



# **CITY SERVICES GUIDE**

**LAST UPDATED: FEB. 1, 2021**

[WWW.NAPERVILLE.IL.US/CORONAVIRUS-RESOURCES](http://WWW.NAPERVILLE.IL.US/CORONAVIRUS-RESOURCES)

**The City remains committed to our community's continued health and safety throughout the COVID-19 pandemic and the various phases of the State's Restore Illinois plan.**

**City services continue to be offered during the pandemic; though some may be temporarily modified based on current federal, state or county health guidance. In certain cases, in-person services at buildings may be offered by appointment only. We encourage the public to continue to do business with the City online or on the phone.**

**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](http://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 have been 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](http://www.naperville.il.us/eventinfo).**

# **I WANT TO PAY . . .**

## **My Utility Bill**

Through an executive order issued on Oct. 23, the suspension of utility disconnections ended on Jan. 1, 2021. 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](http://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). Finally, utility payments can also be dropped in the secure drop box located in the lower level parking garage of the Municipal Center, 400 S. Eagle St. (Please see the "Payment Updates" section of this guide for information on requesting a utility bill payment plan.)

## **My Parking Ticket**

Pay or appeal a parking ticket online at [napervillecitations.t2hosted.com/](http://napervillecitations.t2hosted.com/). Through executive orders, citations may once again be issued for time-limited parking, residential overnight and commuter parking lot violations.

# PAYMENT UPDATES

## Utility Bill Payment Options

Through an executive order issued on Oct. 23, the suspension of utility disconnections ended on Jan. 1, 2021. 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](http://www.naperville.il.us), select "Help Center," then select "Submit a Request." Scroll down to "Utility Bill Payment Plan" to submit the request.

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

## Online Payments for Certain Taxes and General Billing

Businesses that pay hotel/motel, food and beverage, and/or local motor fuel tax payments are now asked to 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](http://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.

Non-utility, general billing customers can view and pay general billing invoices securely online by accessing their account via a Citizen Self-Service (CSS) portal. New users must create a new CSS account. General billing includes, but is not limited to, non-utility items such as fire alarm monitoring, police and fire services, city room rental fees, fuel billing, special events, bulk water, and claims for damage to City property. Visit [www.naperville.il.us/general-billing](http://www.naperville.il.us/general-billing) for CSS instructions.

Payments may continue to be mailed or placed in the drop box in the lower level of the Municipal Center garage. Electronic submission of taxes and supporting documentation are 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](mailto: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 emailed, mailed, and in person applications for licenses and permits. Payments can be made over the phone, mailed, or 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.

## **Contractor Renewals**

The City of Naperville requires electricians working in Naperville to be registered as an Electrical Contractor with the City. Please complete an electrical contractor registration application ([available here](#)) and follow the instructions for submission before requesting a permit.

The City of Naperville requires all sidewalk contractors working in the City to register with the City Clerk's Office. Please complete a sidewalk contractor registration application ([available here](#)) and follow the instructions for submission before requesting a permit.

## **Development Plans**

The City is still accepting development plans electronically. Project managers continue to process plan submittals and provide review comments. However, there may 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/](http://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 virtually or via telephone. Interested applicants may continue to apply for posted positions at [www.naperville.il.us/careers](http://www.naperville.il.us/careers).

## **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](http://www.naperville.il.us/onlinereporting).

## **A Code Enforcement Complaint**

Most Code Enforcement officers continue to work remotely. Please email [ce@naperville.il.us](mailto: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**

Through an executive order issued on Oct. 23, the suspension of utility disconnections ended on Jan. 1, 2021. 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 Friday, 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](mailto: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](mailto: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 inquires related to projects on Planning and Zoning Commission or City Council agendas may be sent via email to [planning@naperville.il.us](mailto:planning@naperville.il.us).

## **A Liquor or Cigarette/Tobacco License**

To renew or apply for a liquor or cigarette/tobacco license, please visit [www.naperville.il.us/LC](http://www.naperville.il.us/LC) or contact Miranda Barfuss in the Mayor's Office at (630) 548-2983 or [BarfussM@naperville.il.us](mailto:BarfussM@naperville.il.us).

## **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/](https://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/>.

## **Fingerprint Services**

Residents who need to be fingerprinted for employment, adoption, concealed carry or other purposes are asked to call the Naperville Police Department's Records Section at (630) 420-6157 to set up an appointment.

## **Meeting Space in a City Building**

City meeting rooms remain closed to the public and may not be reserved at this time.

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

New BASSET registrations and renewals are temporarily allowed to take the online BASSET class. Payments and applications can be submitted online. Please visit the Help Center and Submit a Request/BASSET Training Registration form. The online class link will be e-mailed to you. Please be sure to provide a valid email address on 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

The City's Environmental Collection Campus, located at 156 Fort Hill Drive, is open 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/](http://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/](http://www.naperville.il.us/services/garbage-and-recycling/).



## 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](mailto:benefits@naperville.il.us) to have their questions answered or to schedule an appointment.