



Naperville

Connected

Water Meter Reading

Naperville's Electric and Water Utilities are proud to provide high quality, reliable electric and water services to the community. Although the City reads electric meters through an automated process, water meters are read monthly by meter readers.

To help residents understand when meter readers might be in their neighborhood and what to expect, here are brief reminders about Naperville's water meter reading process:

Water meters are read on a schedule. Because of Naperville's size, not all meters are read on the same day. Due to holidays and weekends, the exact day your meter is read may shift, although it will be read around the same time each month.

Unforeseen circumstances or poor weather, especially in winter, may delay meter reading schedules. These delays may result in estimated water bills being sent so that billing cycles do not fall significantly behind schedule. (If estimated, your bill would have an "E" next to the current reading.) As weather improves, readers may work weekends to catch up.

The City contracts its meter reading to Alexander's Meter Reading Services. Alexander's employees wear a yellow vest with the words "Meter Reader" over a blue uniform, carry a handheld meter reader device and probe to read the meter, wear an employee badge with their picture on it and likely drive a truck with Alexander's logo on it.

It takes up to three minutes to read a meter. Meter readers must access your property, locate your water meter, and physically touch their reader to the meter. If the meter reader is new to their job, which occurs frequently due to employee

turnover, it may take him or her some time to locate the meter, as there is no standard device location on homes.

Please make sure meter readers have access to your yard and the meter. Per City ordinances, access to meters must be maintained for meter reading. Please make sure meter readers can access your yard and that the area around the meter is clear. If your meter is inaccessible due to a locked fence, gate, or deck, please contact the Finance Department at (630) 420-6059 so they can work with you on a solution.

The Future of Meter Reading in Naperville

Throughout 2019, a multi-departmental team at the City of Naperville explored how to best transition the utility's water meter reading process to the next generation of automatic meter reading.

Standard in many utilities across the country, automatic meter reading provides numerous benefits to customers and a utility. In Naperville, this means reducing estimated meter reads, providing customers with more frequent access to their usage (similar to what Electric now provides through Empower), and providing the utility with better data to help it operate more efficiently and plan more effectively for future capital purchases.

City staff is currently selecting a vendor to implement automated meter reading and anticipates bringing this recommendation to the City Council for a decision in late spring 2020. Much more information on this topic will be provided through Connected and the City's other communication channels in the coming months.

Yard Waste Collection Resumes in March

All bagged, bundled and cart yard waste collection will resume on March 16.

NEWTTHISYEAR, residents with greater yard waste needs and/or an interest in recycling organics such as food scraps can now choose between **two yard waste cart sizes**. In lieu of purchasing Kraft bags and stickers, residents may rent a **65-gallon** cart that holds approximately 3 bags a week, or a **95-gallon** cart that holds approximately 4 bags a week. The 2020 fee to rent a 65-gallon cart is \$185 and a 95-gallon cart is \$225.

Residents choosing to utilize this convenient service can place all of their yard waste in the provided cart as well as certain types of food waste. Please note: food waste composting will only be available to residents who subscribe to the yard waste cart option to avoid animal pilferage.

To sign up for the yard waste cart program and order your cart, please call Groot at (630) 892-9294. For more information about this program, visit www.naperville.il.us/yardwaste.

Did you know? Organic waste in landfills generates methane, a potent greenhouse gas. Naperville's organic recycling program allows you to dispose of certain types of food waste in your yard waste cart. Less food in our landfills reduces methane emissions. To learn more about the program and discover what types of food you should and shouldn't recycle, visit www.naperville.il.us/yardwaste.

Downtown Streetscape Improvement Project

A new look is coming to the downtown. Beginning this spring, the Downtown Streetscape Improvement project will include complete road reconstruction, streetscape work and utility and pavement upgrades for Jefferson Avenue, Main Street and Jackson Avenue. The new design will also change the existing angled parking on Main Street and Jefferson Avenue to parallel parking. These updates will improve pedestrian mobility, accessibility and safety in this area. The start of construction is tentatively scheduled for spring 2020 with a goal of completion by fall 2020.

Specific details and updates about this project will be shared when available on the project webpage at www.naperville.il.us/dtstreetscape. Stay tuned for more details about this exciting project.

February 4 & 18, March 3 & 17, April 7 & 21: City Council, 7 p.m.

February 5 & 19, March 4 & 18, April 1 & 15: Planning and Zoning Commission, 7 p.m.

February 6, March 5, April 2 : Transportation Advisory Board, 7 p.m.

March 2: City Council Workshop: 5th Avenue Project, 7 p.m. (visit www.naperville.il.us for updates)

The above-listed meetings and workshops are held in Council Chambers of the Municipal Center, 400 S. Eagle St., unless otherwise noted. Meetings are broadcast live on the City's government access channel WCNC (Ch. 6 - WOW, Ch. 10 - Comcast and Ch. 99 - AT&T) and can be viewed live or on-demand online at <https://naperville.legistar.com/Calendar.aspx>. Dates and topics are subject to change.

A Safer Naper: Firearm Safety

The Naperville Police Department's Firearm Take Back Program allows Naperville residents to rid their homes of unwanted guns, thereby eliminating the risk of theft, misuse or accidental discharge. When the program guidelines are followed, residents can dispose of firearms without fear of criminal charges.

