

Water Sewer Maintenance

For any after hours emergencies contact the Mount Carmel Police Department 618-262-4114

The day to day maintenance of the water/sewer system includes excavating and repair of fire hydrants, valves, water service leaks water main breaks and any other concerns related to Mount Carmel's water distribution system.

This division also maintains and replaces catch basins, manholes and lift stations and excavates any infrastructure failures that may occur within the sewer system of the City of Mount Carmel. They are also responsible for line locations related to Julie.

Remember before you dig to call in a Julie.

The City of Mount Carmel owns all water mains up to and including the water meters used to monitor water consumption. The Customers are responsible from the water meter to the house.



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n to their house.**











Frequently Asked Questions

Related Questions

Do I have to call JULIE, Inc.?

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Yes. . Illinois state law requires that anyone planning an outdoor project that requires digging, regardless of the depth or the size of the project, must notify JULIE first.

How do I report a dislocated manhole cover (especially during storms)?

During normal working hours call City Hall (618) 262-4822.

After hours, please contact the Police Dispatch at (618) 262-4114 or (618)262-4115.

Please give exact location of issue.

If I am the subcontractor on a job, do I have to get a locate request ticket or will the general contractor's ticket protect me?

According to state law, the person doing the digging is required to call JULIE with the locate request information at least 48 hours/two working days in advance of the start of the excavation, not the homeowner or company for whom the work is being done. The general contractor's locate request only applies to its company. The general contractor should only request a locate if the general contractor itself is planning to dig at the site.

My yard has been painted or flagged with different colors. what work is being done?

Utility companies have the right to work in the street right-of-way to lay or maintain their lines.

Illinois state law requires that anyone planning an outdoor project that requires digging, regardless of the depth or the size of the project, must notify JULIE first.

Julie Inc notifies other utilities of upcoming work. All the utility companies then mark their existing lines in the area.

Color Coding for utilities:

- Gas lines are marked in yellow
- Telephone and cable are marked in orange
- electric are marked in red
- water are marked in blue
- sewer are marked in green.
- (Temporary survey markings are pink.)

To find out what work is being done, contact the utility companies.

What should I do if I have a sewer spill because of blockage in my service or private line?

You Are Responsible for a Sewage Spill Caused by a Blockage in Your Sewer Lines! Time is of the essence in dealing with sewage spills. You are required to immediately:

- Control and minimize the spill. Keep spills contained on private property and out of gutters, storm drains, and public waterways by shutting off or not using the water.
- Clear the sewer blockage. Always wear gloves and wash your hands. Call a plumber if necessary.

Who is responsible for a leak between my water meter and my house?

The City of Mount Carmel owns all water mains up to the water meters. The customer is responsible for any issues from the water meter to the house.

Who is responsible for sewer issues from the main to the house?

The City of Mount Carmel owns the sewer system which includes the sewer mains. Any issues from the sewer main to the house including a sewer tap issue is the customers responsibility.

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Address

Water Maintenance

811 Poplar Street

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United States

[View in Google Maps](#)

38.413380285714, -87.770675265306