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# May 2011

## Village President

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### Where Does All the Water From a Storm Go?



Storms generate precipitation in many forms; rain, sleet, snow or hail. As rain reaches the ground, or other forms of precipitation melts, the water will either infiltrate into the ground, become storm water runoff, or both. The amount of runoff generated by a storm depends on many factors; the quantity of rainfall, the duration of the storm, how quickly rainfall reaches the ground, and the condition of the ground. Ground condition impacts how much precipitation can infiltrate because any water that can't infiltrate will become storm water runoff.

The Village's Stormwater Management System is made up of a network of swales, ditches, storm sewers, detention basins, and overflow routes, including Village streets. These systems are designed to work together to convey the storm water run-off to detention or retention areas where the water will then evaporate or filter into the ground.

Streets are an important part of the Village's Stormwater Management System. The storm sewers located below the street, the ditches located along the street and the roadways itself all serve to convey storm water to designated locations. Many streets are designed and built with curb and gutter along the street that direct storm water from the pavement into storm sewers located under the streets.

Storm sewers are also located in the back yards of homes in many subdivisions. These storm sewers have a manhole that is covered with a slotted, domed lid and are generally located in the rear corner of yards. These storm sewers collect water from the yards and transport the storm water to detention basins and other outlets.

All yards are a part of the Village's Stormwater Management System. In most locations, storm water from one yard is intended to flow onto and through another yard. Your yard plays an important role in protecting your home from flooding. A properly graded yard can minimize drainage problems and prevent more serious flooding conditions. The ground surrounding your home may settle over time, causing the ground or pavement to slope towards your home. A heavy rainfall, sump pump or downspout discharge can cause erosion resulting in isolated low spots where water may collect.

When planning any home or yard improvement project, consider how the grading and therefore the drainage of storm water may impact, not only in your yard, but your neighbor's yards. Landscaping, including planting beds, berms, and retaining walls, as well as home and yard improvements, such as home additions, patios, decks, fences, sheds, swing sets, and pools, can change your yard's grading and potentially obstruct the intended path for drainage of storm water from within your yard and from adjacent yards.

Be patient after rain events because following any rain event, storm water may collect and form ponds in swales and low spots in yards. Typically, water can pond for up to 72 hours after a rain event.

Never dump anything into a storm sewer inlet. It is important to never dump any debris, including but not limited to landscape waste, garbage or chemicals into a storm sewer inlet. While bulky materials can cause flooding, chemicals and other wastes that are dumped into a storm sewer eventually drain into the river which threatens wildlife and pollutes the water.

### Reminder—Spring White Goods Pick Up May 3rd and 4th

The Spring White Goods pick up has been scheduled for May 3rd and 4th. White goods should be at the curb by 6 a.m. with doors removed from refrigerators and freezers on your regular refuse day. Tire pick up is limited to 4 car or light duty truck tires (without rims). White goods are defined as: refrigerators, ranges, water heaters, freezers, air conditioners, humidifiers and de-humidifiers, stoves, clothes dryers, ovens, dishwashers, water coolers, heat pumps, chillers, furnaces, and boilers.

### Sugar Grove French Market Opens on June 4th



The Village of Sugar Grove will be holding an Open House on the June 4th from 8 a.m. to 1 p.m. on opening day of the French Market. Mark your calendars now and come join us as we welcome the French Market to the Village.

*Bring a donation to for the Food Pantry and receive a \$1.00 off coupon good with any market vendor.*



### Is it worth the risk to not get a building permit?

Many times residents choose to complete home improvements without obtaining a permit from the Village. The question that must be asked is, "Is it worth the risk?"

Building permits are required for the construction, alteration or repair, demolition, or movement of any building or structure in the Village of Sugar Grove. Additionally, a change-out form is required when there is a change of occupancy for commercial building/units, even if there is no construction, alteration or repairs.

Occasionally the Village will receive a request to view permits or inspections reports. Some of these requests occur at the point of real-estate transactions when the potential buyer is requesting evidence that permits were issued and appropriate inspections were conducted. The sale of the home is placed at risk when the potential buyer is concerned with the work that was completed without proper permits.

