



March 7, 2019

Subject: Welcome to the Village of Glen Ellyn!

Dear New Resident:

Village President
Diane McGinley

Trustees
Bill Enright
Gary Fasules
John Kenwood
Pete Ladesic
Craig Pryde
Mark Senak

Village Manager
Mark T. Franz

Village Attorney
Gregory S. Mathews

Civic Center
535 Duane Street
Glen Ellyn, IL 60137

Administration
630-469-5000

Finance
630-547-5235

Planning and Development
630-547-5250

Police
630-469-1187

Public Works
30 South Lambert Road
Glen Ellyn, IL 60137
630-469-6756

The Village Links
485 Winchell Way
Glen Ellyn, IL 60137
630-469-8180

The Village of Glen Ellyn extends a sincere welcome to you and looks forward to serving your needs as new members of our community. On February 25, 2019, the Village Board approved Ordinance No. 6680 & 6681 which annexed your property in to the Village of Glen Ellyn. This letter will highlight some of the basic services we offer our residents. We have also included some additional materials that you may find useful as you become acclimated to the new services and amenities offered by the Village.

New Address

Part of the annexation process involves assigning a new address to all newly annexed properties. This provides numerical consistency within the Village, allowing quick response in the event of an emergency. Attached to this letter is a spreadsheet containing the new address assignments for each property.

Our Village Code requires that newly annexed residents correct the street address on their home within 30 days of this letter in order to allow proper emergency response when called. The displayed address shall be Arabic numerals (no script) at least 3" high and 1/2" wide which are plainly visible from the public right-of-way. The Village has been in contact with the Home Owner's Associations for both Maple Hollow and Lynnwood Subdivisions and they are aware of this requirement. The postal service and numerous other entities have received notice of your new address.

Village staff are still working with the post office's district office on a request to realign the postal boundary, which would change the property address from Lombard, IL 60148 to Glen Ellyn, IL 60137. This is a lengthy process that may take several months to complete. We will share information as we receive it.

Police Protection

Prior to annexation, 9-1-1 calls placed **from a hard line (home) phone** are routed to the DuPage County Sheriff's office. Now that your property is part of the Village, your 9-1-1 calls will be routed to DuCOMM. DuCOMM is a centralized communications center that provides dispatch services for 17 police agencies and 22 fire agencies, including Glen Ellyn. **Before this change in your 9-1-1 call routing can occur, you must contact your local phone provider and advise them of the change to your service address. This is critical to ensure you receive the proper police, fire and emergency medical service.** About two weeks after you call your phone provider with the change, we encourage you to test your 9-1-1 service from your property. Please dial 9-1-1, preferably on a Sunday morning, and ask if you are connected with DuComm. Inform them of your recent annexation and change of address. The dispatcher should confirm with you that they show your correct new

address information on the enhanced 9-1-1 screen. If your call is still answered at the Sheriff's Office, please call the Glen Ellyn Police Department at (630) 469-1187. ***Note: 9-1-1 calls placed from cellular phones will continue to be routed through the County Sheriff's office.**

Refuse Service

All residents in the Village are required to have refuse service through the Village hauler, currently Groot Industries. All collection services are provided on Mondays, including refuse, recycling and yard waste. Residents are provided one refuse cart and one recycling cart to use as their primary containers. The carts come in 35, 65 and 95 gallon sizes. For more information, please visit the Village's Refuse and Recycling Webpage or contact the Cashier's Office of the Village at (630) 547-5235. To sign up for these services, residents must complete the Village Services Application. Please submit the completed application no later than March 13, 2019 so your bins can be delivered by Groot Industries on March 18, 2019. If you have already submitted your application it is not necessary to complete another one. New service will begin on March 25, 2019. Please mail the completed application to the Village of Glen Ellyn, Attn: Cashiers, 535 Duane Street Glen Ellyn, IL 60137 or deliver to the Cashiers desk located on the 2nd floor of the Glen Ellyn Civic Center located at the same address. ***Note, you may submit the check with this form for your vehicle for your vehicle sticker as well.**

Vehicle Stickers

The Village licenses all vehicles registered to a Glen Ellyn address. If you have not already done so, please purchase your vehicle stickers from the Cashiers Office located on the 2nd floor of the Glen Ellyn Civic Center, 535 Duane Street. You can purchase a 2019 vehicle sticker from now until April 30, 2019. Stickers cost \$25 per car (cost may vary depending on vehicle type) and expire each year on April 30. Be aware, the Police Department does issue \$50 tickets for noncompliance. Please phone (630) 547-5235 with any questions.

Fire Service

Before the annexation, your property was located in a Special Service Area (SSA) that provided fire protection services to your property. The cost of the SSA fire protection services was paid as part of your annual property tax bill. This tax will be removed from your annual property tax bill and you will instead pay a monthly service fee that is included in your monthly Village Services bill along with the cost of refuse removal. The monthly fire fee is \$15 per household.

Water and Sanitary Service

Your sanitary sewer and water service will remain with DuPage County. You will continue to be billed for your water and sewer service in the same manner as you were before the annexation into the Village took place.

Electrical Aggregation Program

As a new resident of Glen Ellyn you will have the opportunity to enroll in the Village's Electrical Aggregation Program, at a fixed rate (through October

2020) of 7.33 cents per kilowatt hour. Residents are advised to visit www.pluginillinois.org to learn more about electricity providers and to keep up to date with current market rates. If you are interested in opting into the program or learning more about Constellation NewEnergy's Electrical Aggregation Program, please call (844) 252-3655.

Glen Ellyn Public Library

You may now apply for a library card. As a resident of Glen Ellyn you will have unlimited access to the Glen Ellyn Public Library without the payment of additional fees. Located in the downtown area, the Library has an inventory of over 200,000 books, periodicals, eBooks, and downloadable movies, music and magazines. It also offers computers and internet access for public use. The Library offers many programs for children and adults including Story Times, book discussions, a summer reading program for adults and children, and a wide selection of special presentations. ***Please bring a photo ID and this letter to the library to prove residency.**

Parking in Commuter Lots

Permit parking may become available in one of our five downtown parking lots. Please contact or visit the Cashiers Office at (630) 547-5235 if you are interested in being added to the wait list. If you have a current non-resident parking permit, you will now qualify for resident rates.

Village Links Golf Course

For those of you who enjoy golfing, you will now be eligible for substantially reduced resident golf fees and other privileges at our Village Links Golf Course. For information, call (630) 469-8180.

We again extend a warm welcome to you. If you have any questions after reading the enclosed material, please call our Village offices at (630) 469-5000 between 8:00 a.m. and 4:30 p.m., Monday – Friday. Our receptionist will direct you to the proper department.

Sincerely,

Kelly Purvis
Village Planner

Attachments: New Resident Information Packet
Address Change Maps
Village Services Form

CC: Christina Coyle, Finance Director
Phil Norton, Village Police Chief

Julius Hansen, Village Public Works Director
Jeff Vesevick, Village Recreation Director/Village Links
Michelle Urbina, Village Accounts Manager/Cashier's Office
Chris Clark, Chief, Glen Ellyn Volunteer Fire Company
Catherine Galvin, Village Clerk
Dawn Bussey, Director, Glen Ellyn Public Library
Patti Taves, Records Administrator, Police Department
Brian Tegtmeyer, Executive Director, DuComm

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