



THE DEN

News & Highlights from the City of St. Charles

June 2015
www.stcharlesil.gov

Upcoming Meetings

To see a complete list of meetings go to www.stcharlesil.gov/meetings

Youth Commission

6.1.15.....6:00 pm

City Council

6.1.15.....7:00 pm

Government Operations

6.1.15.....7:05 pm

Plan Commission

6.2.15.....7:00 pm

Corridor Improvement Commission

6.3.15.....7:00 pm

Historic Preservation Commission

6.3.15.....7:00 pm

Visitors Cultural Commission

6.8.15.....5:30 pm

Planning & Development

6.8.15.....7:00 pm

Liquor Control Commission

6.15.15.....4:30 pm

City Council

6.15.15.....7:00 pm

Government Operations

6.15.15.....7:05 pm

Plan Commission

6.16.15.....7:00 pm

Historic Preservation Commission

6.17.15.....7:00 pm

Housing Commission

6.18.15.....7:00 pm

Government Services

6.22.15.....7:00 pm

Strategic Plan Meeting

6.23.15.....5:15 pm



CITY OF
ST. CHARLES

ILLINOIS • SINCE 1834



#1 City for Families
St. Charles named by FamilyCircle 2011

From the Mayor's Desk

*"Roll out those lazy, hazy, crazy days of summer."
--Nat King Cole, 1963*

I hope that you will allow yourself a few lazy days this summer where the sun and temperatures are perfect with no haze on the horizon. Crazy? How about safe and responsible.

Getting you in the celebratory mood will be our annual RiverFest celebration that takes place at various venues downtown during the second weekend in June, the 12th to 14th.

The American Cancer Society's Relay for Life of Kane County at Fifth Third Bank Ball Park on June 12 gives all Fox Valley residents a chance to support an amazing cause.

This year, we add a new outdoor venue to St. Charles—Belgium Town Park on N. 9th St. off of Dean St. We are truly blessed with wonderful open space to allow young and old, neighbors and friends to gather, bike, hike and run for as long as one desires.

The new Volunteer Plaza, just north of the Municipal Building along the river, will give you another opportunity to "chill" and admire the majestic views.

On Thursday nights, the Park District will have its summer concert series, our own Little Ravinia so to speak.

And head to the 1st Street Plaza for free entertainment at the Downtown St. Charles Partnership's STC Live events. On Wednesday and Friday evenings you can find anything from a jazz combo, vocalist, or band to a juggler or magician.

As always, our city provides great dining inside and out at our fine establishments, old and new. In fact, patronize all of our merchants as they do a great job supporting our local economy.

Absorb all that is good about summer; be sure to invite your friends to St. Charles and let them "discover their city side" downtown. Remember before you can say Hot Fun in the Summertime, the new kindergarten students, seniors in college, and everyone in between will be back to their studies and summer will be a distant memory.

Welcome to summer in St. Charles. I will see you around town.

Ray Rogina



Mayor Raymond P. Rogina

RiverFest is June 12-14



RiverFest has been the official kick off of summer in St. Charles for more than 30 years. Come and join the fun!

Enjoy events on the water, in the sand and up on stage. The weekend is packed with plenty of family-friendly activities.

For more information, including a full schedule of events, visit www.prideofthefox.net.

welcome !

NEW BUSINESSES

DOWNTOWN

GIANT Fox Valley Bike Shop

415 S. 1st Street
630-542-4855

Julien Insurance Agency

213 Walnut Street, 2nd Floor
847-404-3681

EAST GATEWAY

Berkshire Hathaway Starck Real Estate

1607 E. Main Street
630-377-9200

EAST GATEWAY - INDUSTRIAL

Tandem Industries, Inc.

Fabricator
3820 Ohio Avenue, Ste. 16
630-377-6615

WEST GATEWAY

Weather Boots

Automotive Accessories
761 N. 17th Street, Ste. 11
630-513-9010

Smooth Operations

Beauty Shop
2075 Prairie Street, Ste. 106
630-278-1966

Peggy Forster, Director of Information Systems to Retire

Peggy Forster, Director of Information Systems, recently announced she will retire from the City of St. Charles effective June 30, 2015. Forster has served the City for 37 years, in the role of Director since 1997. She started her career with the City as a part-time data processing consultant in 1978.