In addition to all firearms, the Police Department also accepts ammunition as well as junk, non-working, antique, replica, pellet and BB guns through this program.

The purpose of the Firearm Take Back Program is to enhance the safety of our community, and Naperville Police will not arrest individuals for unlawful possession of a firearm if the gun is surrendered in compliance with the guidelines of this program. When a firearm is turned in, its serial number is run

Save the Date

Naperville Police Department Scam Presentations

New frauds and scams seem to crop up weekly. Learn what tricks con artists use to steal your money and beat them at their own game. Stay informed on the latest scams happening and commit to be fraud aware in 2020.

There will be two opportunities to attend the presentation: Wednesday, Feb. 26, from 1 to 2 p.m. at the 95th Street Library, 3015 Cedar Glade Dr., and Thursday, Feb. 27, from 6:30 to 7:30 p.m. in Council Chambers at the Naperville Municipal Center, 400 S. Eagle St.

Senior Housing Options Expo (SHOE)

The Naperville-Lisle Triad, in conjunction with the City of Naperville and the Village of Lisle, will host the fifth annual Senior Housing Options Expo (SHOE) for those interested in learning how to make the most of their senior living experience.

This year's two-day event will take place on Thursday, April 23 from 5 to 7 p.m. and Friday, April 24 from 9 a.m. to noon at Grace Pointe Church, 1320 Chicago Ave., Naperville. Onsite parking, including accessible spaces, is available. For more information, visit www.naperville-lisle-triad.org.

Free Shred Event

The Naperville Police Department in partnership with the Naperville Park District, is sponsoring a free shred event from 8 to 11 a.m. on Saturday, April 18, at the Fort Hill Activity Center, 20 Fort Hill Dr. Attendees will be limited to two banker-size boxes or bags per person. Boxes and bags cannot weigh more than 10 pounds. Please remove metal and plastic binder rings/clips; staples and paperclips are OK. Please stay in your vehicle; volunteers will unload your boxes. Shredding will be available until trucks are filled.

through a law enforcement database to ensure it has not been reported stolen or used in a crime. The firearm is then turned over to a certified vendor that specializes in destroying firearms or converted to department use for training.

To participate in the program, Naperville residents must call (630) 420-6666 to make an appointment to drop the firearm off at the Naperville Police Department or to arrange for a private pick-up.

For more information about this and other firearm safety programs, visit www.naperville.il.us/asafernaper. Also, keep up with the Safer Naper campaign and our focus on existing programs and services throughout the year online (www.naperville.il.us/asafernaper), on Facebook (www.facebook.com/napervillepd) and on Twitter (www.twitter.com/napervillepd).

Winter Weather Reminders

February is historically Naperville's snowiest month. Here are a few reminders to help you get through the rest of winter.

Snow plows have a rear blind spot of 50 to 100 feet and stop often. For your safety and theirs, give them space.

During winter weather events, visit www.naperville.il.us/snowremoval to track snow removal efforts and sign up for Naper Notify to receive winter operations updates via email, phone call or text message at www.napernotify.com.

Plan to clear your sidewalks of snow and ice within 48 hours after snowfall ends. This is a City code requirement. It also keeps these paths clear for pedestrians and children walking to school.

Do not drain your sump pump onto the street, sidewalk or neighboring properties. Doing so creates icy hazards and is against City code.

2020 IMUA Scholarship Program

The City of Naperville, in partnership with the Illinois Municipal Utilities Association (IMUA), is offering a \$1,000 scholarship competition program for eligible high school seniors whose parents or legal guardians are residential customers of the Naperville Electric Utility. For more information, visit www.imea.org/imua_scholarship.aspx or contact DeeDee Bunch at (217) 789-4632 or dbunch@imea.org.

Holiday Lights Recycling. Holiday lights can be dropped off for recycling during normal business hours through March 27 in the lobby at the Public Works Service Center, 180 Fort Hill Dr., or in the lunchroom of the Naperville Municipal Center, 400 S. Eagle St.

Stay Connected!



Official City Website: www.naperville.il.us

Naper Notify: www.napernotify.com

Meetings: <https://naperville.legistar.com/Calendar.aspx>

Facebook: www.facebook.com/NapervilleIL

Instagram: www.instagram.com/NapervilleIL

Twitter: www.twitter.com/NapervilleIL

YouTube: www.youtube.com/OfficialNapervilleIL

eNews: www.naperville.il.us/enews

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: 9-1-1

Non-Emergency Police: (630) 420-6666

Non-Emergency Fire: (630) 305-5900

Electric, Street Light, Water and Sewer

Problems: (630) 420-6187

Naperville Connected Staff: (630) 420-6750

WPFP City Radio: 1610 AM

WCNC Government Access TV:

Ch. 6 - Wide Open West, Ch. 10 - Comcast, Ch. 99 - AT&T

Mayor: Steve Chirico

City Council: Judith A. Brodhead, Kevin M. Coyne, Patricia A. Gustin, Paul J. Hinterlong, Patrick Kelly, John J. Krummen, Theresa Sullivan and Dr. Benjamin M. White

City Manager: Doug Krieger