



Village of Glen Ellyn New Resident Information Packet 2017

Village of Glen Ellyn
535 Duane Street
Glen Ellyn Illinois, 60137
www.glenellyn.org
(630) 469-5000
Mon-Fri 8:00am – 4:30pm

VILLAGE DEPARTMENTS

CASHIER (630) 547-5235

- Real Estate Transfer Stamps
- Village Stickers
- Dog License
- New Resident Information

WATER BILLING (630) 547-5335

- Billing Questions
- Closing Account/Final Bill
- Refuse Cart Exchanges
- Refuse service issues call Republic Services at (630) 469-1036

PLANNING & DEVELOPMENT (630) 547-5250

- Building Permits
- Annexing

PUBLIC WORKS (630) 469-6756

- Forestry
- Parkway Issues
- Road Condition Related Issues
- Flooding
- Snow Removal

GENERAL INFORMATION

Village Services: You must complete a Village Services Application as a new resident. A deposit of \$150.00 is required; however, the deposit is waived if you sign up for our free auto-pay service. Auto-pay debits your monthly bill amount from your checking account. To sign up for Auto-pay complete an Auto-Pay application and attach a voided check.

Link – <http://www.glenellyn.org/Finance/Documents/autopay.pdf>

Tenant/Renter: If renting a property in the Village you must sign-up for Village Services *in person* with a valid photo ID and lease as required by the Federal Trade Commission “Red Flag Rules”. The FTC created this program as an identity Theft Prevention Program.

Village Services (Water/Sewer/Refuse): Village Services Bills are mailed out the 1st of every month with payment due on the 20th of every month. Meters are read once a month outside of the home with a touch pad reader or a radio read device. If we are unable to read a meter, bills will be estimated based on the last 3 months of usage. Bills are calculated based on usage. As a new customer you will receive your first bill 6 to 8 weeks after establishing services. Your meter will be read within our normal meter reading schedule and included in the next billing cycle.

Sprinkler Regulations: Odd address/odd days, Even address/even days. Hours are 5-8AM and 7-11PM.
(Ordinance.7-10-26)

Commuter Parking: The Village of Glen Ellyn offers commuter and merchant permit parking. The current wait is two (2) years for the first available. Spaces become available only after a current permit holder forfeits their permit. If you are interested in permit parking please fill out the parking wait list application; Parking Wait List Application.

<http://www.glenellyn.org/Finance/Documents/PARKING%20WAIT%20LIST%20APPL.pdf>

Vehicle Stickers: Any vehicle registered to a Village address must display a current Village sticker. Stickers are required regardless where the vehicle is physically located. This includes, but is not limited to vehicles with a student away at college. New residents are given 30 days to acquire and display a current Village sticker. Vehicles registered to a Glen Ellyn address without a current Village sticker may be issued a ticket of \$50.00. (use of funds; Revenue derived from motor vehicles license fees shall be issued for the purpose of improving, paving, repairing and maintaining the streets and other public roadways with in the Village. Ord.7-13-1992 and Ord.4-23-2001)

Link- <http://www.glenellyn.org/Finance/Documents/Vehicle%20Registration.pdf>

Vehicle Plate Registration: Secretary of State of Illinois requires you to notify them of any change in your address within 10 days. Listed below are the closest facilities and their hours.

Lombard Location

837 S. Westmore-Meyers

Tues, Wed, Thur, Fri 8:00-5:30 pm; Sat 7:30-12

Wheaton Location

128 W. Liberty

Mon-Fri 8:30-5:00 pm

Dog Tags: Dogs must be registered each year with the Village of Glen Ellyn and receive a tag for their collar. If the dog is found we use the tag information to contact you. Without a current tag and contact information a found dog may need to be turned over to DuPage County Animal Control.

Link - <http://www.glenellyn.org/Finance/Documents/servicesapp.pdf>

GARBAGE (REFUSE) AND RECYCLING SERVICES

The Village contracts with Republic Services for refuse and recycling. Refuse carts are available in three sizes 35, 65 and 95 gallon. Recycling carts are available in two sizes 35 and 65 gallon; residents are initially given a 65 gallon cart. Both carts are provided by the Village at no charge to the resident however there is a \$16.50 delivery fee to exchange the size of either your refuse or recycling cart. This fee is waived once for new residents.