During the course of her career, Forster has served under four mayors and three city administrators and has seen many changes in her field. In 1978 technology was isolated to a single computer the size of a desk. Today computers, ranging from workstations to tablets, are used in the day-to-day activities of most City staff.

Forster has led the planning, design and implementation of numerous systems that support city operations, streamlined processes, and improved customer service. Her responsibilities include the network infrastructure applications such as the recently implemented enterprise resource system (ERP), website management, records management, and geographic



information systems (GIS).

Forster notes, however, that she sees the staff she has assembled as her greatest accomplishment.

“The men and women I work with everyday are knowledgeable, professional, and the best at what they do,” Forster said. “Together we have accomplished so much.”

City Administrator Mark Koenen had this to say about Forster: “I have worked with Peggy for many years and am impressed by how she has developed an area that impacts every department here at the City, along with many customer-facing interactions as well. I wish her well in her retirement.”

Peggy Forster earned a B.A. in Mathematics from Duquesne University in Pittsburgh, Penn., and is a member of the Government Management Information Sciences International.

Larry Gunderson Appointed IS Director

Larry Gunderson has been appointed Director of Information Systems. Gunderson will begin in his position June 22. Gunderson will replace Peggy Forster, who announced her retirement earlier this year.

Gunderson has more than 25 years' experience in information systems, including system planning, design and implementation; geographic information systems; cyber security; eGovernment; and information technology policy.

Most recently, Gunderson served



as Director of Information Technology at RJN Group in Wheaton, Ill. He also spent 20 years at the City of Naperville, Ill., earning the

position of Chief Information Officer.

“We conducted a comprehensive search and I am confident Larry Gunderson has the knowledge and the vision to lead the City’s Information Systems Department,” said City Administrator Mark Koenen. “I know he will continue to provide creative approaches that

best support our operations and citizen interactions with the City.”

Gunderson holds a B.S. in Industrial Education from Western Illinois University in Macomb, Ill.; and an M.S. in Management Information Systems from North Central College in Naperville, Ill. He is a member of the Information Systems Audit and Control Association, Government Management Information Sciences-Illinois Chapter, Urban and Regional Information Systems Association and is the former president and board member of the Illinois GIS Association.

Planning a Landscape or Remodeling Project? Call J.U.L.I.E. Before You Dig

Before starting any projects that require digging, be sure to call J.U.L.I.E. to locate underground utility lines to prevent costly damage or an emergency. Call JULIE at **800.892.0123** or 811 before you dig.

When you call, have this information ready:

- Address and a fax and/or pager number, if available
- The location of the excavation will take place, including county, city or unincorporated township, section and quarter section numbers if available, address, cross street (within 1/4 mile), subdivision name, etc.
- Start date and time of planned excavation
- Type and extent of excavation involved
- Whether the dig area has been outlined with white paint, flags or stakes

Free Community Shredding Event

Saturday, June 6, 10 a.m. to Noon

The St. Charles Police Department and KCT Credit Union are hosting a free community shredding event to help citizens keep important information out of the hands of identity thieves.

The City's shredding contractor, ProShred, will be set up in the St. Charles Police Department parking lot, located at 211 N. Riverside Avenue. ProShred has been in business for more than 25 years and is the most certified shredding company in the industry.

- ✓ Bank statements
- ✓ Credit card statements/applications
- ✓ Social security information
- ✓ Medicare/Medicaid information



Anyone who needs to securely dispose of confidential paperwork may attend this event and there is no limit to what one can bring to have shredded.

For more information, contact the Police Department at police@stcharlesil.gov or 630.377.4435.

The Latest Issue of Police Beat is Out

The St. Charles Police Department Crime Prevention newsletter, **Police Beat**, is out. The newsletter offers helpful crime prevention tips, public safety information and police news. Read it [online](#). For more information, please contact Crime Prevention Officer Bill Tynan at btynan@stcharlesil.gov.



St. Charles
'Historical' Riverwalk



Presented by
The River Corridor Foundation
of St. Charles



Saturday, August 15, 2015
9:30 A.M.
Pottawatomie Park • St. Charles, IL

Scavenger Hunt for the kids
Audio Historical Site Tour

Information / Registration
STCRIVERCORRIDOR.ORG

Thank you to our generous sponsors.



