



Water and Sanitary Service Line Information for Single Family Detached Residential Housing

The Village of Schaumburg's Engineering and Public Works Utility Division is responsible for maintaining the village's water and sanitary services throughout the village.

If you are experiencing a problem with your water or sanitary service line, take the following steps:

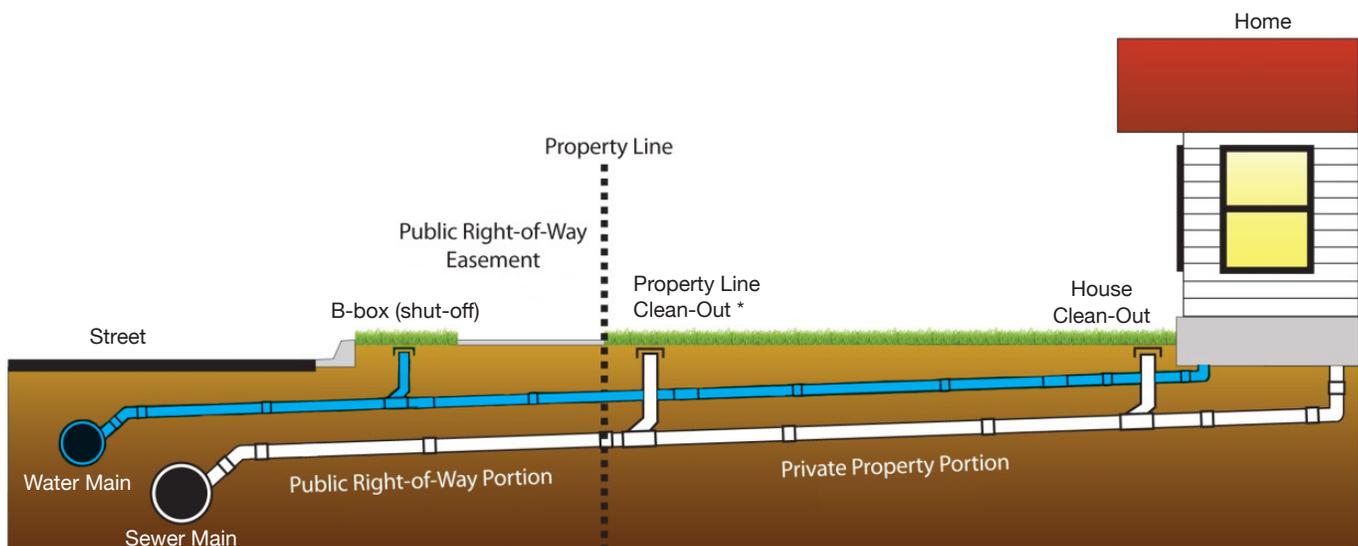
- Call the Engineering & Public Works Department first. Dial 311 in Schaumburg so a staff member can come to your home and check the problem. If the blockage is in the village's line, it will be opened; if it is not, you will be instructed to call a plumber for further assistance.
- If a plumber is called to your home, you must call the Engineering & Public Works Department again to witness the work and determine the exact location of the blockage.

Who is Responsible for the Work?

The responsibility of removing blockages and making repairs and restoration depends on the location of the blockage.

- Blockage between the house and the property line = building owner is responsible
- Blockage is past the property line in the public right-of-way or easement = village is responsible

Additional information regarding maintenance responsibility is included on the back of this fact sheet.



* Not standard on all properties.

Properties with a Clean-Out

The village may clean or repair the service line from the clean-out to the main. Contact EPW by dialing 311 to determine if your particular issue is suitable.



Maintenance Responsibility for Water and Sanitary Sewer Service Lines

| Building Type | Water Service Line | | | Sanitary Sewer Service Line | |
|--|---------------------------|-----------------------|-----------------------|-----------------------------|-----------------------|
| | Building to Property Line | B-box* | Property Line to Main | Building to Right-of-Way | Right-of-Way to Main |
| Single Family Detached Residential Housing | Property Owner | Village of Schaumburg | Village of Schaumburg | Property Owner | Village of Schaumburg |
| Single Family Attached Residential Housing (PUD)** | Property Owner | Village of Schaumburg | Property Owner | Property Owner | Property Owner |
| Condominiums (Residential) | Property Owner | Village of Schaumburg | Property Owner | Property Owner | Property Owner |
| Residential Rental Units (Apartments) | Property Owner | Property Owner | Property Owner | Property Owner | Property Owner |

- * The Buffalo Box known as the B-Box is a part of your service line and is used to turn the water service on and off to a property. It is usually located between the curb line and the sidewalk line.
- * If the sanitary sewer service line from a single family attached residential home (Planned Urban Development-PUD) must be excavated and repaired/replaced in a village-maintained street, the village will fill in the excavation and restore the street and curb at no cost to the PUD.



VILLAGE OF SCHAUMBURG

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Call 311 within Schaumburg
www.villageofschaumburg.com