



MARCH 2012

NEWS & HIGHLIGHTS FROM THE CITY OF ST. CHARLES
More at www.stcharlesil.gov

#1 CITY FOR FAMILIES - FamilyCircle 2011

Council & Committee Meetings

March

City Council	7 p.m.	5
Government Operations	7:05 p.m.	5
Plan Commission	7:00 p.m.	6
Planning & Development	7 p.m.	12
City Council	7 p.m.	19
Government Operations	7:05 p.m.	19
Government Services	7:00 p.m.	26

A complete list of all meetings, including Commission, Board & Task Force, is at www.stcharlesil.gov/meetings

IDOT Set to Begin Rt. 64 Improvement Project
Work Expected to Start in April

In an effort to alleviate congestion and improve driver safety, the Illinois Department of Transportation (IDOT) plans to reconstruct, widen and resurface Illinois Rt. 64 (North Avenue) from 7th Avenue to Illinois Rt. 59. An official start date has not yet been announced, but work is anticipated to begin in April. In addition to the road work, enhancements including lighting, retaining walls and sidewalks will be added along Rt. 64.



An informational public meeting is being planned; details will be announced as soon as they are finalized. Representatives from IDOT also will be canvassing the area and checking in with local businesses to answer any questions and drop off information about the project. Closer to the start of the project, IDOT will have more information available on its website, www.dot.state.il.us, including FAQs, regular project updates and links to additional resources.

For questions about the IDOT Rt. 64 improvement project, please contact Jim Bernahl, Public Works Engineering Division Manager, 630-377-4486.

Curbside
Yard Waste
April 2
Collection
Resumes



Early Voting at City Hall

Early voting for the March 20 Primary Election is available at City Hall, 2 E. Main St., now through March 15, from 9 a.m. to 3:30 p.m.

City Electric Reliability Consistently Improved Last Year

Even with Extreme Weather Conditions in 2011

The City of St. Charles electric utility obtained its best reliability performance in ten years, scoring in the industry's top quartile for shorter duration and lower frequency of outages. While the city's electric utility routinely enjoys top percentile performance, industry standard index numbers still trended better in 2011. Specifically:

- The average number of minutes a system customer was without power dropped to 35.5 minutes in 2011 from 108.9 minutes in 2007.
- The average time to restore an outage fell to 28 minutes in 2011 from an already impressive 51 minutes in 2009.
- The number of interruptions for the average customer in 2011 was 1.3, down from 2.5 in 2008.

The city's steadily improving performance can be attributed to several factors, including infrastructure replacement, equipment modernization, and enhanced customer communication. "The programs the city has initiated to increase reliability are



working," says Tom Bruhl P.E., Electric Distribution Division Manager. "Electric cable replacement, pole replacements, substation modernization, and the new outage notification system have greatly helped improve outage performance and response times. Also, improvements implemented by ComEd have produced noticeable differences, even though in 2011 our area experienced some of the most extreme weather we have seen in a long time."

Last July, the city launched a new automated telephone notification system that relays outage information faster to reduce crew response times and a new phone number to report electric outages—866-444-0016. The new system uses caller I.D. to identify an outage location and offers an optional call

back feature to confirm power has been restored. Residents are encouraged to register their phone number (or up to three numbers) at 630-377-4426 or online at www.stcharlesil.gov/ubills/ubo.aspx.

For more information, contact Tom Bruhl at 630-377-4407.

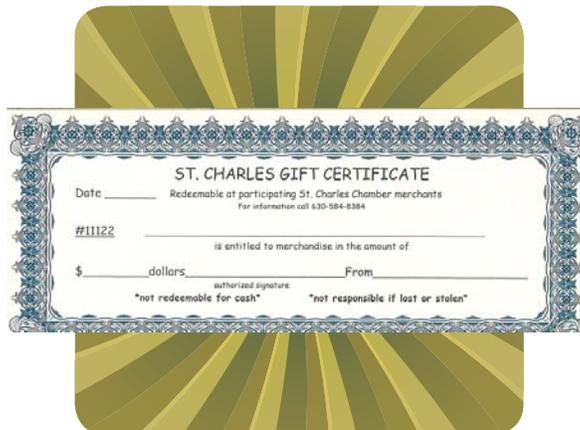
St. Charles Chamber Gift Certificates

A Great Gift with Endless Possibilities

Have you considered a St. Charles Chamber of Commerce Gift Certificate for that special someone? With more than 150 local businesses to choose from, a Chamber Gift Certificate is the perfect gift. And, you will be supporting one of our very own businesses right here in St. Charles. For a list of participating businesses, please visit www.stcharleschamber.com. The certificates are available year round in any denomination of \$10.00 or more. Purchase yours today by cash or check at any of the following locations:

St. Charles Chamber of Commerce
3755 E. Main St., Suite 140
Mon. – Fri., 8:30 a.m. – 4:30 p.m.

Grimm's Hallmark West
1605 W. Main St.
Mon. – Fri., 10 a.m. – 8 p.m.
Sat., 10 a.m. – 5 p.m.
Sun., 11 a.m. – 4 p.m.