Chamber of Commerce Legislative Committee After Hours Mixer

Tuesday, June 9 4:30 — 6:30 pm
Top Table, 1 Illinois St., Suite 170

Come out to learn more about the Legislative Committee and welcome local legislators for a night of introductions, mixing and mingling. The Legislative Committee provides meaningful information and selected advocacy on behalf of Chamber member businesses relative to local, state, and federal legislative topics.

RSVP by Friday, June 5, 2015 to:
St. Charles Chamber of Commerce
216 Riverside Ave., 630.584.8384
info@stcharleschamber.com



Lightning Facts & Myths

How much do you know about lightning and storm safety? Lightning is the second largest killer due to storms and the most common thunderstorm threat. Lightning occurs in all thunderstorms and strikes the earth 20 million times per year.

Here are some things you should know about lightning:

Myth: If it is not raining, there is no danger from lightning.

Truth: Lightning often strikes outside of heavy rain and can occur 10 miles away from rainfall.

Myth: Rubber soles of shoes or tires of a car will protect you.

Truth: These provide NO protection. The steel frame of a hard-topped vehicle increases protection if you are not touching any metal inside the vehicle.

Myth: Heat lightning poses no threat.

Truth: Heat lightning is still lightning. It is the result of a thunderstorm too far away for the thunder to be heard. A good rule of thumb is *“When Thunder Roars, Go Indoors!”*

For more information on lightning safety visit www.lightningsafety.noaa.gov or contact Paul Bumba, Emergency Preparedness Coordinator, at pbumba@stcharlesil.gov or 630.762.7091.



St. Charles Park District Presents City with a Community Service Award

The St. Charles Park Board of Commissioners recently presented the City of St. Charles with Community Service Award recognizing the City’s longstanding sponsorship of the annual July 4th Celebration and fireworks display. The City was also recognized for its support of the annual Sculpture in the Park exhibit, which continues to attract artists from all over the United States.



Pictured: Bob Thomson, President of the Park District Board of Commissioners; Mayor Ray Rogina; City Administrator Mark Koenen.

Youth Police Academy Registration Deadline is June 5

The St. Charles Police Department will host another Youth Police Academy this summer, June 15-19. Open to ages 13-16, the academy showcases careers in police and fire work, and also encourages teamwork and self-esteem.

Several topics will be covered, including steps to becoming a police officer and firefighter, personal safety/self-defense, internet safety, bullying, crime scene evidence collection, and more.

Thanks to funding from the St. Charles Youth Commission, participants will be certified in CPR by the St. Charles Fire Department free of charge. Participants also will spend a day at the Kane County Judicial Center for classes led by state’s attorneys.

The class will be limited to the first 25 registrants. Registrants must be a resident of St. Charles, and/or attend a CUSD 303 school. Pick up registration packets at the St. Charles Police Department, and the main offices at both high schools, as well as Wredling, Thompson and Haines middle schools. For more information, contact Crime Prevention Officer Bill Tynan at btynan@stcharlesil.gov or 630.443.3847.



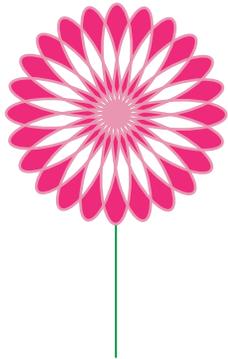
Use Police Dept Lot for Internet Exchanges

The St. Charles Police Department parking lot is a convenient place for residents to complete internet exchanges. Instead of a stranger coming to your house or meeting somewhere unfamiliar, the PD parking lot, at 211 N. Riverside Ave., offers a public, well-lit area. You don’t need prior approval from the police department and this

only applies to the parking lot, not the police department lobby. Also, we can’t provide an officer to stand by during the exchange and any transactions will not be monitored. Any issues that arise out of any transaction, short of a criminal act, will be considered a civil matter between the parties, and will not be investigated by the police department.

Thanks for the Beautiful Flowers!

The Pottawatomie Garden Club once again adorned the outside areas of the Municipal Building with beautiful plants and flowers. Walk along the river by the Municipal Building and new parking lot and you will be treated to a lush, colorful display.



Storm Chasers and Weather Buffs: Can You Spot this Tornado Downtown?



