



***Welcome to the
Village of North Aurora***



Your Village

Your Government

Your Services

FAQ's

Village Hall
25 East State Street
North Aurora, IL 60542

Elected Officials & Board of Trustees

- Mark Gaffino Village President
- Jessi Watkins Village Clerk

Trustees:

- Jason Christiansen
- Laura Curtis
- Mark Guethle
- Michael Lowery
- Todd Niedzwiedz
- Carolyn Bird Salazar

Page

04- Demographics & History

05- Village Board

06- Village Information

07- Local Civic Groups

08- Administration

09- Finance

10- Community Development

11- Police Department

12- Public Works

13- Water Department

14- Garbage & Recycling Program

15- Library & Fire District Information

16- Schools, Townships, Park Districts

17- Utilities & Post Office

Village Hall : (630) 897-8228

- Administration
- Community Development
- Finance
- Public Works
- Water

Emergency: 911

- Police:
(630)-897-8705
- Fire District:
(630) 897-9698

Connect with the Village

Website | www.northaurora.org
Facebook | "Village of North Aurora"

Subscribe to our email list for
updates of the Village at
northaurora.org

Greetings

From the Village President

We are pleased to welcome you to the Village of North Aurora, "Crossroads on the Fox." We pride ourselves on our growing community situated on the banks of the Fox River. We offer quiet residential neighborhoods, and a growing number of businesses to enjoy unique shopping and dining experiences.

The Village is responsible for the provision of police, public works, water, and community development services to residents. The North Aurora Fire Protection District and other non-Village taxing bodies provide further services which are covered in this packet.

The Village offers many parks, a nature center, and bike trails along the Fox River corridor. We have a variety of retail establishments and restaurants along Route 31 as well as the Orchard and Randall Road corridors. In addition, we are proud to have the largest Auto Mall retail setting in the Fox Valley.

North Aurora is located along Interstate I-88 which offers convenient and quick access to downtown Chicago. We are also proud to be part of the Lincoln Highway Corridor, which stretches across the United States and was one of the earliest transcontinental highways for automobiles across America.

Our Village leaders, along with our residents, are always looking to the future of North Aurora, as we strive to maintain a community that is a vibrant, active, and a family-oriented location to both work and live in. We are excited about your interest in North Aurora for your home or business, and we look forward to serving you.

Sincerely,

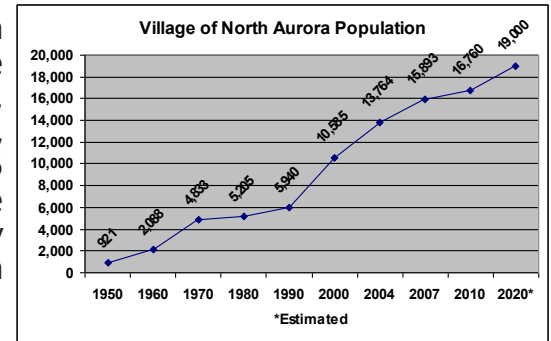


Mark Gaffino
Village President



Demographics and History

Located in the heart of Chicago's western suburbs, North Aurora is quaintly situated along the Fox River in Kane County. Only 40 minutes west of the City of Chicago, residents of North Aurora enjoy direct access to I-88, Route 31 (Lincolnway), Route 25 (River Road), Route 56 (Butterfield Road), Randall Road, and Orchard Road. The proximity of these major suburban routes makes for easy traveling around town and into Chicago's metropolitan center.



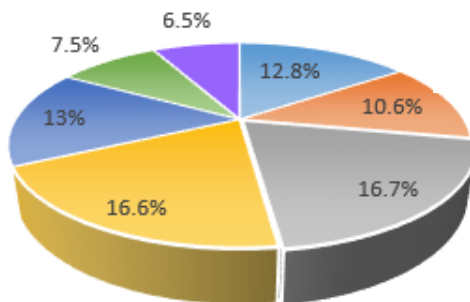
Originally known as Schneider's Crossing, North Aurora began with the arrival of two adventurous brothers who decided that their search was over when they reached this particular place. John Peter and Nicholas Schneider left their home in Germany to set off on a great expedition. They secured passage on a ship to America, and reached Philadelphia, Pennsylvania, in 1824. The brothers found work as carpenters and millwrights.

