



# Naperville Connected

## 2024 Utility Rates and Infrastructure Investment

Naperville's Electric and Water Utilities provide high-quality, responsive service to roughly 60,000 customers year-round at rates that recoup the cost of providing these necessities and maintaining, replacing and upgrading the equipment that delivers these vital services.

Below is a breakdown of utility rate changes that go into effect on Jan. 1, 2024, and how these costs will support each utility's maintenance efforts. (The average residential customer in Naperville is someone who uses 844kWh of electricity and 750 cubic feet of water per month.)

For details on these rates, visit [naperville.il.us/electric-rates](http://naperville.il.us/electric-rates) or [naperville.il.us/waterrates](http://naperville.il.us/waterrates).

### Electric

Average residential utility customers will pay approximately \$1 more in the electric portion of their bill in 2024. As of January 2024, the average residential electric customer will pay \$107.83 per month, which is 16% lower than ComEd's residential rates. Naperville's Electric Utility is investing in proactive cable maintenance and larger equipment near I-88 to help enhance service reliability. Learn more about customer grants and rebates at [naperville.il.us/poweringourcommunity](http://naperville.il.us/poweringourcommunity).

### Water and Wastewater

Average residential water and wastewater customers will see a \$3.64 increase on their combined monthly water and wastewater utility bill, effective January 2024. These additional dollars will go toward a recently expanded maintenance and replacement program, including three miles of water main replacement each year to help prevent more costly and inconvenient repairs. In addition, the funding supports improvements at the City's Springbrook wastewater treatment facility to maintain compliance with treatment requirements. As a reminder, the water capital charge on your bill represents the dollars that help fund these efforts, as does the phosphorus surcharge, which will support a portion of upcoming facility renovations.

### Utility Assistance

If you are experiencing financial hardship and need assistance with your bills, the City offers financial assistance in partnership with Loaves & Fishes Community Services. Please visit [naperville.il.us/utilityassistance](http://naperville.il.us/utilityassistance) for more information.

**We want to hear from you!** An online survey is currently available to collect valuable feedback about our website. Is it easy or difficult to find what you're looking for? Do you like the overall design? Is there anything you wish our website had?

We're eager to hear from our users and gather insights that will help us enhance your experience. Visit [www.naperville.il.us](http://www.naperville.il.us) and look for the blue "Feedback" button at the bottom of your screen to share your thoughts.



Feedback

## All Train Station Parking Daily Fee as of Jan. 1

At its Sept. 5 meeting, the City Council approved an ordinance to eliminate quarterly commuter parking permits and transition all spaces at the Naperville and Route 59 train station lots to daily fee parking. On Jan. 1, the final stage of this transition will take place as all City train station lots convert to daily fee parking, and quarterly permits are no longer accepted.

All spaces will cost \$3 as of Jan. 1, with discounts available for paying by the week or month. A limited number of designated parking spaces for seniors and expectant mothers will also be available on a first-come, first-served basis starting Jan. 1. Those who park in these spaces must also pay the daily fee. For more information, please visit the Daily Fee Parking webpage at [naperville.il.us/park](http://naperville.il.us/park).

## Christmas Tree & Holiday Lights/Paper Disposal

### Live Christmas Tree Collection

Collection crews from Groot Industries, Naperville's residential garbage contractor, will collect live Christmas trees on each resident's regular collection day during the weeks of Jan. 8 and Jan. 15. Trees must be free of all ornaments, tinsel, lights, strands, plastic or bagging material. For specific details, visit [naperville.il.us/garbage](http://naperville.il.us/garbage).

### Holiday Lights and Paper Goods Recycling

Holiday lights can be dropped off for recycling at the Electronics Recycling Center, 156 Fort Hill Drive, on weekdays from 7 a.m. to 3 p.m. Accepted lights include mini-lights (Italian lights), C7, C9, rope and LED in all colors and lengths, as well as extension cords. For additional information, visit [naperville.il.us/electronicrecycling](http://naperville.il.us/electronicrecycling).

During this special time of year spent with friends and family, please remember to recycle paper gift wrap, cardboard shipping boxes and paper-board product packaging (think boxes for cereal/crackers, toys, home goods and gadgets, etc.). Foil, metallic and heavily laminated wrapping paper should be thrown away instead of recycled.

## A New Way to Look at Leaf Collection

With another year of curbside leaf collection concluded, there's a new way to dig into the data and methods behind this popular annual service. The City's new Bulk Curbside Leaf Collection StoryMap gives residents insights into the various ways to dispose of fallen leaves by offering a deep dive into leaf disposal through graphs, photos, timelines and more to explain how Public Works collects more than 60,000 cubic yards of leaves each fall - enough to fill Centennial Beach twice.

The webpage is also an opportunity to learn more about collection options, including bulk curbside and free bagged leaf collection, and alternatives, such as composting and mulching. It also highlights the operational improvements that the City made to leaf collection in recent years - such as transitioning to using front-end loaders to pick up leaves - to improve efficiency.

To view the webpage, visit [naperville.il.us/leafcollection](http://naperville.il.us/leafcollection).

**GOVERNMENT MEETINGS:** Meeting locations and how to listen and participate 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 and for 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).

**City Council: 7 p.m. | Dec. 5 & 19, Jan. 16, Feb. 6 & 20**  
**Planning & Zoning Commission: 7 p.m. | Dec. 6 & 20, Jan. 17, Feb. 7 & 21**  
**Transportation Advisory Board: 7 p.m. | Dec. 7, Feb. 1**

**Government Meetings  
At-a-Glance:**  
Point your phone's camera at this QR code to go straight to our board and commissions meeting calendar!