Look for the EMA's Chair in the Chair-ity Event

This chair designed by the City's Emergency Management Agency is just one of the chairs on display around town for the Downtown St. Charles Partnership's "Chair-ity" event. The event runs from Memorial Day to Labor Day. For more information, visit www.downtownstcharles.org.

June Utility Bills will Reflect Rate Changes for Water, Sewer and Electric

Annual rates have been set for City of St. Charles water, sewer and electric utility customers. The rates were approved at the May 4, 2015, City Council meeting and will begin showing up on utility bills in June. While rate structures differ by usage and season, a typical residential household using 1200 kWh and 5 thousand gallons of water and sewer in the summer will be billed \$226.51/month this year, compared to \$214.93 last year.

"The City of St. Charles prides itself on providing reliable, well-maintained and cost-effective utility services for its customers," said City Administrator Mark Koenen. "Utility rates are set to match the cost of service and are competitive with rates in the surrounding area. With projects such as the new Red Gate water tower, the IL Rt. 25 Water Main Replacement and overhead electric line replacement in the near southwest side, we are always looking for ways to improve the quality, capacity and affordability of our utility services."

A complete list of utility rates is outlined in Chapter 13 of the City Code, available on our website www.stcharlesil.gov. For more information, please contact Utility Billing at utilitybilling@stcharlesil.gov or 630.377.4426.

City of St. Charles Receives Top Fire Protection Rating

Ranking could Mean Lower Fire Insurance Rates for St. Charles Residents and Businesses

The City of St. Charles has been awarded a Class 1 rating for Fire Protection from the Insurance Services Office (ISO), designating St. Charles as one of only 99 cities out of 45,000 surveyed in the United States to earn the elite ISO Class 1 status. This ranking could translate into lower fire insurance rates for St. Charles residents and businesses.

ISO's Public Protection Classification ratings are utilized to help establish appropriate fire insurance premiums for residential, commercial and industrial properties. The program provides an objective countrywide standard that helps fire departments plan and budget for facilities, equipment and training. ISO's evaluation program includes 10 classifications, with 1 being the highest.

Fire Chief Joe Schelstreet said: "Property owners within the City of St. Charles, both commercial and residential, because of the highest quality fire protection, will now have access to some of the lowest insurance rates for fire-loss insurance."

For more information, contact Chief Schelstreet at [630.377.4458](tel:630.377.4458).



Members of the St. Charles Fire Department are present as Fire Chief Joe Schelstreet (center) receives the ISO Class 1 Award from Michael Ramirez, ISO Fire Protection Analyst; and ISO representative Sandy Enright.

Congrats Officer Beam



Congratulations to our own Officer Tim Beam for being a nominee for the Kane County Chiefs of Police Association Officer of the

Year. Sixteen officers from eight police departments in Kane County were up for the award. Officer Beam was nominated for alerting sleeping residents that lightning had started a fire on their roof and helping the four of them and their two dogs evacuate. The fire caused significant damage to the house; however, no one was injured thanks to Officer Beam.

Drainage System Maintenance

It's important to remember that keeping smaller ditches and streams free of debris can dramatically improve the flow of water run-off from low lying areas. Please note: It is illegal to dump materials into waterways and violators may be fined. There are also numerous drainage agencies, or "districts," within Kane County that relieve certain areas from congestion from fallen trees, leaves and beaver dams. The City has photos and flood data for the August 2007 and September 2008 flood events, as well as for more recent flooding. If you are experiencing drainage or flooding problems and would like to schedule a site visit with City staff, or for more information, contact the Public Works Engineering Office at [630-377-4486](tel:630-377-4486).

Public Works Fact: There are 10,989 storm structures in the City of St. Charles. Storm structures are manholes, catch basins, inlets and box culverts to catch and transport rainwater to relieve flooding.



Special Events Sprouted Up All Day at Arbor Day 2015

The City of St. Charles Tree Commission would like to thank all who participated, donated and attended this year's Arbor Day celebration in Lincoln Park. The community's support made this a momentous event again this year!