In 1832, John Peter and his family traveled westward via rivers and Lake Michigan to the state of Michigan. They took up their journey again in 1833, and got as far west as what is now called Naperville. Nicholas joined his brother shortly thereafter, and they built a sawmill at the mouth of Blackberry Creek near Yorkville. Nicholas remained on the property, but John continued on into the Fox River Valley, settling with his family on the east side of the river on a hill near the site of the present Village Hall. In 1837, a dam was constructed to provide power to the mill John Peter had built. The commercial activity surrounding the mill attracted more families to the area. By the turn of the 19th century approximately 300 people lived in town. In 1905, North Aurora was incorporated as a village.

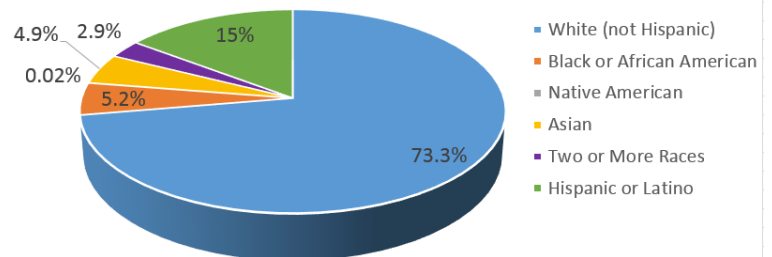
**Current Population: 18,261
(2020 Census)**

Age Distribution (2010)

- 10 to 19 Years
- 20 to 29 Years
- 30 to 39 Years
- 40 to 49 Years
- 50 to 59 Years
- 60 to 69 Years
- 70 Years & Older



Race & Ethnicity Breakdown



Village Board

The Village of North Aurora has a trustee-administrator form of government. This form of government consists of the Village President, six Trustees and a Village Clerk. Each elected official has a term of four years. Elections are staggered with three trustees elected every two years. The Village President and Clerk are elected every four years. Municipal elections occur in odd numbered years.



Village President
Mark Gaffino
(630) 897-8228 Ext. 226
mgaffino@northaurora.org



Village Clerk
Jessi Watkins
(630) 897-8228 Ext. 206
jwatkins@northaurora.org

Village Board Meetings

- 1st & 3rd Mondays each month
- 7 p.m. at Village Hall
- Committee of the Whole meetings follow immediately after the Village Board meeting



Village Trustee
Jason Christiansen
(630) 897-8228 Ext. 202
jchristiansen@northaurora.org



Village Trustee
Laura Curtis
(630) 897-8228 Ext. 203
lcurtis@northaurora.org



Village Trustee
Todd Niedzwiedz
(630) 897-8228 Ext. 204
tniedzwiedz@northaurora.org



Village Trustee
Mark Guethle
(630) 897-8228 Ext. 200
mguethle@northaurora.org



Village Trustee
Michael Lowery
(630) 897-8228 Ext. 205
mlowery@northaurora.org



Village Trustee
Carolyn Bird Salazar
(630) 897-8228 Ext. 201
csalazar@northaurora.org

Village Information

Website | northaurora.org

Emergency: 911

- Fire District: (630) 897-9698
- Police Department: (630) 897-8705

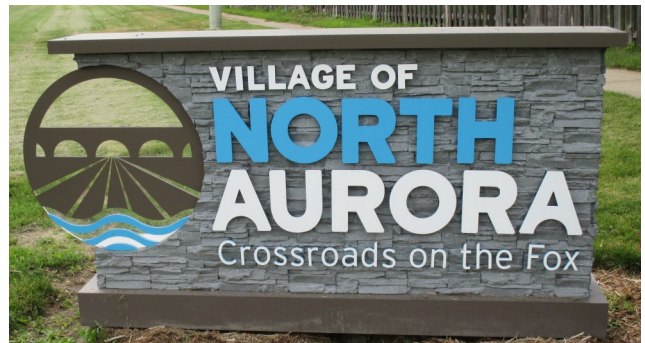
Village Hall: (630) 897-8228

- Administration
- Finance
- Public Works
- Water

Community Development: (630) 897-1457

- Building and Zoning: ext. 222
- Code Enforcement: ext. 231
- Development Director: ext. 228
- Plan Commission: 1st Tuesday at 7 p.m.

