



# Naperville Connected

## Holiday Closures and Service Impacts

Non-emergency City offices will be closed on **Dec. 24, Dec. 25** and **Jan 1**.

There will be no curbside garbage and recycling collection on **Dec. 25** and **Jan 1**.

If your collection falls on a holiday, it will be rescheduled to the next day, and Friday collection will take place on Saturday. Electronics recycling at the Environmental Collection Campus (156 Fort Hill Drive) will be closed on **Dec. 25** and **Jan 1**. The Recycling Drop-Off Center will close at 2 p.m. on **Dec. 24**. On **Dec. 31**, the facility will be open normal business hours. The Household Hazardous Waste Facility will remain open on Saturdays and Sundays.

*Happy Holidays!*

## New eBill Portal Launching Jan 1, 2026

The City's new eBill portal will launch on Jan. 1, 2026, replacing the current system and offering an improved way for users to manage utility accounts, view billing history and set up automatic payments. Utility account numbers and billing cycles will stay the same.

### What Current eBill Users Need to Do

Before Jan. 1, current users will be notified when enrollment for the new portal opens. To maintain uninterrupted eBill service, we recommend completing account setup as soon as possible once enrollment begins. **Those who do not re-enroll in the new portal will automatically revert to paper billing.**

When logging in for the first time, you will need to:

- Locate your utility account using your account number and zip code.
- Set up a new profile and account preferences.
- Enter payment methods and/or set up automatic payments, if desired.

Additional instructions and the link to the new portal will be available at [naperville.il.us/utilityservices](http://naperville.il.us/utilityservices) before Jan. 1.

### Why Switch to eBill?

Not a current eBill customer? eBill is a convenient, paperless way to receive and pay your monthly utility bill. Customers who enroll can:

- Receive a monthly email letting you know your statement is available for review and payment.
- Access account information and current and previous bills anytime, from any device.
- Schedule payments or set up autopay to avoid missed due dates and late fees.
- Reduce postage costs, paper mail and clutter.

Paper bills will remain an option; no action is needed for customers who currently receive them and wish to continue.

More details and important reminders will continue to be shared on the City's website at [naperville.il.us/utilityservices](http://naperville.il.us/utilityservices) and appear in the message box on monthly utility bills.

**Animal Control Tip.** Pet owners are encouraged to never leave their pets alone in a vehicle, regardless of weather, and are prohibited from leaving an animal inside a vehicle when the temperature inside the vehicle is colder than thirty-two (32) degrees Fahrenheit (Naperville Municipal Code 10-4-16).

## Naperville Department of Motor Vehicles Relocates

In late November, Illinois Secretary of State Alexi Giannoulias' office moved the Department of Motor Vehicles (DMV) Naperville facility from its former 75th St. location to a new, larger location at 1771 W. Diehl Road, Unit 110.

Employees at the new location are trained in both driver and vehicle transactions, creating a "One-Stop-Shop" model that accommodates customers seeking driver and vehicle services. Customers can receive either type of service at any counter, allowing for more efficient transactions.

Business hours are 7:30 a.m. to 5 p.m. Monday through Friday and 7:30 a.m. to noon on Saturdays.

For more information, visit the Illinois Secretary of State website: <https://www.ilsos.gov>.

## Fall Priorities Plan Update Focuses on Three Areas

City staff provided updates on the "Naperville 2027: Investing in Our Community" Priorities Plan during the Oct. 21 City Council meeting. These priorities, which include Utilities, Safety, Economy, Mobility, and Natural Environment and Community Design, were developed after a 2023 community survey provided data about the services and community amenities valued most in Naperville. City departments are accomplishing these goals over a two- to five-year time period.

- The Oct. 21 presentation focused on three priority areas:
- **Public Safety.** Development of a new emergency management plan, including the hiring of a new emergency manager and strengthening post-emergency planning and recovery efforts.
  - **Economy.** Updates on Springbrook Water Reclamation Center upgrades, lead service line removal progress, and actions taken to reduce the amount of nonrevenue water (from leaks, main breaks, etc.).
  - **Natural Environment/Community Design.** Riverwalk 2031 Master Plan, Native Vegetation Management Program and outreach efforts for conservation and environmental sustainability initiatives.

Biannual updates will be presented to the City Council and the community in the fall and spring. Visit [naperville.il.us/priorities](http://naperville.il.us/priorities) for more information or to view past presentation slides.

## Safer Naper: Roadway Safety in Winter Weather

Winter driving creates hazardous conditions like icy and snowy roads, making your vehicle harder to control. Even with safe habits such as increasing your following distance and slowing down, accidents can still occur. In 2024, the Naperville Police Department responded to more than 3,200 crashes. These crashes can happen year-round, but inclement weather makes them more likely.

This month, the Naperville Police Department's Safer Naper campaign aims to keep all drivers ready for the unexpected, especially during dangerous winter conditions. Visit [naperville.il.us/asafnernaper](http://naperville.il.us/asafnernaper) to learn how to prepare for winter weather emergencies and what to do if you're involved in a traffic crash.

## Naperville Fire Department Holiday Safety Tips

As celebrations ramp up, it's easy to overlook safety amid the excitement. Prioritize safety with these tips from the Naperville Fire Department:

### Decorations

- Inspect light strings for frayed wires and read the back of the box to see how many strands are safe to plug into one another.
- Keep candles away from anything that can burn. Remember to blow out candles before you go to bed.
- Water live Christmas trees to prevent them from drying out. Dry trees are more prone to fires.

### Cooking

- Stay attentive while cooking. If you leave the room, turn off the stove.
- Keep flammable items far from the stove.

