



CITY SERVICES GUIDE

LAST UPDATED: OCT. 3, 2020

WWW.NAPERVILLE.IL.US/CORONAVIRUS-RESOURCES

The City remains committed to our community's continued health and safety during Phase 4 of the Restore Illinois plan. The Naperville Municipal Center, Fire Department administration building, and Police Department lobby are currently open to the public; all other City facilities remain closed to the public at this time.

We encourage the public to continue to do business with the City online or on the phone for their convenience. Please note that even as buildings re-open, certain City services may be temporarily modified based on current federal, state or county health guidance.

Below is the current list of service modifications and alternate ways you can conduct business with the City remotely. Please visit www.naperville.il.us for full information on all of our services, or call (630) 420-6111.

Event Cancellations or Postponements

Many special events in Naperville are being postponed or canceled due to state directives and social distancing recommendations. For an updated list of events and their current status, visit www.naperville.il.us/eventinfo.

I WANT TO PAY . . .

My Utility Bill

Utility disconnections are currently suspended. Payments may be made with a credit card or checking account online 24/7 via ebill enrollment or a one-time payment (no fee). Visit www.naperville.il.us/ebill for more information. Utility payments may also be made with credit card 24/7 via pay by phone by calling (630) 420-6059 and pressing option 1 (fee applies).

My Parking Ticket

Pay or appeal a parking ticket online at napervillecitations.t2hosted.com/. Through an executive order issued on March 23, no citations will be written for overnight parking, time-limited parking and commuter parking lot violations until further notice. Naperville Police will continue to enforce other stopping, standing or parking violations, including unauthorized use of parking places reserved for persons with disabilities, blocking private and public driveways and fire hydrants, fire lane violations and any other violations that may pose a danger to the public or restrict the ease of traffic movement.

PAYMENT UPDATES

Utility Bill Payment Options

Due to the ongoing nature of the pandemic, the City of Naperville has paused utility service interruptions due to late payments through December 2020.

Customers who have fallen behind on utility bills, or are in danger of doing so, are now able to request a payment plan online. Please visit www.naperville.il.us, select "Help Center," then select "Submit a Request." Scroll down to "Utility Bill Payment Plan" to submit the request.

Outside agencies may also be able to offer help. Additional information can be found at www.naperville.il.us/covid-community-resources/.

Please contact the Finance Department at (630) 420-6059 to speak with an account representative if you have questions. Finance Department office hours are from 7:30 a.m. to 5 p.m. Monday, Tuesday, Thursday and Friday, and from 10 a.m. to 2 p.m. on Wednesday.

Online Payments Now Available for Certain Taxes

Businesses that pay hotel/motel, food and beverage, and/or local motor fuel tax payments can now register and make these payments online. To access this feature, please visit the [Help Center](#) in the upper left corner of the City's website at www.naperville.il.us.

- Click on "Submit a Request"
- Select "Finance" from the Category list
- Click "Find Request Type"
- Click "Tax Payment Form" (registered businesses paying taxes) or "Tax Registration Form" (new businesses/ownership)

You may also access the forms [here](#). If you do not already have a Help Center account, you will need to create one in order to submit your taxes, receive an invoice, make payment and to track the status of your Help Center requests.

Payments may continue to be mailed or placed in the drop box in the lower level of the Municipal Center garage. However, electronic submission of taxes and supporting documentation will be required at least five business days in advance of payment. For questions, please contact the Finance Department at (630) 420-6059.

I WANT TO SUBMIT OR FILE . . .

A Building Permit

The City is now accepting electronic building permit applications online. To apply for a permit, please submit a copy of your application and all required documents via email to buildingpermits@naperville.il.us. If you have a large submittal exceeding 20 MB, please send us an email with only the application attached and we will provide information on how to submit your supporting documents.

Permit fees will be determined during the review process, and upon approval, an invoice will be emailed to you for payment. Payment must be made by phone using a credit card before the final permit will be issued.

Permit applications and/or payments will not be accepted in person at the Municipal Center.

Another Type of City Permit (e.g. Amplifier, Block Party)

The City Clerk's Office is accepting email or walk-in applications for licenses and permits. Payments can only be made in person. The office is providing this service to the extent that any application does not violate social distancing or gathering orders still in effect. Any permit applications that go against these orders are suspended until further notice.

Development Plans

The City is still accepting development plans electronically. Project managers continue to process plan submittals and provide review comments. However, there will be delays in review cycles based on staff availability. City Project Managers will communicate any changes in timelines directly with applicants. For more information, please visit www.naperville.il.us/services/permits--licenses/development-petition-and-application/.

A City Job Application

All recruitment of essential positions continues through the [City's career webpage](#). To ensure limited in-person contact, pre-employment interviews and screening may be conducted via Skype and telephone. Interested applicants may continue to apply for posted positions at www.naperville.il.us/careers.

Are you a City of Naperville retiree?

To ensure limited in-person contact, retirees of the City of Naperville can contact the Human Resources Department directly at (630) 420-6029 or benefits@naperville.il.us to have their questions answered or to schedule an appointment.

A Non-Emergency Police Report

To file a non-emergency police report or view a list of incident types you can report online, visit www.naperville.il.us/onlinereporting.

A Code Enforcement Complaint

Most Code Enforcement officers continue to work remotely. Please email ce@naperville.il.us or call (630) 420-6693 and leave a message. Messages will be checked multiple times a day and staff will follow up with callers. Code Enforcement is conducting daily inspections of complaints; however, life safety issues will be prioritized and responded to first.

A Water or Electric Issue

Utility disconnections and late fees are currently suspended. Backflow testing and water meter replacements, including residential, have resumed. Proper safety precautions will be utilized by both City utility employees and contractors.

