



Naperville Connected

Holiday Closure Reminders:

Curbside garbage and recycling will not be collected on Wednesday, Dec. 25, and Wednesday, Jan. 1. Collection services will take place one day later than usual for the remainder of those weeks. The Electronics Recycling Center and the Recycling Drop-Off Center will be closed on Dec. 25 and Jan. 1. All non-emergency City offices will also be closed on Dec. 24, Dec. 25 and Jan. 1.

Reinvesting in Our Utility Infrastructure

Naperville's Electric and Water Utilities provide high-quality, reliable service to approximately 63,000 customers. As part of these efforts, both utilities routinely plan ahead for how they will maintain or replace equipment as cost-effectively as possible.

To do this, both utilities regularly undergo third-party rate studies to determine the rates needed to support their service levels, equipment maintenance and upgrades. After careful consideration, the City Council approved rates through 2027. Customers will see changes to their bills beginning in January.

Electric Utility

As energy efficiency increases across Naperville, the Electric Utility is focused on repairing and replacing its equipment proactively. Equipment must be maintained regularly regardless of the amount of electricity customers use.

The average residential electric customer, defined as a customer using 844 kilowatt-hours (kWh) of electricity, will see an approximately \$8 increase in their monthly bill in 2025. The utility's focus continues to be maintaining equipment installed during Naperville's high-growth decades of the 1980s and 90s, including underground cable and transformers that service larger areas, such as downtown Naperville. Planning for future energy needs also remains a priority.

City of Naperville electric customer rates are approximately 20% lower than neighboring towns. Naperville will continue to maintain rates lower than ComEd for the foreseeable future, with the average \$129.68 monthly residential bill in 2027 being lower than the average ComEd bill today.

Water and Wastewater Utility

Proactive maintenance of aging equipment and new environmental regulations play a big role in the Water Utilities' upcoming work. In the coming years, there will be continued efforts to replace water mains, as well as work to meet new environmental nutrient removal standards and capacity expansion at the Springbrook Water Treatment Facility.

Starting in January, the average residential combined water/wastewater bill, defined as a customer who uses 800 cubic feet per month, will see a 9% increase. This remains competitive with other communities in the region. For communities in DuPage County that provide both water and wastewater service, the total average bill is \$120. The 2025 rates increase the average City residential bill to \$110 per month, which remains below the regional average.

More Rate Information and Utility Assistance

For more information on utility rates, visit naperville.il.us/electric-rates and naperville.il.us/waterrates. If you are experiencing financial hardship and need assistance with your utility bills, the City offers financial assistance in partnership with Loaves & Fishes. Visit naperville.il.us/utilityassistance for details.

New Municipal Center Check-in Procedures

In mid-November, the City implemented new visitor check-in procedures at the Municipal Center at 400 S. Eagle St. to improve security and help streamline operations. These new measures help everyone navigate the Municipal Center more safely and efficiently.

What to expect upon arrival

Visitors are now required to stop at the Visitor Services Desk before proceeding into the building. If you have an appointment with a City staff member, the guard verifies it using a weekly appointment calendar and directs you to the appropriate department. To schedule an appointment, please contact the employee or department you wish to visit. If you do not have an appointment, the guard will contact the department to check availability. If no one is available, you'll be provided with contact information to schedule a future visit.

For those attending public meetings (e.g., City Council or Commission meetings), the building entry procedure depends on the time of day. **Before 8 a.m.**, the board, committee or commission contact will provide access instructions. **During general hours of operation (8 a.m. - 5 p.m., Monday-Friday)**, visitors should check in with the security guard, who will direct them to the meeting room. For meetings **after 5 p.m.**, the main entrance doors will remain open, allowing attendees to enter and exit without check-in requirements. Organizers of other meetings (e.g., community groups/organizations) at the Municipal Center are asked to provide an attendee list or have a greeter available to assist.

Why the new approach?

Naperville is committed to creating a safe, welcoming environment. By implementing these new measures, the goal is to improve security while maintaining an efficient and visitor-friendly process. For more information, visit naperville.il.us/municipal-center.

2024 Yard Collection Ends Dec. 13

All bagged and bundled yard waste collection ends for the year on Dec. 13. Yard waste collection will resume on March 17. Stickers will again be required for all bagged and bundled yard waste.

Phone Payments Not Accepted for Non-Utility Bills.

As of Oct. 1, the City no longer accepts phone payments for non-utility bills. Utility payments are not impacted and can still be made over the phone by calling 877-831-6386. Please visit naperville.il.us to search for payment options for specific bill types or contact the Customer Service Team at 630-420-6059.

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 prepares residents for the upcoming winter weather and the busy end-of-year season.

December's tips cover winter driving reminders, the importance of celebrating the holidays responsibly and resources available for individuals struggling with mental health this season. To learn more, visit naperville.il.us/asafernaper and follow the Naperville Police Department on Facebook (facebook.com/NapervillePD) or on X (x.com/NapervillePD).

