

THE CITY OF 
GENOA
 PUBLIC WORKS
 FREQUENTLY ASKED QUESTIONS

City Streets & Forestry Questions and Answers

Q: What is the 50/50 parkway tree program?

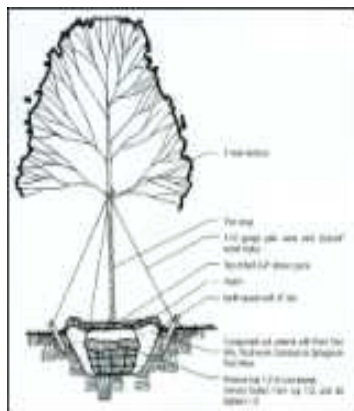
A: In this program, the City and the homeowner each pay 50% of the cost diameter tree which will be planted in the homeowner's parkway (right-of-way, selected by the homeowner). The tree will be planted by the City.

Q: May I order a larger tree than the 2" tree you offer?

A: Yes, although the additional cost for the larger diameter tree will be paid by the homeowner.

Q: May I select any kind of tree I want?

A: A homeowner may select from a list of trees provided by the City.



Q: How many parkway trees may I order?

A: The City will participate in the purchase of one tree per year.

Q: Will the City plant a tree that I purchase myself?

A: No, the City will plant and guarantee only trees that we have purchased.

Q: Will the City plant trees for me in areas other than my parkway?

A: No, this program is limited to trees for the parkway only.

Q: Who takes care of my parkway tree?

A: On a rotating basis, City crews periodically prune parkway trees throughout the City. Watering, pest control, etc. are the responsibility of the homeowner.

Q: May I remove a parkway tree if I decide I don't like it?

A: All trees removal in the right-of-way must be approved by the City.

Q: Is it all right to prune my parkway tree?

A: The City is responsible for maintaining parkway trees. These trees are trimmed to specific specifications.

Q: Can I put too much mulch on my tree?

A: Yes, however, any more than 2 to 3 inches mulch prevents water from getting to the roots of the tree. Also, do not mound the mulch or dirt around the trunk of the tree. This can make the tree vulnerable to diseases and insects. An alternative is to saucer the mulch or dirt around the tree to help capture water.



Q: When should I water?

A: Generally speaking, trees require one inch of water per week when in leaf, either from rain or homeowner. Set a hose to trickle over the area within the drip line and move the hose periodically to cover as much of the root zone as possible. Care must be taken not to over water trees, as too much water can kill the tree as well.

Q: Who should I contact if my parkway tree looks sick or dead?

A: Contact Public Works at 815/784-2271 to have the City evaluate if the parkway tree is failing, and if so, determine the possible causes.



Q: How do I dispose of my yard-waste and leaves?

A: Waste management will pick up yard-waste, grass & leaves from April 1 through November 30. Yard-waste, grass, and leaves must be in brown Kraft paper bags, no stickers are needed.

Q: How do I dispose of cut tree braches and limbs?

A: The City provides brush pick-up starting April 16th through October. The chipper is limited to 4 inch diameter limbs and will not chip Y sections of tree limbs. Brush needs to be stacked neatly and the cut end placed towards the street. Contact Public Works at 815/784-2271 for more information

Q: Who should I contact if I notice a burned out or damaged light pole?

A: The City maintains the streetlights along Main Street between Washington & Sycamore Street. All other streetlights are owned by ComEd and should be reported to ComEd at 1-800/344-1661 or 1- 800/EDISON 1.

Q: Who do I contact if my street sign needs to be replaced?

A: If you are aware of a sign that needs to be replaced, please contact Public Works at 815/784-2271.

Q: Where should I place my mailbox?

A: The face of your mailbox should be at least 6 inches behind the face of the curb.



Q: How often does the City sweep the streets?

A: March through November is generally when the City performs street sweeping operations. Typically streets get swept once every three weeks.

Q: What causes potholes?

A: Most potholes develop during the freeze/thaw cycles during the winter and early spring months. Potholes can also be caused by a weakened road base from moisture and heavy vehicle traffic. Please call Public Works at 815/784-2271 to report a pot hole.



Q: What material does Public Works use to repair potholes?