## A Safer Naper: Seasonal Safety

Just like the seasons, safety is cyclical. As the seasons change, so should our focus on what we need to do to keep ourselves and our families safe! This December, the Naperville Police Department's Safer Naper campaign helps residents do just that during winter weather and the busy end-of-year season.

This month's tips help residents brush up on their winter driving skills, remember the importance of responsibly celebrating late-year holidays and learn about the many resources available to help those who may be struggling with their mental health this holiday season.

Visit the Naperville Police Department online ([naperville.il.us/asafernaper](http://naperville.il.us/asafernaper)), on Facebook ([facebook.com/napervillepd](https://facebook.com/napervillepd)) or on X (formerly known as Twitter) at [twitter.com/napervillepd](https://twitter.com/napervillepd) to learn more. The Naperville Police Department wishes you a safe, healthy and happy end-of-year holiday season.

## Winter Tips and Reminders

- Residents should not park on the street during a winter weather event. Parked cars create obstacles for snowplows, and plowing around them leaves large areas of snow and ice on the road.
- City Code prohibits shoveling snow into the street. Shovel snow from driveways onto the parkway – not into the street – to help avoid dangerously slippery conditions.
- Shovel out fire hydrants on or around your property and clear sidewalks of snow for the safety of pedestrians and children walking to school.
- Per City Code, residents must clear any public sidewalk adjacent to their lot when snow exceeds two inches or ice accumulates within 48 hours of a winter event. Failure to clear sidewalks within 48 hours of accumulating ice or snowfall is a City Code violation.
- Ensure your mailbox is clear of ice and snow for mail delivery.
- Help your neighbors. For many residents, age or medical conditions make it difficult to shovel snow without risking their health.
- Clear snow, ice, leaves and other debris from storm drains and the surrounding area to prevent street flooding that could cause potentially icy conditions during the winter months.

## Get Winter Operations Notifications

- Sign up for garbage and recycling service alerts using Groot's mobile or web app and receive a push notification, email or text alert from Groot regarding holiday collection schedules and delays in collection due to weather events at [naperville.groot.com](http://naperville.groot.com).
- Get updates about winter operations, such as snow removal progress and weather-related service changes, on the City's website at [naperville.il.us/winterupdates](http://naperville.il.us/winterupdates) and on the City's Facebook and X (formerly known as Twitter) channels at [facebook.com/NapervilleLL](https://facebook.com/NapervilleLL) and [twitter.com/NapervilleLL](https://twitter.com/NapervilleLL).
- Sign up for Naper Notify's Winter Operations community notification category to receive information about snow removal operations in the City. To create or update your account or view which community notifications you currently receive, visit [napernotify.com](http://napernotify.com).

## Yard Waste Collections Ends Dec. 15

All bagged and bundled yard waste collection for 2023 ends Dec. 15. Collection resumes on March 18, 2024, at which time yard waste stickers will once again be required on all bagged and bundled yard waste.

## Support the Renewable Energy Program

Make a New Year's resolution to support renewable energy and enroll in the Naperville Renewable Energy Program (NREP). In 2024, the program will celebrate its 20th year of supporting renewable energy to help create a cleaner environment and reduce our environmental impact.

More than 3,400 Electric Utility customers contribute monthly through their utility bills. The program allows residential and business customers to participate at various levels of support that best fit their energy usage and budget. The Electric Utility will continue delivering participants' electricity and provide the same reliable service.

NREP program participants can also apply for energy-efficiency grants, including windows, attic insulation and solar panels supported by the program.

For more information about the program and to sign up, visit [naperville.il.us/renewable](http://naperville.il.us/renewable).

## Apply to Serve on a Board or Commission

The City always seeks talented, dedicated residents to fill volunteer positions on City boards and commissions. Serving on a board or commission is among the most valuable ways residents can get involved and provide input about their community.

Vacancies can occur due to resignations, and when terms conclude, so the City encourages residents to apply at any time for positions that fit their interests and expertise.

Before applying, view the new Boards and Commissions Guide to learn about each advisory panel's mission, the application process and the expectations of board members and commissioners.

Find the guide and links to each board and commission's webpage at [naperville.il.us/boards](http://naperville.il.us/boards).

**Protect Waterways by Using Less Salt:** Chloride in road salt can damage waterways and landscapes, harming the ability of plants to absorb nutrients and thrive. Ultimately, chloride can cause habitat decline and impair fish and other wildlife. Reduce salt usage by shoveling to remove snow before applying a de-icing product, using just enough salt to help melt ice, sweeping up undissolved product for reuse after each storm, or switching to a de-icer that does not contain chloride.

**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)  
**Facebook:** [facebook.com/NapervilleLL](https://facebook.com/NapervilleLL)  
**X, formerly known as Twitter:** [twitter.com/NapervilleLL](https://twitter.com/NapervilleLL)  
**YouTube:** [youtube.com/OfficialNapervilleLL](https://youtube.com/OfficialNapervilleLL)  
**eNews:** [naperville.il.us/enews](http://naperville.il.us/enews)  
**Naperville Connected Editor:** 630-420-6707

**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 & Sewer Problems:** 630-420-6187

**WCNC Government Access TV:**  
Astound – Ch. 6, Comcast – Ch. 10, AT&T U-verse – Ch. 99  
**Mayor:** Scott A. Wehrli  
**City Council:** Jennifer Bruzan Taylor, Ian Holzhauser, Patrick Kelly, Paul Leong, Allison Longenbaugh, Josh McBroom, Dr. Benjamin M. White and Nate Wilson  
**City Manager:** Doug Krieger