The Naperville Police Department wishes you a safe, healthy and happy holiday season.

Animal Control Tip. Cold temperatures can be dangerous for pets. For this reason, Naperville's Municipal Code (10-4-16) prohibits pets from being left in vehicles when temperatures are below 32 degrees Fahrenheit. Pets should be indoors during extreme cold weather. Questions or concerns? Contact Animal Control at 630-420-6178 or animalcontrol@naperville.il.us.

Priorities Plan Sets Goals for Next Five Years

City staff provided updates on several items from the Naperville Priorities Plan, Naperville 2027: Investing in Our Future, during the Oct. 15 City Council meeting. These priorities came from the 2023 Community Survey that provided data about the services and amenities valued most in Naperville. View the survey results at naperville.il.us/communitysurvey. Using this information, the plan targets future improvements in areas of the highest value and greatest importance to community members. The five focus areas are Utilities, Safety, Economy, Mobility, and Natural Environment and Community Design. City departments will accomplish these goals over a two- to five-year period.

The Oct. 15 presentation included updates on:

- **Utilities.** Information about upgrades to the Springbrook Water Reclamation Center, as well as lead service line replacement and water main replacement progress.
- **Natural Environment and Community Design.** Progress on the Riverwalk 2031 Master Plan, including the Prairie Nature Garden, Eagle Street Gateway project and the south extension of the Riverwalk from Hillside Road to Martin Avenue. Also included were updates on the Native Vegetation Program, which has added native grasses and plants to six Naperville sites, with an evaluation of 13 more sites underway.

Biannual updates to City Council and the community will take place in the fall and spring. The next presentation, to be held at a May City Council meeting, will focus on the three remaining priorities. Visit naperville.il.us/investing-2027 for more information or to view the October presentation slides.

Senior Task Force Seeks New Members

Are you a senior interested in helping Naperville's senior community? Consider joining the Naperville Senior Task Force. The group meets once a month in person and participates in senior events throughout the year. Contact Gwenn Lloyd, Senior Task Force co-chair, for more information and a membership application at rgdlloyd@sbcglobal.net or 630-207-0586.

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.

Christmas Tree & Holiday Lights Disposal

Once the festivities end, consider these options to dispose of Christmas trees, holiday lights, gift wrap and empty boxes:

- **Live Christmas tree collection.** Collection crews from Groot Industries, the City's residential garbage contractor, will collect live Christmas trees during the weeks of Jan. 6 and Jan. 13. During the collection period, place trees at the curb on your normal garbage collection day. Trees must be free of all ornaments, tinsel, lights, strands, plastic or bagging material. For specific details, visit naperville.il.us/garbage.
- **Holiday lights recycling.** Holiday lights can be dropped off for recycling at the Electronics Recycling Center, 156 Fort Hill Dr., weekdays from 7 a.m. to 3 p.m. Accepted lights include mini-lights (e.g., Italian lights), C7, C9, rope and LED lights in all colors and lengths, and extension cords. Visit naperville.il.us/holidaylights for more information.
- **Paper goods recycling.** Recycle paper gift wrap, cardboard shipping boxes and paper-board packaging e.g., boxes for cereal/crackers, toys, gift boxes, home goods and gadgets, etc. Foil, metallic and heavily laminated wrapping paper should be thrown away instead of recycled.

Snow Removal & Other Winter Reminders

- **Observe no parking on the street during winter weather events.** Parked cars create obstacles for snow plows, leaving large areas of ice and snow on the road.
- **The City's Municipal Code (9-1A-16) prohibits shoveling snow into the street, as it causes slippery and dangerous conditions.** When shoveling around your property, keep fire hydrants and utility meters clear. Additionally, ensure your mailbox is clear of ice and snow for mail delivery.
- **Clear snow, ice, leaves and other debris from storm drains.** This helps prevent street flooding that can cause icy conditions.
- **Help your neighbors.** Age or medical conditions may make it difficult for some residents to shovel snow without putting their health at risk.
- **Prepare your home and vehicle for winter emergencies.** Access winter preparedness resources at ready.illinois.gov, including an emergency kit brochure, tips for traveling, and cold weather safety suggestions.
- **Be informed.** The City posts winter operations updates on its website at naperville.il.us/winterupdates and on Facebook and X at facebook.com/NapervilleIL and x.com/NapervilleIL. You can also receive notifications via phone or email by subscribing to the Naper Notify Winter Operations notification category. Go to napernotify.com for more information or to create an account.

Official City Website: naperville.il.us

Naper Notify: napernotify.com

Meetings: naperville.legistar.com/Calendar

Help Center: Click Help Center at naperville.il.us

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. Wehrli

City Council: Jennifer Bruzan Taylor, Ian Holzhauer, Patrick Kelly, Paul Leong,

Allison Longenbaugh, Josh McBroom,

Dr. Benjamin M. White and Nate Wilson

City Manager: Doug Krieger