A: Public Works uses high performance asphalt which can be used during cold weather to make repairs. Other materials are used when pot holes are filled with water.

Q: When does the City start clearing snow from the streets?

A: When approximately 2-3 inches of snow has fallen, snow equipment is called out and put into service. Assigned snow routes are priority streets the City keeps clear during the duration of the storm. All other streets and alleys are cleared as determined by snow accumulation and the progress of the snow event.



Q: What is the best way to clear snow from my driveway?

A: Shovel as much of the snow from your driveway as possible to the right side, as look out to the street. Snow on the left side could be pushed back into the driveway by the snow plows.

Q: How and when does Public Works repair snow plow damage?

A: Public works repairs snow plow damage with black dirt and seed. This is generally performed in spring when the threat of snow is less likely. Contact Public Works if damage was caused by City plows. After dirt and seed is put down, the homeowner is responsible for maintenance.

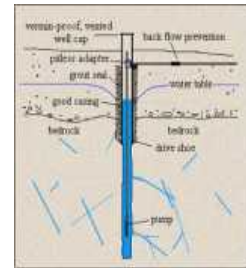
CITY WATER SUPPLY QUESTIONS AND ANSWERS

Q: Where does my drinking water come from?

A: Genoa pumps their water from a combination of a sand & gravel and deep bedrock aquifers.

Q: How safe is my drinking water?

A: The City's water is very safe as it must meet U.S. Environmental Protection Agency's standards for safe drinking



Q: Should I buy bottled water?

A: You don't need to buy bottled water for health reasons, Genoa's drinking water, meets all of the Federal and State drinking water standards. The U.S. Food and Drug Administration (FDA) require water quality standards to be equal to those of the U.S. Environmental Protection agency for tap water, but the quality of the finished product is not government-monitored.



Q: Can I test my own water at home?

A: Not in a meaningful way. Simple kits are available to test for hardness and chemicals like chlorine, but a thorough analysis is not possible. The Department provides information on water quality published in the City's annual Customer Confidence Report (CCR). The CCR report is available free of charge at City Hall. Any questions concerning water quality should be directed to the Public Works Department at 815/784-2271

Q: What is the hardness of the water?

A: On average the water hardness is approximately 7 to 8 grains or 134 parts per million.

Q: Who do I contact when I notice my water changing from colorless to reddish-brown?

A: Contact Public Works at 815/784-2271. There are times when the City's water distribution system experiences some type of a disruption. A disruption may cause sediment in the water mains to become loose, turning the water cloudy and or producing reddish-brown color. Typically this happen during water main breaks, repairs to distribution valves, and fire hydrant flushing.



Q: Who should I contact if I have questions about my water bill?

A: Any questions about your water bill should be directed to City Hall at 815/784-2327

CITY SEWER SYSTEMS QUESTIONS AND ANSWERS

Q: What type of sewers does the City have?

A: The City has storm sewers and sanitary sewer systems.



Q: What function do storm sewers provide?

A: Storm sewers/ ditches are designed to collect and direct storm water to detention basins or creeks eventually making its way down to the river. Storm water is not treated. You should never pour unwanted oil, chemicals, or foreign substances in the storm sewer.

Q: What function do sanitary sewers provide?

A: Sanitary Sewers provides the collection system to direct the sewage to the wastewater treatment plant to be processed and treated.



Q: Who do I contact if there is a sewer back up in my home?

A: Always contact Public Works first at 815/784-2271 (M-F 7 AM - 3:30 PM). After 3:30, call the non-emergency number at 815/784-2526 and the County Dispatch will notify Public Works personnel.



Q: Why is there an odor coming from my floor drain?

A: Usually this occurs in the winter time as the trap in the floor drain dries out, allowing the sewer odor to enter the house. To fix the problem, add water to the floor drain and sewer smell should go away.

Q: What happens to sewage after the toilet is flushed?

A: The sewage travels through a network of sewer pipes and in certain areas is pumped by a lift station, eventually the sewage ends up at the City's wastewater treatment plant.

Q: What should not be put down the sewer drain?

A: Oil, hazardous material, medications, plastics, elastic material or towels/clothing, and large amounts of grease.