Refuse and recycling pick up is every Monday. Refuse and recycling carts may be put out no earlier than 6pm on Sunday evenings and no later than 6am on Monday mornings. Refuse that does not fit in the cart provided can be placed at the curb with a refuse sticker; stickers are available for purchase at the Cashier's Office, Police Dept., local grocery and hardware stores. If your refuse does not get picked up, call Republic Services (630-469-1036) to inform them before 11:00am Tuesday to ensure that your refuse gets picked up that week.

Yard Waste is also picked up every Monday from April through November. Yard Waste is categorized as grass clippings, leafs and plant material. Yard Waste must be disposed of in either a Yard Waste paper bag or a plastic container. Both need to have a Yard Waste sticker affixed to be picked up. Stickers are available for purchase at the Cashier's office, police department, local grocery and hardware stores.

Branch and brush service is also available in the Village May thru October. *See below chart*

2016 GLEN ELLYN GUIDE TO REFUSE/ RECYCLING/BRANCH AND BRUSH			
Regular Refuse	<ul style="list-style-type: none"> ➤ Year Round ➤ Every Monday (except Holidays) 	<ul style="list-style-type: none"> ➤ One wheeled refuse cart each week; any additional bags and/or containers up to 33 gallons and 50lbs. requires one refuse sticker each. ➤ Bulk items and appliances require one refuse sticker each. 	<ul style="list-style-type: none"> ➤ Refuse stickers (\$2.50) for each additional bag
Recycling	<ul style="list-style-type: none"> ➤ Year Round ➤ Every Monday (except holidays) 	<ul style="list-style-type: none"> ➤ Blue recycling carts can be used for glass & metal containers, aerosol cans, plastics #1 thru #5 (including plastic rings, juice boxes, milk and juice cartons), newspaper and mixed paper, recyclable paperboard items (food boxes, etc) and corrugated cardboard (n larger than 3 sq. feet). 	<ul style="list-style-type: none"> ➤ No sticker required ➤ Request additional cart if needed (630)469-1036
Yard Waste	<ul style="list-style-type: none"> ➤ Begins in March 30 and ends in November ➤ End date may be extended if weather permits ➤ Every Monday (except holidays) 	<ul style="list-style-type: none"> ➤ All cans/bags (no plastic) of yard waste require one sticker each. ➤ Yard waste can be contained in a Kraft paper bags (not plastic) and/or an unlined 33-gallon trash container with sticker. Placed separate from regular refuse with sticker facing the street so it can be seen by waste hauler. ➤ Branch and brush can also be put out for this pick up. Branch and brush should be in bags, cans or bundled with twine; each bundle or can requires one yard waste sticker (maximum weight of 50lbs). ➤ Sod is not yard waste; dispose of as refuse. 	<ul style="list-style-type: none"> ➤ Green yard Waste Sticker (\$2.50)
Leaves	<ul style="list-style-type: none"> ➤ October thru November ➤ Every Monday (except holidays) 	<ul style="list-style-type: none"> ➤ Leaves are collected October thru November. Leaf stickers can only be used only in October and November and must be disposed of in a Kraft paper bag (sorry no reusable carts or bins for use with leaf stickers). ➤ For disposal of leaves with regular yard waste stickers from April through November, you may place them in reusable containers or Kraft paper bags. 	<ul style="list-style-type: none"> ➤ Yellow leaf waste sticker (\$1.50)
Free Branch & Brush Collection	<ul style="list-style-type: none"> ➤ Mid-May thru mid-October ➤ Residents on and north of Hill pick up is 2nd Monday of the month. ➤ Residents south of Hill pick-up is 3rd Monday of the month 	<ul style="list-style-type: none"> ➤ Material should not be bundled or otherwise contained ➤ Branches may not exceed 10 inches in diameter. Also, no root balls, dimensional lumber or any material exceeding the 10-inch dimension. ➤ Professional cut trimmings will not be accepted 	<ul style="list-style-type: none"> ➤ No sticker required

WHERE TO BUY STICKERS

Refuse, leaf and yard waste stickers can be purchased from the Cashier's Office or the Police Department (open 24 hours) in the Civic Center (535 Duane Street).