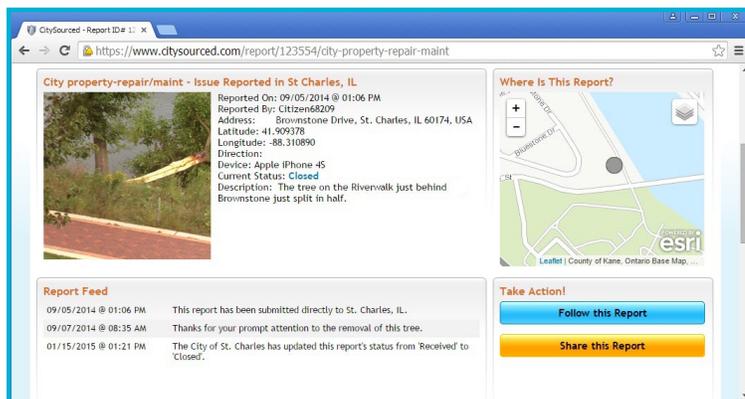
We would like to extend a special thank you to:

- Mrs. Tieche and her 4th grade class at Munhall School for their creative program which included a play titled "Tree Trouble" focusing on the importance of proper mulching, their Tree Quiz, and the musical performance to John Denver's "Plant a Tree for Tomorrow."
- St. Charles Boy Scout Troop #500 for the presentation and retiring of the colors.
- Pedersen Company for their generous donation of this year's "Tree of the Year," a beautiful Yellowwood, planted at Lincoln Park in honor of Arbor Day.
- Chris Scott from Graf Tree Care for the Interactive Tree Experience.
- Midwest Groundcovers for the donation of perennials as free giveaways to those who attended the event.
- Rick Weals and Russ Altersohn for providing the musical entertainment throughout the event.
- Karen Muehlfelt who exhibited her beautiful "St. Charles Tribute to Trees" photographs.
- St. Charles Park District for donating Lincoln Park for the event.

A sincere thank you to all those who volunteer to keep the community beautiful and filled with trees!



St. Charles Connect: A Convenient Way to Get in Touch with the City



Now is the time when the harsh effects of the past winter become evident, as pot holes and downed tree limbs reveal themselves. Maintaining our streets and parkways is an important City service. The City relies on our residents to help be additional eyes and ears on the condition of the City.

Did you know the City has a convenient way to report issues? Download our St. Charles Connect app for your mobile device from your device's app store or access it online at www.stcharlesil.gov/connect.

What It Is

St. Charles Connect is an easy, convenient way to get in touch with us to let us know if you have an issue we can resolve or to ask us questions.

How You Can Use It

- Report a maintenance issue, such as a downed tree, pot hole or a streetlight that's out. You can even snap a picture to show us.
- Want to know where public parking is? Ask us, right from your smartphone.

What It Is Not

- It should not be used to report an emergency or any time-sensitive issues; in those cases dial 911.
- It is not a 24/7 service. It is only staffed during regular business hours.
- And it's not a replacement for the power outage reporting system; for that dial **866.444.0016**.

For more information, contact Penny Lancor at plancor@stcharlesil.gov.

Overhead Electric Line Rebuild Underway

The City's Electric Utility has launched a rebuilding project to continue to improve electric reliability.

Work includes replacing poles, transformers, and electric wires from Gray to Horne streets, between 3rd and 4th streets.

Because the project is a complete rebuild of the systems, the contractor will need to schedule a brief outage with customers once they are ready to transfer to the new facilities.

Crews will be working from 7 a.m. to 5 p.m. on weekdays for about a month. They will need full access to the alleys and may have alleys blocked while working on poles. Streets will be closed to through traffic.

We apologize for the inconvenience and appreciate your patience.

Contact Tom Bruhl, Electric Services Manager at tbruhl@stcharlesil.gov or 630.377.4407 for more information.

North 5th Avenue (IL Route 25) Water Main Replacement Project Underway

Residents will be Notified in Advance of Any Service Interruptions Due to Construction

The City of St. Charles has launched a large-scale project to replace a water main on North 5th Ave, (IL Rt. 25), which is expected to be completed by September 2015. The City has retained Martam Construction as the contractor for the project.

Approximately 5,400 feet of water main will be replaced on 5th Avenue (IL Rt. 25) between North Ave. and the south end of the Q Center property, just south of Country Club Road. Also being replaced are water mains on Iroquois Ave. between North 5th and 3rd avenues, and on Allen Lane between North 5th Avenue east to the dead end. These sections have a history of breaks; therefore this project will significantly improve reliability in all of these areas.