Completing work without a permit can have deeper implications than costs and fines (permit fees double when the permit is issued after work has begun or is complete) or having to remove wall and ceiling materials so an inspection can be performed. If a disaster such as a fire due to bad electrical work or water damage due to improper plumbing, etc. were to occur, the homeowner's insurance company has the ability to deny the claim to reconstruct the home due to the work being completed without a permit which confirms that the work met proper codes and ordinances. The cost of rebuilding would then fall to the homeowner with little or no reimbursement from the insurance company. The legal costs alone in these situations may far outweigh the cost of a permit.

Registered contractors working within the Village are required to be insured for your protection. All registered contractors are aware that permits are needed prior to starting any work. Be wary of contractors who tell you a permit is not required; always check with the Building Department before you begin any home improvement work. In most cases, the contractor includes permit fees in their charges for the work they are doing. You most likely have paid for the permit so be certain your contractor obtains it.

Ultimately it is the owner's responsibility to obtain the permit or to make certain the contractor has obtained the permit. Don't take the risk! The Building Department is happy to answer any questions you may have regarding permits and requirements for permits. The Building Department is located at 601 Heartland Drive. You can reach them at 630/466-8954 or [permits@sugar-grove.il.us](mailto:permits@sugar-grove.il.us). You can also find information on permits at [www.sugar-grove.il.us/permits.htm](http://www.sugar-grove.il.us/permits.htm).



### Upcoming Events



#### Sugar Grove American Legion

Memorial Day Breakfast  
May 30<sup>th</sup> 9:00 a.m. to Noon  
All you can eat buffet  
All Veterans eat free

#### Sugar Grove Fire Fighters Auxiliary

Drive Thru Pork Chop Dinner  
May 19, 2011  
4:00 p.m. to 7:00 p.m.



## May 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1  Hydrant Flushing Week	2	3 Board 6:00 pm Committee of the Whole 6:30 pm	4	5	6	7
8	9	10	11	12	13	14
15	16	17 Board 6:00 pm Committee of the Whole 6:30 pm	18 Plan Commission 7:00 pm	19	20	21
22	23	24	25	26	27	28
29	30 Memorial Day Village Offices closed	31				

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*Continued*

## **Updated Cable TV Franchise Agreement Approved**

The Village of Sugar Grove approved an updated franchise agreement for the provision of cable television service with Mediacom Communications on April 12, 2011. Sugar Grove and the Village of Elburn jointly worked together with the assistance of Municipal Services Associates, Inc. to negotiate the extension. The new agreement includes the State of Illinois Franchise customer service requirements, which are greatly expanded from the original agreement. The Village Board insisted on these provisions to insure that Mediacom was making a commitment to provide customers with the best service possible.

The agreement is non-exclusive which simply means that any company that chooses to provide cable television service in Sugar Grove shall be granted a franchise under substantially similar terms and conditions as Mediacom Franchise Agreement. The franchise agreement in short, gives a non-exclusive right and privilege to Mediacom to operate a cable system in the Village.

The Village recognizes that residents also utilize Mediacom for the provision of internet and phone services. During negotiations Mediacom was asked to use the same due diligence in the provision of these services as cable television services. Mediacom was very cognizant of this request and agreed that it is important. It must however be noted, that due to State, Federal, and ICC and FCC rules and regulations, the Village cannot regulate phone or internet services offered by Mediacom or any other provider. The following are the most often asked questions regarding franchise agreements, the agreement with Mediacom and other cable, internet and phone services questions.

### Why did Sugar Grove enter into this agreement with Mediacom?

Current law requires companies desiring to provide cable television service to enter into a franchise agreement with either the local government or the State. The Village prefers a local agreement to address the needs of our community.

### Why did Sugar Grove not seek out other cable providers?

The Village has sought additional cable television, internet and phone service providers. The agreement with Mediacom does not prevent other companies from providing services. It must be recognized that the provision of cable television, internet and phone services by private businesses is a business decision based on profit potential. The Village would welcome additional providers.

### What can I do if my television service is poor or interrupted?

You are encouraged to call Mediacom or to visit the local office in Elburn. Office hours are from 9 a.m. to 5 p.m.. The office is located at 808 E North St, Elburn, IL 60119 and their phone number is (630) 365-0045 or call them toll free 800-332-0245.

