

LOST LAKE UTILITY DISTRICT - Water & Sewer Management



Winter 2024

Lost Lake
UTILITY DISTRICT



PAPERLESS BILLING

Have you signed up for our paperless billing? Go Green!

Help us save waste and ensure that you receive your bills by signing up today.

To see all the ways you can view and pay your bill, go to <https://llud.org/bill-payment>.



BOIL ORDERS & EMERGENCY NOTICES

What is a Boil Order?

Per the EPA, a Boil Order is a notice issued to water consumers to boil all drinking and culinary water for at least five minutes before use. A boil order is issued whenever analysis results indicate the water being supplied may have or has become microbiologically contaminated, the sanitary integrity of the water system may have been compromised, or following an occurrence of low water pressure. A boil order can be a necessary and required precaution to help prevent a possible water-borne illness outbreak.

How am I notified of a Boil Order?

Lost Lake Utility District's office issues emergency notices through an automated call, text, and/or email to all Customers impacted by a Boil Order. The District uses software to push out notifications to those who have provided emergency contact information. Notifications are issued at the time the Boil Order is put in place and again when the Boil Order is lifted.

How do I update my contact information for Notices?

You must contact our office to update your emergency contact information. The automated system is an independent system that must be updated by our staff. If you subscribe to news on our website, this will not add you to our emergency notification system.

What am I supposed to do during a Boil Order?

Boil or sanitize water that will be used for drinking or preparing food. Make new ice from sanitized or boiled water. Brush teeth with boiled or sanitized water. Rinse handwashed dishes with sanitized water. Give your pets boiled or sanitized water.

For full instructions, visit our website: <https://llud.org/boil-orders>

SERVLINER INSURANCE

Leak Loss Protection

In the event of a costly water bill caused by high water usage due to a qualifying leak or line break, this protection covers up to \$500 of your utility bill once the active cause of the leak has been repaired. \$1.30 per month.

Water & Sewer Line Protection

This optional plan helps cover qualifying service line cracks or breaks occurring on your property from the property line to the foundation of your home. Help guard your home's water and sewer lines with protection that covers up to \$10,000 per qualifying repair. Water Line Protection: \$5.00 per month. Sewer Line Protection: \$6.50 per month.

Call 815-718-6663 to sign up.

HYDRANT FLUSHING

When you see us out flushing hydrants, we aren't just wasting water. This controlled procedure is vital to the general maintenance of the Utility's distribution system. It ensures adequate water flow is available to fire fighters and residents. Flushing hydrants on a routine basis removes sediment from lines and keeps the entire distribution system refreshed.

- Identifies inadequate water volumes and pressures.
- Enhances long term water quality by removing sediments from inside the water mains.
- Identifies malfunctions of the hydrant and related valve issues.
- Helps determine weaknesses in the water distribution system.



**Know what's below.
Call before you dig.**

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