Scheduled work on the mains will cause interruptions of water service in the affected areas. Residents will be notified of any scheduled interruptions well in advance. There also will be traffic lane closures on North 5th Ave. during the construction.

The anticipated working hours for this project:

- N. 5th Avenue (IL Route 25) between 9 a.m. – 8 p.m.
- Iroquois Avenue between 7 a.m. – 5 p.m.
- Allen Lane between 7 a.m. – 5 p.m.

Due to the scope, complexity and nature of this project, as well as the unpredictability of weather, some delays and disruptions may occur. Your cooperation and patience is appreciated.

Please check our website at www.stcharlesil.gov/projects for weekly project updates. For more information, contact the Public Works Department at pw@stcharlesil.gov or 630.377.4405.

Construction of a New Water Tower at Red Gate Road & IL 25 is Underway

The City has begun construction of a new water tower at the intersection of IL 25 and Red Gate Road that is expected to be completed by August 2016. The City has retained CB&I Construction as the contractor for the project.

The 1.5 million gallon Red Gate water tower will provide additional storage for the water distribution system, assist with meeting peak water demand capacity and allow for maintenance of the other water towers. The water tower was recommended in the current 10-year Water System Master Plan and by the Illinois Environmental Protection Agency (IEPA). The project is being funded by an IEPA low interest loan.

There will be no disruption to water service or traffic lane closures during this project.

Monthly project updates will be available on the City website at www.stcharlesil.gov/projects. For more information, contact the Public Works Department at pw@stcharlesil.gov or 630.377.4405.

ID Required for Commercial Solicitors

The Police Department has made changes to requirements for solicitors to help residents identify which solicitors have registered with the City. Now a commercial solicitor must prominently display a City-issued ID card. More information is available [here](#). An example of the ID is below.



Recycling Program Allows St. Charles Residents to Get Paid to Get Rid of Old Refrigerators

Lower your monthly energy bills and get paid to do it! The City of St. Charles, working through the Recycle My Fridge Program, will recycle your old, working fridge or freezer and give you \$50. Plus, your refrigerator will be picked up, free of charge, without you having to lift a finger.

Residential customers of the City of St. Charles Electric Utility can schedule a free pickup by calling 877.341.2313 or by visiting www.RecycleMyFridge.org. Refrigerators must be in working condition and be a customer's

secondary refrigerator or freezer.

By recycling that old, energy guzzling appliance you can save as much as \$100 a year on your energy bill. Those are big results for very little effort.

The city participates in the Recycle My Fridge Program through its affiliation with the Illinois Municipal Electric Agency. Therefore, no city funds are expended with this program.

The Illinois Municipal Electric Agency has contracted with Appliance Recycling Centers of America (known

as ARCA) to implement the program. When you call or visit the website to schedule a pickup, ARCA employees will schedule the pickup, come to your home and take your old refrigerator, drive it to the ARCA recycling facility in Springfield, and then will mail you a \$50 pre-paid card. The refrigerators are dismantled, and ARCA processes and recycles all possible appliance parts. Materials that cannot be recycled are destroyed in an environmentally sound manner.



Changes in Water Conservation Ordinance:

Lawn Sprinkling Provisions

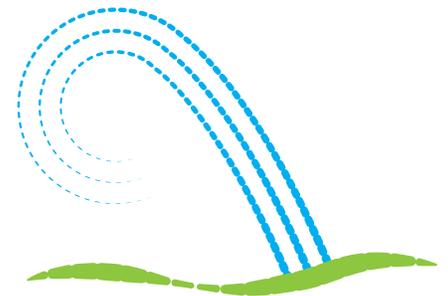
The City Council recently adopted several changes to the section of the City Ordinance related to Water Conservation:

- Water Conservation requirements now apply year round.
- Hours for morning sprinkling are now 6 to 9 a.m.
- Hours for evening sprinkling are now 6 to 9 p.m.
- Installing sod, seed or landscaping will be prohibited in July and August [sod laying and seeded lawn installation permits are still required during permissible months).
- Waste of Water Prohibited – This addresses water that runs in a continuous stream into any gutter, ditch, drain or street inlet while using water for restricted purposes, and does not allow spraying or sprinkling of streets and sidewalks.
- Progression of Fines – From \$50 for first offense to \$100 for second offense and \$300 for third offense.

