



Village of Glen Ellyn New Resident Information Packet 2019

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
- New Resident Information

REFUSE & WATER BILLING (630) 547-5335

- Billing Questions
- Closing Account/Final Bill
- Refuse Cart Exchanges
- Refuse service issues call Groot Industries (847)429-7370

PLANNING & DEVELOPMENT (630) 547-5250

- Building Permits
- Annexing
- Zoning
- Code Enforcement

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. Auto-pay is available for your monthly refuse bill and 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 (Refuse): Village Services Bills are mailed out the 1st of every month with payment due on the 20th of every month. The Village of Glen Ellyn is pleased to offer a paperless option for your Village Services Bill. You will receive an email alert when your bill is ready to login and view. It’s easy, secure and takes just a few minutes to fill out the [Email Authorization Form](#). Customers registered for paperless billing will no longer receive a paper copy of their Village Services Bill through the mail. Participation in the paperless bill is voluntary. Those who do not register will continue to receive a paper copy of their Village Services bill through the mail.

What information do I need to enroll?

- A copy of your paper bill.
- An Email address.
- A computer with internet access.

Please find the Email Authorization Form here:

<http://www.glenellyn.org/billing/UtilitiesServicesBill.html>

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 three (3) years for the first available permit parking space. 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 which can be found on the Village website.

<http://www.glenellyn.org/Finance/Documents/PARKING%20WAIT%20LIST%20APPLICATION%20updated%2001-10-18.pdf>

Vehicle Stickers: Any vehicle registered to a Village address must display a current Village sticker. Stickers are required regardless of 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.

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

GARBAGE (REFUSE) AND RECYCLING SERVICES

The Village contracts with Groot Industries 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, local grocery and hardware stores. If your refuse does not get picked up, call Groot Industries (847)429-7370 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, local grocery and hardware stores.

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

2019 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 (\$2.58) 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 and #6 (except foamed polystyrene) (including plastic rings, juice boxes, milk and juice cartons), newspaper and mixed paper, recyclable paperboard items (food boxes, etc) and corrugated cardboard (no 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 (\$2.58)
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 33-gallon 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 (\$1.55)

Free Branch & Brush Collection	➤ Mid-May thru mid-October	➤ Material should not be bundled or otherwise contained	➤ No sticker required
	➤ Residents on and north of Hill pick up is 2 nd Monday of the month.	➤ Branches may not exceed 10 inches in diameter. Also, no root balls, dimensional lumber or any material exceeding the 10-inch dimension.	
	➤ Residents south of Hill pick-up is 3 rd Monday of the month	➤ Professional cut trimmings will not be accepted	

WHERE TO BUY STICKERS

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

<u>Stickers also 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 (Groot Industries) 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.

The Village now offers curbside collection of bulk electronics or E-Waste. Residents must call Groot Industries at (847) 429-7370 by 5:00 pm the Friday before the regular Monday refuse pickup in order to schedule an E-Waste pickup. The correct amount of either Refuse or E-Waste Stickers must be used. Some examples of E-Waste include:

Computers	Fax machines
Televisions/Monitors	Video game consoles
Printers	Cable boxes
Keyboards	DVD/Blu-Ray players

Additional information about E-Waste collections can be found on the Village website at:

<http://www.glenellyn.org/Billing/UtilitiesRefuseRecyclingWaste.html>

Medicated ointments, lotions, creams & oils
Liquid medication in leak-proof containers
Homeopathic Remedies

Empty containers
Hydrogen peroxide

Internet Purchase Safe Zone

The Glen Ellyn Police Department invites the public to utilize the department's main parking lot at 65 S. Park Boulevard for internet sales. Look for the blue sign at the southwest side of the parking lot. The lot is under twenty-four hour video surveillance and police intervention, documentation or witnessing to a transaction will not be available. Residents must note that police cannot use the State computer system to run model numbers, serial numbers, etc. of items that are part of a private exchange.

Recommended tips for a safe and successful transaction:

- Clarify all details, including a description of who will attend and the type of vehicle used.
- Conduct the transaction during daylight hours.
- Bring a friend or family member.
- If they hesitate to meet at the police department that is a hint to end the deal.
- Keep a safe distance from the other person and never get in their vehicle.

If you feel uncomfortable about any aspect of the transaction, trust your instincts and move on.

HANDY PHONE NUMBERS:

Animal Control	630-469-1187	Hospitals	
Willowbrook Wildlife	630-942-6200	Central DuPage	630-933-1600
Bus/PACE Travel Info	630-836-7000	DuPage Medical Group	630-469-9200
Cable Television		Glen Oaks (Glendale Heights)	630-545-8000
Comcast	866-594-1234	Good Samaritan (Downers Gr)	630-275-5900
AT&T U-Verse	866-611-4466	Marianjoy	630-462-4000
GE Public Access	630-547-5207	Internal Revenue Service	800-829-1040
Wide Open West (WOW)	866-496-9669	Library	
College of DuPage	630-942-2800	Glen Ellyn (Duane Street)	630-469-0879
Commuter Railroad		College of DuPage	630-942-2350
RTA Travel Pass	630-858-6343	Milton Township	630-688-1616
Union Pacific Chicago Station	312-496-4749	Milton Township Assessor	630-653-5220
Glen Ellyn Station	630-469-0353	Morton Arboretum	630-968-0074
METRA (M-F 8am-5pm)	312-322-6777	GE Mosquito Abatement Dist.	630-469-4085
(Evenings and weekends)	630-836-7000	GE Park District	630-858-2462
Drivers License (IL Sec. Of State)		Post Offices	
Lombard	630-629-0380	DuPage Blvd.	630-469-1062
Naperville	630-369-9010	Pennsylvania Ave	630-469-0253
Wheaton	630-653-8964	Chamber of Commerce	630-469-0907
DuPage County Offices		Elementary Schools (Administration Offices)	
Main Switchboard	630-407-6500	District 41	630-790-6400
Hazardous Waste info	630-407-6700	District 44	630-827-4400
Health Department	630-682-7400	District 89	630-469-8900
Human Services/Senior Services	630-407-6500	High Schools (Administration Offices)	
Election Commission	630-407-5600	District 87	630-469-9100
County Clerk's Office	630-407-5500	Senior and Disabled Transportation	
Tax Info and Billing	630-407-5900	Dial-A-Ride & Ride DuPage	
Glenbard Wastewater Authority	630-790-1901	Sign-Up	630-858-6343
Forest Pres. District HQ	630-933-7200	Reservations	630-713-7445
		Senior Service Center	630-858-6343

Home Delivered Meal Program Meals on Wheels	630-469-6325	Stacy's Tavern Museum & Glen Ellyn Historical Society	630-469-1867
Social Security Administration Woodridge Office	800-772-1213 630-852-2831	Utilities NICOR ComEd	888-642-6748 800-334-7661
Refuse/recycling/Yard Waste Services Groot Industries	847-429-7370	Village Links (Pro Shop)	630-469-8180