

Resolution of Other Flooding Questions

Residents may experience other types of flooding that may not be covered under the Residential Drainage Assistance Program. These are as follows:

- ***Flooding from Streams in the County***

Example: Stream flowing out of banks due to a culvert or channel blockage

Contact: DuPage County, Stormwater Division
Stream Maintenance Coordinator

Phone: 630-407-6800

- ***Flooding and Drainage Problem Related to a County Owned Roadway***

Example: This flooding could be caused by blocked storm drains or pipes or ponding water on a County owned roadway.

Contact: DuPage County, Division of
Transportation

Phone: 630-407-6900

- ***Flooding and Drainage Problem Related to a State Owned Roadways***

Example: This flooding could be caused by blocked storm drains or pipes or ponding water on a State owned roadway.

Contact: Illinois Department of Transportation

Phone: 847-705-4612

- ***Flooding and Drainage Problem Related to an Illinois State Toll Highway Authority Owned Highways***

Example: This flooding could be caused by blocked storm drains or pipes or ponding water on an Illinois State Toll Highway Authority owned highway.

Contact: Illinois State Toll Highway Authority

Phone: 630-241-6800

- ***Nuisance Drainage Problems***

Example: This flooding would be caused by new developments, neighbor's downspouts, or sump pump discharge. Typically only minor yard flooding is occurring.

Contact: DuPage County, Department of
Economic Development & Planning
Drainage Inspector for Townships

Phone: 630-407-6700

- ***Flooding Related to Roadway Ditches in Unincorporated Areas***

Example: The flooding is related solely to the proper maintenance of a Township owned ditch. This could include accumulation of debris, improper ditch grading or replacement of a driveway culvert.

Contact: Township Highway Department

Addison	630-766-2228
Bloomington	630-529-5221
Downers Grove	630-968-5020
Lisle	630-964-0057
Milton	630-682-4270
Naperville	630-978-0380
Wayne	630-231-4923
Winfield	630-231-8850
York	630-627-2200

- ***Water Quality and Pollution Related Questions***

Example: Illegal discharge into streams and rivers, fish kills, and illegal dumping

Contact: Environmental Protection Agency

Phone: 312-353-2147

DuPage County Residential Drainage Assistance Program



DuPage County Department of Engineering
Phone: 630-407-6800
Fax: 630-407-6701

**DuPage County
Department of Engineering
Public Works
(DCDEPW)**

The DCDEPW administers and manages the Residential Drainage Assistance Program (RDAP). The objective of the RDAP is to assist the County's residents to correct drainage problems in unincorporated areas of DuPage County. RDAP may also offer technical support and/or guidance to residents, if the County can not provide the construction improvements for the drainage system.



What types of service does RDAP offer?

The RDAP offers the following services:

- Drainage system construction within the public rights of way and dedicated easements
- Technical support
- Assistance with permitting
- Site visits associated with drainage complaints
- Clean and flush county owned storm sewer lines
- Provide stubs for field tiles for private connection
- Televising drainage systems as needed

What types of problems won't the RDAP address?

- Problems caused in part by the affected property owners
- Problems caused primarily by groundwater
- Problems caused by incorrectly installed or maintained sump pump and gutter downspouts
- Failure of private systems

Procedures for Requesting Drainage Assistance

A request for drainage assistance can be initiated by a telephone call, letter or fax to the Residential Drainage Assistance Program. The request will be reviewed in a timely manner by a staff engineer. After the review has been completed, you will receive an explanation letter or phone call about the review findings and recommendations.

When requesting drainage assistance, please include the following information:

- Your name, address where you reside and telephone number where you can be reached
- The location and date that the drainage problem occurred, including your Property Identification Number (PIN), if known
- A brief description about the drainage problem, where the water originates and the path of water flow
- Permission authorizing a site visit by County staff on your property
- Name of Homeowner Association, and association representative and telephone number, if applicable
- Fill out the DuPage County Residential Drainage Assistance Program Questionnaire form, which can be found at the DuPage County's official website <http://www.dupageco.org> or at the front desk of Public Works

How does the RDAP decide which complaints to undertake?

- The flooding complaint must first be deemed eligible for construction funding.
- A staff engineer will propose the most reasonable solution for the drainage problem after evaluating their severity, impacts and frequency. Solutions are then ranked for funding based on their severity and impact of the flooding.
- If funds are not available for your project, a staff member may provide technical guidance for the drainage problem so that the affected resident may complete the improvements.

Tips For Requesting Drainage Assistance

You can help us expedite the procedure by providing the following:

- Take videos or pictures of any water on your property and make notes about what you have seen during storm events
- Keep a log of drainage problems including the dates of flooding, the weather, etc.
- Mark the edges of high water in your yard
- Mark the height of flooding on your house, fence, or trees
- Keep notes regarding actions taken to try to resolve drainage issues

Who Do You Contact?

You can contact us at 630-407-6800 for questions relating to the Residential Drainage Assistance Program. You can also go to the DuPage County's official website <http://www.dupageco.org> to download the DuPage County Residential Drainage Assistance Program **Questionnaire form**, fill it out and mail it back to:

Residential Drainage Assistance Program
DuPage County
Department of Engineering
Public Works
421 N. County Farm Road,
Wheaton, Illinois 60187