City of St. Charles
Economic Development Dept.
2 E. Main St.
Mon. – Fri., 8 a.m. – 4 p.m.

Sensible Threadz
208 S. Kirk Road
Mon. – Fri., 10:30 a.m. – 8 p.m.
Sat., 10 a.m. – 6 p.m.
Sun., Noon – 4 p.m.

New City Website Launched

Features an Updated Look and Enhanced Navigation



Have you seen the new City of St. Charles website? Log on to www.stcharlesil.gov and you will see it has a fresh new look, more multimedia content, and improved search capabilities and site navigation.

Audience-focused navigation blocks make it easier than ever to find what you are looking for. Stay up-to-date with new sections focused on **City Services**, **Public Safety** and **Education**, with information targeted to **Residents**, **Business** and **Visitors**. These sections will automatically refresh to include the topics and subjects that are most frequently referenced, making it easier for users to get the information they want quickly.

The number of stakeholders using the city's website as a source of information and news has increased tremendously over the past few years. In the 2011 resident survey, the website was identified as the second-most used means of obtaining information about City services or activities. The survey showed that 20% of respondents rated the website as their top source of information. Be sure to check out the site and let us know what you think; give us a call 630-377-4400 or drop us a line at info@stcharlesil.gov.

JULIE Illinois' One Call System for Safe Digging

Call 811 Before You Dig

Spring is just around the corner, and soon many home improvement projects will be underway. It is important to remember that you must call JULIE, the Joint Utility Locating Information for Excavators, before you or a contractor begin digging on your property. JULIE is the free Illinois one-call system for locating underground facilities and it is state law that JULIE is contacted at least 48 hours before you dig, not including weekends and holidays. This allows utilities time to identify and mark their buried facilities using paints and/or flags. When you call, be ready to provide:



**Know what's below.
Call before you dig.**

- 3 • Your name, address & phone number
- Location of dig site
- Company name & address (if applicable)
- Work involved/reason for dig
- Date work will begin
- Permit number (if applicable)

Brush Pick Up Schedule

East Side	West Side
April 16	April 23
May 21	May 29
June 18	June 25
July 16	July 23
Aug. 20	Aug. 27
Sept. 17	Sept. 24
Oct. 15	Oct. 22
Nov. 19	Nov. 26

Brush also can be placed in paper yard waste bags for pick-up with regular refuse. Either bags with the City logo or generic bags can be used. However, generic bags require one refuse sticker on each bag.

Free mulch is offered when available for pick up at the City's facility on Rt. 38/Lincoln Hwy., west of Peck Road, Mon.- Fri., 7 a.m. to 3 p.m.

Questions? Contact the Public Works Department at 630-377-4405 or visit www.stcharlesil.gov/services/seasonal-services/brush-pick

Renovation Preparation

Now is the Time to Begin Planning Your Project

Spring fever is setting in, making it the perfect time to start planning a home project. Here are some tips, suggestions and advice for anyone contemplating remodeling, alterations or an addition to their home.

- Schedule a consultation with our office for information on setbacks, applicable codes or any general project questions.
- Create a budget. A budget helps you make decisions about what you need versus what you want. And remember, when creating a budget allow some flexibility for unexpected expenses.
- Meet with your banker about obtaining a loan for your project.
- If your project requires a plat of survey for your building permit, now is the time to secure a copy of the survey.
- Research designs in magazines, books, the internet and home television shows for ideas.



- Talk to your neighbors or friends who have completed a similar project to find out which contractors they used, what worked, and what didn't.
- Meet with contractors to get an estimate or an evaluation on what you want done. We suggest you get recommendations on the contractors you are considering to perform the work.
- Comparison-shop prices for materials, such as cabinets, fixtures, tiles, designs for decks, gazebos, etc.
- When thinking about remodeling, keep an open mind to less expensive opportunities. For example, instead of buying new cabinets, replace the doors or reface existing cabinets. Also, spruce things up by installing new hardware, new fixtures, or new window treatments. And nothing beats simply applying a new coat of paint for a fresh, new look.

Taking the time now to plan ahead will payoff when you are ready to apply for a permit and start your project this spring or summer. Information packets with general information on code requirements and permitting procedures, are available in our office or on the City's website at www.stcharlesil.gov/forms. For more information, contact the Building & Code Enforcement Department at 630-377-4406.

Larger Recycling Cart Available

Veolia Environmental Services, refuse and recycling provider for the City of St. Charles, is offering residents an opportunity to rent larger, wheeled recycling carts, if they prefer.

For \$3 per month, residents can get a 65-gallon, rolling cart with a cover. The new recycling carts provide some definite advantages, according to John Lamb, environmental services manager for the City of St. Charles. "One wheeled recycle cart holds more than a current recycle bin and is easier to transport to the curb. The lid also will better contain material in the cart, even on blustery days."

The new cart rental program is a voluntary option. Residents do not have to participate and may continue using their current recycling bin.

Anyone interested in renting the new recycling carts must make arrangements directly with Veolia, 630-587-8282.