Watering by hand-held hoses or the use of drip type irrigation water devices are permitted any day of the month, at any time of the day for the following uses only:

- Washing cars provided all water hoses are equipped with positive shut-off nozzles.
- Watering flowers, trees (including root feeders), shrubs, gardens and lawns.
- Filling wading pools under 50 gallon capacity.

These changes assist with ongoing water conservation and sustainability efforts for the community that help ensure future water supplies, and are consistent with neighboring cities. The City's ordinance changes are also endorsed by the Northwest Planning Alliance, a group comprised of eighty (80) communities to implement consistent water supply planning and conservation programs throughout the region. For more information, contact John Lamb, Environmental Services Manager, at pw@stcharlesil.gov or 630.377.4405.





Mow higher and leave the clippings. Modern mulching lawn mowers make “grasscycling” even easier. Homeowners can reduce their mowing time by 30-40 percent by not having to bag clippings and you will save on purchasing bags.

Subscribe

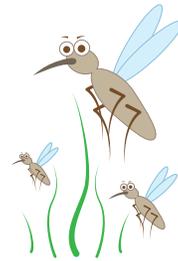
Encourage a friend to sign up for their own copy of **The Den** at www.stcharlesil.gov and click on [Subscribe to City eNews](#)

Connect with Us

Connect with the city right from your mobile device. Download our St. Charles Connect app at www.stcharlesil.gov/connect

Have the Mosquitos Pestered You Yet?

The mosquitos are out. But the City has again is working with Clarke Mosquito Management, Inc., to control them and reduce the potential of mosquito-borne diseases, like West Nile Virus. For information regarding mosquito annoyances, treatments and scheduling, residents may call Clark Mosquito Management at [800-942-2555](tel:800-942-2555). Further questions on the City’s program may be directed to Public Works at [630-377-4405](tel:630-377-4405) or at www.stcharlesil.gov/services/seasonal-services/mosquito-abatement



Streetlight Out? Let Us Know

If you notice a streetlight is out, flickering, or needs repair, notify us either through the St. Charles Connect mobile app, with the [online service form](#), or call us at [630.377.4407](tel:630.377.4407). Thanks for your help!

Brush Pick-Up Schedule

EAST SIDE	WEST SIDE
June 15	June 22
July 20	July 27
Aug 17	Aug 24
Sept 21	Sept 28
Oct 19	Oct 26
November: No Pick Up	

Please note: Only City of St. Charles residents who pay a monthly fee on their utility bill are eligible. To find out if you are eligible for the program, review your City utility bill for the fee, input your address in My Neighborhood on the City website, or call Utility Billing at [630.377.4426](tel:630.377.4426) for verification.

Brush must be placed on the parkway in front of the house or along the frontage where refuse/recycling is collected, before 7 a.m. on Monday (or Tuesday if Monday is a holiday). It may take 3 to 4 days to get to your neighborhood.

This schedule and pick up requirements are available on the city website at www.stcharlesil.gov/services/brush. For more information, contact the Public Works Department at pw@stcharlesil.gov or [630.377.4405](tel:630.377.4405).

City of St. Charles Directory

<i>Building & Code Enforcement</i>	377.4406	<i>Fire Administration</i>	377.4458
<i>City Administrator Mark Koenen</i>	377.4422	<i>Fire Prevention Bureau</i>	377.4457
<i>Community Development</i>	377.4443	<i>Human Resources</i>	377.4446
<i>Development Engineering</i>	443.3677	<i>Mayor Raymond P. Rogina</i>	377.4444
<i>Economic Development</i>	443.4093	<i>Police Administration/Investigation/ Crime Prevention</i>	377.4435
<i>Electric Division</i>	377.4407	<i>Public Works: Water/Sewer/Street</i>	377.4405
<i>Engineering Division</i>	377.4486	<i>Refuse Pickup Information</i>	587.8282
<i>Emergency Management Agency</i>	377.4416	<i>TDD</i>	800.526.0844
<i>Flood Protection Assistance</i>	377.4486	<i>Utility Billing: Electric/Water/Sewer</i>	377.4426
<i>Finance/Accounting</i>	762.7002	<i>Electric Outage Hotline</i>	866.444.0016