



Naperville Connected

New Portal for Permits and Licenses

The City of Naperville's Permitting, Plans and Licensing Portal is open for business! The portal launched earlier this year with a select number of permits, allowing customers to apply for most city-issued permits online 24/7 and schedule inspections.

Available at bit.ly/permit-portal, the portal is a convenient way to gather all of the information needed to apply, pay for, and manage licenses and permits from any location, at any time.

Some of the permits available through the portal include:

- **Building permits.** Permits to occupy, construct and/or make improvements to residential and nonresidential properties, including new construction, building additions and exterior improvements, such as pools and patios.
- **Community permits.** Permits for block parties, amplifier use, raffles and truck routes.
- **Licenses.** Contractor registrations, liquor licenses and solicitor and peddler licenses.

Customers need to create an account before applying by clicking "Login or Register" at the top right corner of the site.

Receive Updates During Winter Operations

Naperville's Public Works team is committed to helping keep motorists safe on the roadways throughout the year. During winter weather events, residents can get winter operations updates on the City's website at naperville.il.us/winterupdates.

Updates are also posted on the City's Facebook and X channels at facebook.com/NapervilleIL and x.com/NapervilleIL.

You can receive notifications about the City's winter weather response efforts by signing up for notifications via phone call, email, text message or push notification by subscribing to the Naper Notify Winter Operations notification category. To create a Naper Notify account or to update the community notifications you receive, go to napernotify.com.

Prepare Your Mailbox for Winter Weather

City of Naperville snow plow drivers and contractors are careful to avoid damaging mailboxes. However, during heavy snow when there is limited space for snow to pile, pushing snow near mailboxes becomes unavoidable.

Secure your mailbox now before winter weather arrives and the ground freezes:

- **Check stability.** Make sure your mailbox post is straight and the box is not leaning over the curb.
- **Replace damaged parts.** Swap out broken or rotting posts.
- **Verify connections.** Check the connection point between the box and the post to ensure the box is securely fastened.

If your mailbox is damaged during a snow event, report it to Public Works by submitting a request at bit.ly/mailbox-damage.

When installing a mailbox, follow these guidelines: bit.ly/winter-mailbox-prep. The City is not responsible for mailboxes damaged during snow plowing if they do not meet City guidelines.

Free Bagged Yard Waste Collection Begins Nov. 4

Bulk curbside leaf collection continues through Nov. 27, pending unforeseen circumstances or early winter weather. The remaining bulk collection cycles begin on Nov. 4 and Nov. 18. To participate, rake leaves into the street by 6 a.m. on the first day of each cycle.

In addition to bulk curbside leaf collection, you can dispose of your leaves during the free bagged yard waste collection period. From Nov. 4 through Dec. 13, yard waste stickers are not required on bagged yard waste. Place yard waste in 32-gallon paper yard waste bags or cans that are clearly labeled as "yard waste only" and place them at the curb on your regular garbage day. Branches or other bundled yard waste, however, always require a sticker. All yard waste collection ends for the year on Dec. 13 and will resume on March 17, 2025.

If you have leaves remaining on your lawn after bulk leaf collection ends, consider bagging them for free yard waste collection. You can also mulch or compost your leaves to improve the health of your lawn and the environment.

For more information about bulk curbside leaf collection, visit naperville.il.us/leafcollection. For details about free yard waste collection, visit naperville.il.us/yardwaste.

Stay Warm While Saving Energy

This winter, keep utility costs down and reduce emissions that contribute to climate change. Here's how to save energy all winter long:

- **Find and seal leaks.** Add caulk or weatherstripping to seal air leaks. Pay attention to areas around windows, doors and hose faucets, as well as where siding overlaps with the foundation.
- **Install storm windows.** Single-pane windows can let in a lot of cold air. Storm windows mount to the exterior of existing windows and provide an extra layer of protection.
- **Add attic insulation.** This insulation will also help your home stay cool in the summer. Beginning in January 2025, Naperville Electric Utility customers can apply for a rebate on 2025 attic insulation projects.
- **Install a smart thermostat.** With a smart thermostat, you'll be able to control your home's temperature using your phone or tablet. You can also create comfort settings that account for occupancy and time of day. Check out the City's smart thermostat rebate program at bit.ly/thermostat-rebate.

Nicor also offers rebates for energy-efficient installations and purchases, including air sealing and insulation work. Explore residential rebates at bit.ly/nicor-rebates and commercial rebates at bit.ly/nicor-rebates2. Additionally, Nicor customers can order up to two free weatherization kits at bit.ly/weatherization-kit.