For general questions about the recycling cart program, contact the City's Environmental Services department at 630-377-4405.



Arbor Day Celebration

4 p.m. April 27

With spring just around the corner, it's time to mark your calendars for the annual St. Charles Arbor Day celebration. Join us on Friday, April 27 at 4:00 p.m. in Lincoln Park on Main Street, between 4th and 5th streets. All are welcome to this annual celebration of trees, featuring live music, a tree raffle, tree care demonstrations and more!



This year, a coloring contest for children has been added to the festivities, along with a photography contest for contestants, from sixth graders through adults. There will be cool prizes for contestants! Check the City website for more details www.stcharlesil.gov/pw/PublicTrees/arborday.html.

City of St. Charles Window Clings

We have a limited quantity of St. Charles #1 City for Families window clings available in the lobby at City Hall. Stop by and pick one up! They're perfect for home, car or office windows.



2012 50/50 Parkway Tree Program

Once again the City is offering trees for planting in parkways through its 50/50 Parkway Tree Planting Program, in which the City shares the cost of planting trees with homeowners. Residents simply choose the tree they want and submit payment. The City does the rest!

Trees will be planted in late April/May. Each tree delivered is balled and burlaped, averaging 2.5" in diameter. Species may vary upon availability. Call for pricing on larger trees.

Residents who order a tree will receive a letter informing them how to care for their new tree. Each tree is covered by a one-year warranty. If the tree dies or looks unhealthy, please call 630-377-4405.

Japanese Lilac \$210

Autumn Blaze Maple \$125

Linden \$160

Purple Prince Crab Apple \$120

State Street Maple \$150

Accolade Elm \$135

Redspire Pear \$150 – Spring Plant Only

Red Oak \$180 – Spring Plant Only

Orders may be mailed or delivered using the order form below, along with a check or money order payable to the City of St. Charles. Send to the Utility Billing Office, 2 E. Main St., St. Charles, IL 60174. Orders will be accepted until 4:30 p.m. on March 30, 2012. Please contact Public Works at 630-377-4405 with questions.



50/50 Parkway Tree Program Order Form

Date _____

Name _____

Address _____

Phone _____

Please indicate your choice of tree from the list above:

Total Order _____

Amount \$ _____

City of St. Charles Directory

Building & Code Enforcement	377-4406
City Administrator	377-4422
Community Development	377-4443
Economic Development	443-4093
Electric Division.....	377-4407
Engineering Division.....	377-4486
Emergency Management Agency.....	377-4416
Flood Protection Assistance.....	377-4486
Finance/Accounting	762-7002
Fire Administration	377-4458
Fire Prevention Bureau.....	377-4457
Human Resources	377-4446
Mayor Donald P. DeWitte.....	377-4444
Police Admin./Investigation/Crime Prevention.....	377-4435
Public Works-Water/Sewer/Street	377-4405
Refuse Pickup Info. (Veolia)	587-8282
TDD.....	800-526-0844
Utility Billing - Electric/Water/Sewer	377-4426
Electric Outage Hotline.	866-444-0016

Donate Your Old Cell Phone

Collection Boxes Set Out All Month

The City of St. Charles Wellness Team is collecting used cell phones in March to benefit Creating IT Futures Foundation, a nonprofit organization in Downers Grove that helps unemployed and underemployed individuals train for jobs in information technology. Collection boxes are set up at City Hall, the Police Department, Fire Station 1, and the Public Works Department. The phones will be sent to ReCellular electronics recycler and a check will be issued benefitting Creating IT Futures Foundation.

All personal data will be securely erased, and no parts will be landfilled. The drive will help keep the City green and help those in need. For more information, contact the Human Resources Department at 630-377-4446 or send an email to hr@stcharlesil.gov.

Blood Drive at City Hall

April 3, Noon - 5 p.m.

You don't need a cape to be a hero. Sign up to donate blood and you will come to the rescue of three people in need (each blood donation can be divided into platelets, red cells and plasma). The Heartland Blood Center mobile donation coach will be in the parking lot outside City Hall on April 3, from noon to 5 p.m.



To make an appointment, simply log on to www.heartlandbc.org and select Schedule Appointment Online under the "Donation" tab (select "Open to the Public" and type in the zip code "60174"). Walk-ins are welcome, but appointments are suggested. Questions? Contact the Human Resources office at 630-377-4446 or email at hr@stcharlesil.gov.

Be Prepared for Spring Storms

A Few Reminders about Power Outages

Harsh weather sometimes means unavoidable springtime power outages. What to do if your power goes out:

- Check your circuit breakers and see if neighbors have lost their power too. Then call the City of St. Charles Electric Utility outage hotline 866-444-0016.
- Keep refrigerator and freezer doors shut. A closed refrigerator will stay cold for up to 12 hours.
- Leave one light on so you'll know when power is restored. Unplug other appliances so they aren't damaged when the power comes back on.
- If you have a back-up generator, equip it with a double-throw switch that will disconnect your home's circuits from ours. Throw the switch if you turn on the generator.

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