Below are commonly asked questions regarding water services and meters

Will the water meter give the DuPage County Public Works control over the amount of water I use in my home?

No. Consumption of water is voluntary.

Will my account information remain private?

To the fullest extent of the law DuPage County Public Works is committed to protecting the privacy and security of our customer’s personal information. The County does not release customer data to any third party and protects the privacy and security of the member’s water usage. No personal information is stored in the meter and the data is encrypted when sent to the Utility.

What do I need to do to prepare for the meter installation?

Make sure the area around your water meter is clear and accessible for the installer. Make sure the valves on both sides of the County water meter are in good working order before we arrive. If not working properly or you do not have a valve, you will need to contact a licensed plumber to have that work completed before our arrival. It is highly recommended that prior to your appointment the valves before and after the water meter are in working condition.

Should your valve have a round handle, exercise the valve clockwise and counterclockwise prior to a full shutoff. DO NOT FORCE THE HANDLE IN EITHER DIRECTION AS THE INSIDE MECHANISM WILL BREAK IN AN OPEN OR CLOSED POSITION. In the event that you would like to have your valves replaced, Calumet City will have ball valve(s) and the necessary fittings to remove and replace the faulty valve. The cost to remove and replace each ¾” valve is $195.00. DuPage County Public Works will bill you directly for the service. You are encouraged to seek additional quotes and you ARE NOT required to replace any valve regardless of its condition.

Will my water service be interrupted because of this project?

Your water service will be interrupted briefly during the meter change out, however the interruption should be less than 30 minutes. IF REPLACING VALVES, THE ESTIMATED TIME WILL BE 1.5 TO 2 HOURS.

When will you be in my area?

The meter installations will be performed by Calumet City Plumbing personnel and are being completed by neighborhoods to help the process be as efficient as possible. You will be notified by mail in advance of the scheduled meter change out for your area and will be asked to contact Calumet City Plumbing to make an appointment. During the appointment, the owner or an adult representative (18 or older) must be present.
What information does the meter record?

The new water meter records information relevant to the consumption of water usage, such as gallons of water, date/time of peak consumption and if the meter has been tampered with. AMI technology allows us to get this data without having to visit each meter. This information can also help us respond faster to potential service leaks.

Do I have a choice in getting a new meter?

Due to the many advantages and efficiencies of the new system and the obsolescence of the reading technology for most of our older water meters the new water meters will be installed on all DuPage County Public Works accounts. Failure to allow access to replace the meter will be handled in accordance with The DuPage County Water Supply and Distribution and Wastewater Treatment Ordinance.

Will the RF signal interfere with other electronics and wireless devices in my home?

No, Utilities using RF signal report no incidences of interference.


Please note that majority of residences will have the transponders, that communicate with the antennas, will be located outside the house and will be connected to the water meter via wire.

Does the DuPage County Public Works use radio frequency (RF) to transmit information with the AMI meters?

Yes, the Sensus iPerl meter readings are collected by antennas located on fixed infrastructure throughout the County.

Please note that majority of residences will have transponders, that communicate with the antennas, located outside the house. The transponders are connected to the water meters via wire. The water meters themselves will not use an RF signal. The new transponders will be located near the outside location where existing touchpads are located.
What are the benefits of the new AMI (Advance Metering Infrastructure) system?

Improved leak detection and timely customer notification.
The operational benefits are to reduce cost and enhance operational performance.
Helps the Utility operate more efficiently with more accurate data.
Eliminates the need for a water meter reader to visit the premise.
Meters and batteries have a 20 year life, allowing for a 20 year replacement cycle.

I am concerned about the radio signal from the transceiver and do not want one installed. What are my options?

If a customer is still uncomfortable with having a radio transceiver, both the County and City of Darien have an Opt-Out Policy involving an additional fee for manual meter reading. If a customer chooses to Opt-Out of the AMI system (not have a SmartPoint installed), they still will have to have their meter replaced if it is selected for replacement.

Notices of Discontinued Water Service.

M.E. Simpson and Calumet City Plumbing will make multiple attempts to contact the customer via postcard, letters and door hangar to schedule an appointment. If the customer does not schedule an appointment “turnover” lists are sent to the County and the City of Darien.

For County water customers, we will send two escalation letters to the customer requesting them to schedule an appointment “to avoid suspension of your water service.” If no response is made after these 2 letters, we will make one more attempt to contact the customer through the County’s States Attorney Office before we shut-off their water. County water customers are requested to call the DuPage County Public Works Department at 630-964-7503 if they have questions.

For Darien water customers, after receiving the “turnover” list the City of Darien will make three attempts to contact their customers via door hanger before their water service is discontinued. City of Darien customers are requested to call City Hall at (630) 852-5000 if they have questions.