump? Will the residents be billed a surcharge for this pump?
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- Given that Mill Creek continues to expand and, thereby, increase demand levels on the MCWRD, please explain the strategic plan in place to enable such increased demand.
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- In regards to the current lawn watering ban, which currently has no concrete end date, why is the MCWRD spending money & time employing people to deliver "scarlet letters" to those who may or may not have been notified of the ban, yet are disobeying the MCWRD's imposed ban?
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- If there is to be a fine for those who have purposefully or inadvertently disobeyed the ban, when will Mill Creek residents be informed of such fine?
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- Concerning upcoming MCWRD meetings, how many residents (customers of yours) will be able to attend? And, ask questions?
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- Regarding the Trustees of the MCWRD, how are Trustees elected? Please explain the election process for those residents who may be interested in becoming a Trustee. Would the MCWRD be open to having a publicly-elected Mill Creek resident attend the meetings to act as a Customer Advocate?

Sincerely,

Nels K. Nyborg, MBA and the 112 Mill Creek residents/households listed below

Note: this list was gathered in less than 24 hours and continues to grow

**Mill Creek Resident List of Customers Requesting Transparency of MCWRD**

1	Amanda Ellis	31	Julie Payton Hecker	61	Deanna Marchetti Sukolowsky	91	Beth Seidl Clark
2	James Tripp	32	Donna Simmons Sotern	62	Fernando Howell	92	Jennifer Bethke
3	Laura Perez Tadder	33	Amanda Corley	63	Wil Rash	93	Ann Reece Jones
4	Thomas Knapp	34	Stacy Wells Freeland	64	Kimberly Koletsos Mraz	94	Annette Ormiston Matan
5	Matt Snurb	35	Karl Boshart	65	Laura Moore	95	Sheila Doolen Mally
6	Michelle Steel Schroeder	36	Alisa Brady Terry	66	Denise Figueroa	96	Adam Kenes
7	Angela Wollenberg	37	Mike Burke	67	Chris Meisinger Propheter	97	Jody Tombs Sexton
8	Melissa Knapp	38	Dana Adams	68	Laura Wheeland Cloutier	98	Nadia Pena
9	Shea Bubeck	39	Drew Mader	69	James Monroe	99	Bryan & Cherie Clairmont
10	Tasha Robles	40	Randy Edwards	70	Shelly Kohlhagen Collazo	100	Tony & Amy Romero
11	Brennen Carson	41	Miguel Caballero	71	Dawn Schurman	101	George Spengler
12	Heather Sowka	42	Keith Jury	72	Denise Lutz Miller	102	Andree Pospisil
13	Dan Risch	43	Rachel Priola	73	David Heeg	103	Frank Weese
14	Kenny Jets	44	Tom Giammanco	74	Mary Bruno	104	Eileen Stack-Morrissey
15	Arlene Jakosalem Saxsma	45	Matt Knecht	75	Tammy Bosserman Chiovari	105	Carrie Pyawasay Ward
16	Dina Bach	46	Scott Cameron Clausen	76	Sejal Patel	106	Beth Elaine
17	Heather Gross Packenham	47	Sharon Recchia	77	Susan Mertka	107	Kristin Beba Lozano
18	Heidi Pryor	48	Rachel Oleksiak	78	Lindsay Cybul Zimny	108	Lindsay Peterson Fitzjerrells
19	Jennifer Krason Fuhrmann	49	Daniel O'Brien	79	Andy Arends	109	Chrystal Struthers
20	Jake Harvey	50	Kristin Jones	80	Stacey Simon Fanale	110	Lana Waters
21	Brandi Feltner	51	Julie Happel-Lueck	81	Bill Cerwin	111	Karl Johannes
22	Karen Bourassa Feinberg	52	Danny Kein	82	Madeleine Coetzee	112	Jennifer Evans
23	Aliza Settecase	53	Jenn Martin Campbell	83	Rachelle Gooch Johnston	113	
24	Dave & Amanda Balsan	54	John Sadilek	84	Kathryn Austin	114	
25	Teri Wankat	55	Jennifer L Shields	85	Julie Schlegel	115	
26	Jason Kammes	56	Bruce Kornerup	86	Nancy Loberg Reinhiller	116	
27	Colleen McManus Krohe	57	Stavroula Melegos	87	Meghan Potter	117	
28	Lana Haslett	58	Alexis Westergren	88	Sam Walker	118	
29	Amanda Maria	59	Kelly Smith Ace	89	Matthew & Kelly Donovan	119	
30	Sandy Olsen	60	Danielle French Lightfoot	90	Jeff & Alicia Schmidt	120	