Utility field crews are responding to service issues and conducting preventative maintenance as usual. Please continue to minimize any contact with utility workers and JULIE locators and remain six feet away as recommended through social distancing guidelines. Rather than approach a worker with questions or concerns, please call City Dispatch at (630) 420-6187. Please report any electric or water issues by calling (630) 420-6187.

Water Meter Reading

Water meter reading will continue with limited hours to minimize contact between employees. Meter readers will work Monday through Thursday, 7 a.m. to 5 p.m.

I WANT TO REQUEST . . .

A New Development Concept Meeting

The City continues to welcome requests for development concept meetings now hosted virtually as an e-meeting via Zoom. The application process remains the same. Please download, complete, and email to DRT@naperville.il.us this form: <https://www.naperville.il.us/globalassets/media/permits-and-licenses/concept-meeting-request-form.pdf>. Your assigned City Project Manager will communicate with you directly to relay key information, share next steps for your development approval, and answer any questions.

Planning Services Team Assistance

City planners are available to assist you remotely. Please send an email to planning@naperville.il.us.

My Existing Development Submittal Status

Please continue to contact your Project Manager directly about the status of your development project. General inquiries related to projects on Planning and Zoning Commission or City Council agendas may be sent via email to planning@naperville.il.us.

A Liquor or Cigarette/Tobacco License

All currently issued liquor and cigarette/tobacco licenses that were set to expire on April 30 have been extended to a yet-to-be-determined date. The renewal process and any late fees for holders of both types of licenses have been suspended.

Building Inspections

The City is currently performing both virtual and in-person inspections. Staff will be conducting virtual inspections by Facetime whenever practical, but at times may need to conduct actual on-site inspections. Please call (630) 388-8191 to schedule your inspection. The inspector will contact you to either set up the call or provide information on their visit. Inspectors will wear the necessary personal protective equipment when performing on-site inspections.

Real Estate Transfer Stamps or Statement of Open Accounts

Transfer stamps (tax stamps and exempt stamps) may be requested via mail after closing. Instructions for requesting the transfer stamp by mail may be found on the City's website at <https://www.naperville.il.us/government/city-finances/taxes-fees-and-financial-forms/real-estate-transfer-tax/>.

The City is accepting online requests for Statements of Open Accounts through its Help Center. Please visit www.naperville.il.us/government/city-finances/taxes-fees-and-financial-forms/real-estate-transfer-tax/ for instructions and a link. Please submit the Statement of Open Accounts request at least 7 days in advance of closing.

Freedom of Information Act (FOIA) Requests - City & Police Records

Online requests for City and Police Department records may be submitted 24 hours a day, 7 days a week online by visiting <https://www.naperville.il.us/services/foia-request/>.

As of Aug. 3, the Police Records Section has resumed its normal operating hours. The Records Section is open for walk-up business or by telephone at (630) 420-6157 Monday through Friday from 8 a.m. to 5 p.m.

Fingerprint Services

As of Aug. 3, fingerprinting services have resumed at the Police Department. Those residents who need to be fingerprinted for employment, adoption, concealed carry or other purposes are asked to call the Records Section at (630) 420-6157 to set up an appointment.

Meeting Space in a City Building

Meeting rooms in City Hall remain unavailable to the public until further notice, and no future reservations are being accepted at the time. In addition, all outside reservations for meetings that may be held at the Police Department are temporarily suspended.

Space in a B.A.S.S.E.T Class

For B.A.S.S.E.T. classes that have been cancelled due to COVID-19, refunds will be issued or you will be allowed to take the online class. Please e-mail NapervilleClerks@naperville.il.us and indicate your preference.

New BASSET registrations and renewals are allowed to take the online BASSET class. Please mail your \$30 payment along with your application form to: City Clerk's Office, 400 S. Eagle St., Naperville, IL 60540. The online class link will be e-mailed to you; please be sure to provide a valid e-mail address with your application.

I WANT TO PARTICIPATE . . .

By Providing Comment at or Viewing a City Meeting

All Board & Commission meetings that occur while in-person gatherings are discouraged via state and federal recommendations will be held using Zoom webinar technology. An online speaker sign-up process has been established for City Council and Planning and Zoning Commission meetings. Please visit their respective webpages for more information on this process.

For all other boards and commissions, an online speaker sign-up will not be used. Instead, the Zoom Meeting ID and Password will be included on the meeting notice/agenda for each board or commission. Anyone wishing to join the meeting to listen or participate may do so; however, they must join as an "attendee," which means that they cannot speak until they are unmuted by City staff after "raising their hand" via Zoom. With the exception of the Transportation Advisory Board, these meetings will not be recorded or televised.

City Council, Planning and Zoning Commission and Transportation Advisory Board meetings will be broadcast on WCNC (Ch. 6 – WOW, Ch. 10 – Comcast and Ch. 99 – AT&T) and streamed as normal at <https://naperville.legistar.com/Calendar.aspx>.

Garbage/Recycling Services Return to Normal Levels

The City's contractor, Groot, has removed all restrictions that were previously placed on curbside garbage and recycling as a result of the COVID-19 outbreak, including any limits on bulk items.

In addition, the City's Environmental Collection Campus, located at 156 Fort Hill Drive, has reopened with COVID-19-related precautions in place. Residents are encouraged to follow all on-site signage and directions given by staff. For hours of operations and specific COVID-19 related instructions, please visit www.naperville.il.us/services/garbage-and-recycling/.

Garbage/Recycling Cart Delivery

Public Works continues to offer free garbage and recycling cart delivery to residents who order a cart while the Public Works Service Center is closed.

Due to the large volume of orders, cart delivery may take several weeks. For more information, visit www.naperville.il.us/services/garbage-and-recycling/.