A Code Enforcement Winter Reminder. The City requires all property owners to remove snow and ice on any public sidewalk adjacent to their lot when snow exceeds 2 inches in height or ice accumulates. Sidewalks should be cleared of ice and snow within 48 hours following the weather event.

A Safer Naper: Shop Smart

Whether you choose to shop online or in person this holiday season, the Naperville Police Department reminds you to shop safely with this month's Safer Naper campaign.

Be a smart and savvy shopper with these recommendations:

- Shop on familiar websites.
- Use credit cards instead of debit cards to make purchases and avoid public Wi-Fi networks when making online purchases.
- When shopping in stores, be aware of your surroundings, guard your purse or wallet, and be smart with cash and credit cards.

Once your online purchase arrives at your doorstep, take additional precautions to avoid theft by getting the package as soon as possible after delivery, enlisting a trusted neighbor to assist or having the package delivered to another location, such as a workplace or family member's home.

Learn more about safe shopping at naperville.il.us/asafernaper.

A Change to Non-Utility Phone Payments

The City no longer accepts payment over the phone for non-utility bills such as permit and license fees, real estate tax stamps and resident cost-share programs. This change went into effect Oct. 1, for security and compliance purposes.

Please visit our website (naperville.il.us) to search for payment options for specific bill types or call our Customer Service Team at 630-420-6059 to discuss alternate payment options.

Utility payments are not impacted and can still be made over the phone by calling 877-831-6386.

Congratulations to the 2024 Seniors of the Year

On Oct. 15, the Mayor and City Council honored Vicki Keller and Kenn Miller with the 2024 Senior of the Year Award. The recipients were nominated by their peers and were selected by the Naperville Senior Task Force. The award honors residents 65 or older who have a history of community service and give back selflessly. Congratulations to both winners!

Animal Control Tip. Avoid feeding your pet table scraps. Rich or fatty holiday foods such as turkey skin, gravy or buttery side dishes can result in a dangerous inflammatory condition of the pancreas called pancreatitis. This can be prevented by giving your pet its own special homemade or store-bought treat.

Dementia-Friendly Training for Businesses

The Naperville Senior Task Force is now training businesses how to identify and interact with customers who have dementia and their caretakers. Training enables staff to become more aware of dementia and equips them with skills to have caring interactions with these individuals.

The Senior Task Force is reaching out to restaurants, financial institutions, libraries, retail stores and the healthcare and transportation sectors to offer training. If you are a business owner or an employee interested in training your staff, please contact Arlene Orr, Senior Task Force member, at 331-701-5031 or orralene@hotmail.com.

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.

November Holiday Closures

- **Non-emergency City offices** will be closed on Nov. 11 for Veterans Day, Nov. 28 for Thanksgiving, and Nov. 29, the day after Thanksgiving.
- **Naperville's Environmental Collection Campus** (electronics recycling) will also be closed on Nov. 11, Nov. 28 and Nov. 29.
- **Curbside garbage, recycling and yard waste** will not be collected on Nov. 28. Collection services will take place one day later than usual for residents with Thursday and Friday pickup.

DuPage County Sign Recycling Event: Nov. 15 - 16

DuPage County is hosting a recycling event for corrugated plastic and cardboard signs. This is a great opportunity to recycle 2024 campaign materials responsibly.

The event will take place from 3 to 5:30 p.m. on Friday, Nov. 15, and from 9 a.m. to noon on Saturday, Nov. 16, at 421 N. County Farm Road in Wheaton.

Please separate metal stands from signs before drop-off. Questions? Call 630-407-6700 or email Recycle@dupagecounty.gov. For more information about recycling in DuPage County, visit dupagecounty.gov/recycling.

Four Ways to Prevent Frozen Pipes

- 1 **Disconnect outdoor hoses and drain water** from pipes leading to outside faucets.
- 2 **Allow water to drip from faucets** served by exterior pipes, typically near outer walls.
- 3 **If you will be away from your home,** leave the heat on, set to a temperature no lower than 55 degrees Fahrenheit.
- 4 **Open kitchen and bathroom cabinet doors** to allow warmer air to circulate around plumbing.

If your pipes freeze, do not use a **blowtorch** or **open flame** to heat them. Instead, use a hair dryer or wrap towels soaked in hot water.



FOR MORE INFORMATION, VISIT NAPERVILLE.IL.US/COLD-WEATHER-RESOURCES
SOURCES: READY.ILLINOIS.GOV AND THE AMERICAN RED CROSS

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