



Naperville Connected

Go Paperless with Naperville eBill

Naperville's new eBill portal makes managing your utility account easier than ever. Thinking about going paperless? Here's what you need to know:

What is eBill? eBill is a secure, convenient way to view and pay your Naperville utility bill online anytime, from any internet-enabled device.

How does it work? eBill customers receive a monthly email notification when a new statement is available, along with a PDF copy of their bill.

How can I pay my eBill? You can pay using Visa, MasterCard, Discover, American Express or electronic funds transfer from your bank account. Customers can pay their eBill as soon as it becomes available or set up automatic payments for added convenience.

Will I still receive a paper bill? When you enroll in eBill, paper statements are discontinued after one billing cycle. While you won't receive a paper bill after enrolling, eBill offers many benefits, including faster access to your statement, convenient payment options, and reduced paper waste.

How will I receive my monthly resident newsletter? Your eBill now includes a digital copy of *Naperville Connected*, delivered directly to your email or available in the portal. The latest issue is also posted online at naperville.il.us/connected at the start of each month, along with the previous five issues.

Getting Started with eBill

All customers must create a new account with a new username and password, including those who previously used eBill. Login credentials from the old system will not work.

If you plan to enroll in automatic payments, please note:

- After you enroll, automatic payments begin with your next billing cycle.
- Any existing balance at the time of enrollment won't be deducted automatically and must be paid manually to avoid late fees.
- Review your autopay settings regularly, especially if you've set a maximum payment limit.

Find a full list of FAQs and a user guide at naperville.il.us/ebill.

2025 Crime Statistics Now Available Online

Awareness is a key factor in the overall safety of a community. Residents who are aware of the types of crimes happening in their city are more likely to practice situational awareness, report suspicious activity to police and take proactive steps to avoid victimization.

For that reason, the Naperville Police Department recently released a summary of crime and incident data reported between Jan. 1 and Dec. 31, 2025. While Naperville is a safe city, it is not a crime-free city. Increase your awareness by learning more about the types of crimes occurring in Naperville.

The 2025 report can be found at naperville.il.us/crimedata.

Arbor Day Tree Sale and Rain Barrel Purchases

Naperville's annual Arbor Day Tree Sale begins online at 8 a.m. on Monday, March 23, and runs through 5 p.m. on Wednesday, April 22, or until trees sell out. A drive-thru pickup will be held from 8 a.m. to 1 p.m. on Saturday, April 25, at the Public Works Service Center, 180 Fort Hill Drive.

Tree descriptions, pricing, and ordering information are available at naperville.il.us/arbordaytreesale. Orders must be placed through Resident Access, the City's customer payment portal. Customers must schedule a pickup time using the online calendar after completing their order.

Rain barrels are also available for purchase. Mail-in orders placed by Friday, April 17, and online orders placed by Sunday, April 19, may be picked up during the drive-thru pickup on Saturday, April 25. Rain barrels must be purchased through the Upcycle Products website on the tree sale webpage. Home delivery is available only for rain barrels. A portion of rain barrel sales benefits The Conservation Foundation.

Promote a greener, more sustainable Naperville and beautify your yard by ordering your trees and rain barrels today!

NPD Sponsoring Free Shred Event on April 11

One of the ways you can reduce your risk of becoming an identity theft victim is to shred sensitive documents and personal information. The Naperville Police Department, in partnership with the Naperville Park District, is sponsoring a free shred event from 8 a.m. to 11 a.m. on Saturday, April 11, at the Centennial Beach parking lot, 500 W. Jackson Ave.

Attendees will be limited to two banker-size boxes or paper bags per person. Each box or bag cannot weigh more than 15 pounds. Remove metal and plastic binder rings/clips; staples and paperclips can be left attached. Please stay in your vehicle as volunteers unload your boxes. Shredding will be available until trucks are full.

Bike and Pedestrian Plan Open House

Naperville's Transportation, Engineering and Development (TED) Department hopes to see you at the Bike and Pedestrian Plan Open House. Drop in anytime from 4:30 to 8 p.m. on Thursday, April 23, in Meeting Rooms A & B at the Municipal Center, 400 S. Eagle St.

This event is an opportunity to share feedback on preliminary plan recommendations. Attendees may learn more about the planning process, engage with the project team and view the proposed infrastructure routes and designs.

The open house follows several pop-up events and an interactive map that helped identify where walking and biking improvements are most needed. The community's input is the foundation of this process, and the final plan will be presented to the Transportation Advisory Board and then to Council for approval later this year.

For details, visit naperville.il.us/bike-pedestrian-plan.