<u>Stickers available at:</u>	Jewel/Osco 599 Roosevelt Road Glen Ellyn	Jewel/Osco 2031 Main Street Wheaton	Len's Ace hardware 485 Roosevelt Road Glen Ellyn
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RECYCLABLE/NON-RECYCLABLE MATERIALS

<u>Recyclable:</u>	Newspaper, Photocopy Paper Inserts/junk mail Magazines/catalogs Phone Books Envelopes Cardboard (clean Pizza boxes) Tin & Steel Aerosol Cans Aluminum Cans & Clean Foil Detergent & Cleaning Containers Shampoo Bottles	<u>Non-Recyclable:</u>	Plastic bags Food waste Polystyrene Cups/plates Motor Oil Bottle Hazardous Chemical Containers Plastic Toys/Sporting Goods Electronics or Batteries Compact Discs or DVDs Foam Egg or Ice Cream Cartons Rubber bands/Stickers/Tissue/Glass
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DISPOSING OF HOUSEHOLD HAZARDOUS WASTE

Household hazardous waste (HHW) can be disposed of year round at the Regional Household Hazardous Facility, 180 Fort Hill Drive, Naperville, IL; Saturday and Sunday, 9am-2pm (except holidays). This site does not accept latex paint or electronics. However, the Village waste hauler (Republic Services) will pick up latex paint with your regular refuse pickup if it is *dried or has been solidified with sand, sawdust or kitty litter; remove the paint can lid prior to disposal.*

Used motor oil can also be disposed of in a sealed, labeled milk jug and placed next to the trash container at the curb. For more information about refuse/recycling collection you can call Republic Services at (630) 469-1036.

<u>For more information call:</u>	Naperville collection site (630)420-6095	DuPage Solid Waste Dept. (630) 407-6700	HHW Info Hotline (630) 407-6760
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Information is also available at: www.naperville.il.us/hhw.aspx

HELPFUL THINGS TO SIGN UP FOR

Village eNewsletter –

The Village of Glen Ellyn's weekly email updates offer a convenient way for you to stay up to date on what is going on in your community. Sign up and each week you will receive information on events and the latest news. You will receive a confirmation email after subscribing, and you may choose to unsubscribe at any time using the link provided in each e-mail.

Link to App - <http://www.glenellyn.org/enewsletter/index.html>

Village Community Emergency Alert -

The Village uses the SmartMsg emergency messaging system to reach residents quickly and reliably to inform them of any emergency (weather included) that might be happening within the Village.

Link to App - <https://glenellyn.smartmsg.com/>

PERMANENT DROP BOX FOR UNWANTED MEDICATIONS

A permanent drop box for unwanted medications is located in the lobby of the Police Department at the Civic Center and is accessible 24 hours a day, 7-days a week.

Accepted Drugs Include: Prescription Medications

Controlled substances
All over-the-counter medications
Medication samples
Pet medication
Vitamins and supplements
Medicated ointments, lotions, creams & oils
Liquid medication in leak-proof containers
Homeopathic Remedies

Not Accepted: Needles/sharps

Syringes
Thermometers
IV bags
Bloody or infectious waste
Personal care products
Empty containers
Hydrogen peroxide

HANDY PHONE NUMBERS:

Animal Control	630-469-1187	DuPage County Offices	
Willowbrook Wildlife	630-942-6200	Main Switchboard	630-407-6500
Bus/PACE Travel Info	630-836-7000	Hazardous Waste info	630-407-6700
Cable Television		Health Department	630-682-7400
Comcast	866-594-1234	Human Services/Senior Services	630-407-6500
AT&T U-Verse	866-611-4466	Election Commission	630-407-5600
GE Public Access	630-547-5207	County Clerk's Office	630-407-5500
Wide Open West (WOW)	866-496-9669	Tax Info and Billing	630-407-5900
College of DuPage	630-942-2800	Glenbard Wastewater Authority	630-790-1901
Commuter Railroad		Forest Pres. District HQ	630-933-7200
RTA Travel Pass	630-858-6343	Hospitals	
Union Pacific Chicago Station	312-496-4749	Central DuPage	630-933-1600
Glen Ellyn Station	630-469-0353	DuPage Medical Group	630-469-9200
METRA (M-F 8am-5pm)	312-322-6777	Glen Oaks (Glendale Heights)	630-545-8000
(Evenings and weekends)	630-836-7000	Good Samaritan (Downers Gr)	630-275-5900
Drivers License (IL Sec. Of State)		Marianjoy	630-462-4000
Lombard	630-629-0380	Internal Revenue Service	800-829-1040
Naperville	630-369-9010	Library	
Wheaton	630-653-8964	Glen Ellyn (Duane Street)	630-469-0879
		College of DuPage	630-942-2350