### Who do I contact if I feel I did not receive satisfactory customer service?

If you feel that your service is unsatisfactory you can contact the Village. You are encouraged to use our online form at [www.sugar-grove.il.us/Dept\\_Fin/MCForm.html](http://www.sugar-grove.il.us/Dept_Fin/MCForm.html) however you may also call the Village at 630-466-4507, send the Village a note to 10 S. Municipal Drive, Sugar Grove, IL 60554 or via fax at 630-466-4521. You can also contact the State of Illinois Attorney General, information and forms can be found at [www.illinoisattorneygeneral.gov/index.html](http://www.illinoisattorneygeneral.gov/index.html), or call 1-800-243-0618. Or for phone problems contact the ICC at 1-800-524-0795 or via the internet [www.icc.illinois.gov/](http://www.icc.illinois.gov/). For internet problems you may also contact the FCC at 1-888-225-5322 or via the internet at [http://www.fcc.gov/e-file/support\\_table.html](http://www.fcc.gov/e-file/support_table.html).

### What can I do if my internet or phone service is poor or interrupted?

You are encouraged to call Mediacom or to visit the local office in Elburn. Office hours are from 9 am to 5 pm. The office is located at 808 E North St, Elburn, IL 60119 and their phone number is (630) 365-0045 or call them toll free 800-332-0245.

### Does Sugar Grove receive any compensation from Mediacom?

The Village does receive franchise fees from Mediacom. How these are determined are within the agreement.

### Why doesn't the agreement improve the channel selection?

The Village is not allowed to be involved in any channel program selections or tiers of service due to State, Federal and FCC rules and regulations

### How often is the system tested?

The Village's agreement states that the video provider shall perform system testing a minimum of two (2) times a year. The Village may require sight specific testing, but must give 30 day notice.

### What can the Village do if Mediacom does not provide customer service in the manner outlined?

The Village has the ability per the standards to fine any video or cable provider that does not abide by standards as set by code or their agreement. The Village also has the ability to revoke the franchise agreement. However it should be noted that if the franchise agreement was revoked, no cable services – television, phone, or internet could be provided by Mediacom.

### What are the customer service standards?

The customer service standards are the State Adopted Regulations - Illinois Compiled Statutes 220 5/70-501. The following is an excerpt of those standards.

The statute states that all cable or video providers in this State shall comply with the following customer service requirements and privacy protections.

The following definitions apply:

**Cable or video provider** means any person or entity providing cable service or video service.

**Normal operating conditions** means those service conditions that are within the control of cable or video providers. Those conditions that are not within the control of cable or video providers include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions that are ordinarily within the control of cable or video providers include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable service or video service network.

**Service interruption** means the loss of picture or sound on one or more cable service or video service on one or more cable or video channels.

**General customer service standards** include, but are not limited to: installation, disconnection, service & repair obligations; appointment hours and employee ID requirements; customer service phone numbers & hours; procedures for billing, charges, deposits, refunds, and credits; procedures for termination of service; notice of deletion of programming service; changes related to transmission of programming; changes or increases in rates; the use and availability of parental control or lock-out devices; the use and availability of an A/B switch if applicable.

### **General customer service obligations:**

Cable or video providers shall render reasonably efficient service, promptly make repairs, and interrupt service only as necessary and for good cause, during periods of minimum use of the system and for no more than 24 hours.

All service representatives or any other person who contacts customers or potential customers shall have a visible identification card with their name and photograph and shall orally identify themselves. Customer service representatives shall identify themselves to callers immediately following the greeting during each telephone contact with the public.

The representatives who contacts customers on behalf of the cable provider shall state the estimated cost prior to delivery of the service or before any work is performed, shall provide the customer with an oral statement of the total charges before terminating the telephone call or other contact in which a service is ordered, whether in-person or over the Internet, and shall provide a written statement of the total charges before leaving the location at which the work was performed. In the event that the cost of service is a promotional price or is for a limited period of time, the cost of service at the end of the promotion or limited period of time shall be disclosed.

Cable or video providers shall provide customers a minimum of 30 days' written notice before increasing rates or eliminating transmission of programming.

Cable or video providers shall provide clear visual and audio reception that meets or exceeds applicable FCC technical standards. If a customer experiences poor video or audio reception due to the equipment of the cable or video provider, the cable or video provider shall promptly repair the problem at its own expense.