Safer Naper: Burglary Prevention

Humans are creatures of habit. Use that to your advantage and form smart habits to keep your home and belongings safe. Whether you're heading out for the evening, turning in for the night, or going away on vacation, make securing your home part of your routine.

This month, the Naperville Police Department's "A Safer Naper" campaign focuses on burglary prevention. This includes the concept of the 9 PM Routine to help prevent burglaries. The 9 PM Routine encourages residents to create a nightly reminder (it doesn't have to be at 9 p.m.) to run through the following checklist to ensure your property is secure:

1. Remove any valuables from vehicles left outside overnight. Remember, NEVER leave your keys or garage door opener in your vehicle.
 2. Lock vehicle doors.
 3. Close the overhead garage door.
 4. Close and lock all exterior doors and windows. Don't forget to lock the service door from your garage to your house.
 5. Turn on exterior lights and leave them on until dawn.
- For more tips, visit naperville.il.us/asafener.

Animal Control Tip. Coyote breeding season is underway, and sightings may increase. Coyotes pose little to no threat to humans. For coexistence tips, such as monitoring pets while outdoors, visit naperville.il.us/wildlifeissues or contact Animal Control at 630-420-6178 or animalcontrol@naperville.il.us.

Spring Sustainability: Programs & Events

Electric Lawn Equipment Incentive

Naperville's Electric Lawn Equipment Incentive program opened on March 1, offering \$50 incentives to eligible residents who purchase a battery-powered electric lawn mower, snow blower, leaf blower, trimmer, edger or manually powered reel lawn mower. Find more information at naperville.il.us/sustainabilityincentives.

DuPage River Sweep

Participate in the 35th annual DuPage River Sweep to contribute to Naperville's environmental health and beauty by removing debris from our waterways. The event will take place from 9 a.m. to noon on Saturday, April 18. Visit bit.ly/river-sweep-registration to register. Registration closes on Sunday, April 5.

Expanded Battery Recycling in Illinois

Naperville's Household Hazardous Waste facility has expanded its battery recycling program and now accepts medium-format (mid-size rechargeable lithium-ion batteries) and alkaline (AAA, AA, C, D, 9V) batteries. Illinois law prohibits these batteries from being disposed of in a landfill and requires battery producers to provide recycling options at no cost to consumers. Batteries are made of metals and minerals that must be mined, resulting in negative environmental effects. Proper recycling reduces demand for new raw materials and supports sustainable manufacturing.

Through the Battery Network, a nonprofit that works with producers to provide safe disposal options throughout the state, you can also search for your closest drop-off location at batterynetwork.org. For more information about Naperville's Household Hazardous Waste facility, visit naperville.il.us/hhw.

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 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. In addition to the City's regular streaming platform, you can watch City Council meetings on the City's YouTube channel at youtube.com/OfficialNapervilleIL.



10th Annual Senior Helpful Options Expo

The Naperville-Lisle Triad, in collaboration with the City of Naperville and the Village of Lisle, invites seniors, caregivers and families to the Senior Helpful Options Expo. More than 50 agencies will offer information about living independently and comfortably for as long as possible, including home safety modifications, downsizing, relocation, transportation, property tax programs, assisted and independent living and more.

The event is scheduled from 5 to 7 p.m. on Thursday, April 16, and from 9 a.m. to noon on Friday, April 17, at Grace Pointe Church, 1320 Chicago Ave. This is a free event — advanced registration is not required. On-site parking, including accessible spaces, is available. Light refreshments will be provided.

New this year: At 6:45 p.m. on Thursday, April 16, a panel will discuss the importance of conversations between seniors and their adult children. Seniors can learn how to plan ahead, understand their options and age with confidence before a crisis occurs.

For details, visit napervillelisletriad.org or call 630-548-2992.

SHARE YOUR FEEDBACK: HELP US IMPROVE NAPERVILLE CONNECTED



We want to hear from you! Share your thoughts about *Naperville Connected* by taking a brief survey.

Visit bit.ly/naperville-connected-survey or scan the QR code above to take the survey.

Your input will help ensure the newsletter is engaging and useful for residents and identify potential improvements. The survey takes about five minutes to complete and closes on Saturday, April 11. Thank you for your time and interest!

Official City Website: naperville.il.us
Naper Notify: napernotify.com
Meetings: naperville.legistar.com/Calendar
Help Center: naperville.il.us/helpcenter
Facebook: facebook.com/NapervilleIL
X: x.com/NapervilleIL
YouTube: youtube.com/OfficialNapervilleIL
eNews: 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. Wehri
City Council: Mary Gibson, Ian Holzhauer,
Supna Jain, Patrick Kelly, Josh McBroom,
Ashfaq Syed, Dr. Benjamin M. White and
Nate Wilson
City Manager: Doug Krieger