### Traveling

- On the road, drive sober and stay alert. If you're driving a long distance, take breaks to prevent fatigue.
- Secure your home, set timers for lights and avoid posting travel details online.
- Reduce stress by planning ahead and have realistic expectations. Finally, remember to test your smoke and carbon monoxide detectors and have emergency numbers close by. With a little care and preparation, you can keep the season merry, bright and most importantly, safe for everyone.

## Winter Weather Reminders

When winter weather hits, City crews are ready to respond. Here's how you can stay safe and help them work efficiently:

- **Stay informed.** Follow trusted weather sources for storm timing and impacts.
- **Avoid travel when possible.** If you must go out, slow down, allow extra travel time and give snowplows plenty of space. Take extra care when bad weather hits during the morning and evening commutes.
- **Observe no parking on the street** during winter weather events so plows can get through.
- **Be patient.** Cold temperatures and blowing snow can limit the effectiveness of salt and some snow may continue to stick to the pavement. Roads may remain snow-covered and slippery, even after they have been plowed.

**GOVERNMENT MEETINGS:** Meeting locations and directions for listening and participating are noted on each upcoming meeting's agenda. Please refer to the Government Meetings calendar at [naperville.il.us](http://naperville.il.us) or scan the QR code below to access the calendar directly, as well



as for information about any changes or meeting cancellations. Watch City Council, Planning and Zoning Commission and Transportation Advisory Board meetings on WCNC (Astound – Ch. 6, AT&T U-verse – Ch. 99, or Comcast – Ch. 10) or stream at [naperville.legistar.com/Calendar](http://naperville.legistar.com/Calendar).

## Christmas Tree & Holiday Light Disposal

Once the festivities end, consider these sustainable options to dispose of Christmas trees, holiday lights, gift wrap and empty boxes:

- **Live Christmas tree collection.** Crews from Groot Industries, the City's residential garbage contractor, collect live Christmas trees during the weeks of Jan. 5 and Jan. 12. During the collection period, place trees at the curb on your normal garbage collection day. Trees must be free of all ornaments, tinsel, lights, strands, plastic and bagging material. For more details about residential garbage collection, visit [naperville.il.us/garbage](http://naperville.il.us/garbage).
- **Holiday lights recycling.** Holiday lights can be dropped off for recycling from 7 a.m. to 3 p.m. on weekdays at the Electronics Recycling Center at 156 Fort Hill Drive. Accepted lights include mini lights (e.g., Italian lights), C7, C9, rope and LED lights in all colors and lengths. Extension cords are also accepted. Visit [naperville.il.us/holidaylights](http://naperville.il.us/holidaylights) for more information.
- **Paper goods recycling.** Recycle paper gift wrap, cardboard shipping boxes and paperboard packaging (e.g., boxes for cereal/crackers, toys, gift boxes, home goods and gadgets). Foil, metallic or heavily laminated wrapping paper should be thrown away instead of recycled.
- **Textile recycling.** Have an ugly holiday sweater you want to discard? Dispose of it and other seasonal clothing responsibly through the City's Clothing and Textile Recycling Program. Learn more at [naperville.il.us/textile-recycling](http://naperville.il.us/textile-recycling).

**Sidewalk Safety.** The City's Municipal Code (9-1H-2) requires property owners to remove snow and ice on any public sidewalk when snow exceeds two (2) inches in height or if ice accumulates. Snow and/or ice removal must be done within 48 hours of the weather event. Shovel away from sidewalks, fire hydrants and storm drains. Additionally, snow should not be shoveled into the street (Naperville Municipal Code 9-1A-16), as it causes dangerous conditions.

## 2025 Yard Waste Collection Ends on Dec. 12

As a reminder, the Free Yard Waste Collection Program continues through Dec. 12. Stickers are not required for yard waste placed in 32-gallon paper yard waste bags or yard waste carts during yard waste collection. All yard waste collection ends on Dec. 12 and resumes on March 16, 2026, when yard waste stickers will once again be required. For more information about yard waste collection, visit [naperville.il.us/yardwaste](http://naperville.il.us/yardwaste).

**Official City Website:** [naperville.il.us](http://naperville.il.us)

**Naper Notify:** [napernotify.com](http://napernotify.com)

**Meetings:** [naperville.legistar.com/Calendar](http://naperville.legistar.com/Calendar)

**Help Center:** Click Help Center at [naperville.il.us](http://naperville.il.us)

**Facebook:** [facebook.com/NapervilleIL](https://facebook.com/NapervilleIL)

**X:** [x.com/NapervilleIL](https://x.com/NapervilleIL)

**YouTube:** [youtube.com/OfficialNapervilleIL](https://youtube.com/OfficialNapervilleIL)

**eNews:** [naperville.il.us/enews](http://naperville.il.us/enews)

**Naperville Connected Editor:** 630-420-6093

**General City Phone Number:** 630-420-6111

**Office of the Mayor:** 630-420-6018

**Office of the City Council:** 630-548-2983

**City Manager's Office:** 630-420-6031

**Emergency Ambulance, Fire and Police:** 911

**Non-Emergency Police:** 630-420-6666

**Non-Emergency Fire:** 630-305-5900

**Electric, Street Light, Water & Sewer**

**Problems:** 630-420-6060

**WCNC Government Access TV:**

Astound – Ch. 6, Comcast – Ch. 10,

AT&T U-verse – Ch. 99

**Mayor:** Scott A. Wehrli

**City Council:** Mary Gibson, Ian Holzhauser,

Supna Jain, Patrick Kelly, Josh McBroom,

Ashfaq Syed, Dr. Benjamin M. White and

Nate Wilson

**City Manager:** Doug Krieger