**Bi-Monthly Newsletter is included
in your Water Bill**



Government Transparency

Northaurora.org > Government > Transparency

The Village of North Aurora prides itself on being responsive to residents while operating in a fiscally responsible and efficient manner. The transparency of our government, and access to information and documents, is a priority of the Village President, the Board of Trustees and Staff. The Village's website has a wealth of information about the Village's individual departments and operations. In addition, the homepage of the website has a link to the transparency page, which provides direct access to a consolidated list of significant documents and information that is readily available to the public.



Local Civic Groups

North Aurora Days

The Village of North Aurora is proud to continue the North Aurora Days tradition of providing an annual fun-filled weekend in August, complete-with activities and entertainment for the whole family in our great community.

The sponsors, volunteers, and participants of North Aurora Days work hard to plan and provide a great celebration filled with fun for the entire family.

Be sure to review all the information on the North Aurora Days website for times and locations of all the fun and exciting events. Join your friends and bring your family to enjoy the Annual North Aurora Days Celebration!

Interested Volunteers

Northauroradays.com > Get Involved

Email: volunteer@northauroradays.com



Website | northauroradays.org

- * First Friday in August
- * Volunteers are Needed!
- * Family Fun and Fireworks!



Like us on Facebook
[@northauroradays](https://www.facebook.com/northauroradays)

Other Civic Groups Include

Aurora Regional Chamber of Commerce
Aurora Area Convention and Visitors Bureau
North Aurora Lions Club
North Aurora Mother's Club

Full List at:

Northaurora.org > Community > Community Information



Administration

Website | northaurora.org > Departments > Administration

Village Hall
25 E. State Street
630-897-8228

All policy decisions are made by the Village Board.

The Village Administrator is the chief administrative officer for the Village, and is responsible to the Village President and Village Board for the administration, management, and operation of the internal affairs of the Village. This includes the operations of the employees and departments of the village, budgeting, personnel matters, contracts, and intergovernmental agreements.

The Village Administrator also investigates all complaints in relation to Village services and Village administration, and follows up on those complaints by taking appropriate action. The Administrator advises and makes recommendations regarding changes to the current policies, rules, regulations, procedures, practices, and other such appropriate action as the administrator deems advisable from time to time in response to such complaints.

If you have any concerns, issues or questions regarding any Village services or matters, please do not hesitate to contact the Village Administrator directly.

Freedom of Information Act (F.O.I.A)

In compliance with the Illinois Freedom of Information Act (F.O.I.A.), the Village of North Aurora will respond to requests for information. Requests can be mailed, personally delivered, faxed, or e-mailed to the attention of the North Aurora F.O.I.A. Officer or Police Department F.O.I.A. Officer. Although not required, a F.O.I.A. request form is preferred and available at the Village of North Aurora and on the Village's website. Requests for information pertaining to the Police Department should be submitted to the Police Department F.O.I.A. officer. All other requests should be submitted to the Administrative F.O.I.A. officer.


FOIA Requests:

Police Department – PoliceFOIA@northaurora.org
Village Hall – AdminFOIA@northaurora.org

FOIA form is available at:
Northaurora.org > Government > FOIA

Village's Bi-Monthly Newsletter

- Included with your water bill
- Available on our website

 Like us on Facebook
[@VillageofNorthAurora](https://www.facebook.com/VillageofNorthAurora)

Strategic Planning

Strategic Planning is a process where the Village Board and Department Heads work together to form and adjust goals for the Village's future. The completed plan is then adopted by the Village Board.

A copy of the strategic plan is available at:
Northaurora.org > Government > Strategic Plan

Steven Bosco
Village Administrator
(630) 897-8228, ext. 233
sbosco@northaurora.org

Natalie Stevens
Community and Board Relations
Coordinator
(630) 897-8228, ext. 224
nstevens@northaurora.org

Mike Toth
Business and Administrative Services
Manager
(630) 897-8228, ext. 227
mtoth@northaurora.org



Finance Department

Website | northaurora.org > Departments > Finance

The Finance Department is responsible for accounting and financial reporting of all Village funds, preparation and coordination of the annual budget process and long-term financial and capital planning process, coordination of the annual audit and Comprehensive Annual Financial Report preparation, cash receipt collection, utility billing and revenue collection, accounts payable and accounts receivable, coordination of payroll, pensions and employee benefit programs, investment of Village funds, preparation of the annual tax levies, debt issuance, refunding's and payment, insurance, financial accounting policies and procedures and the general financial oversight of the Village.

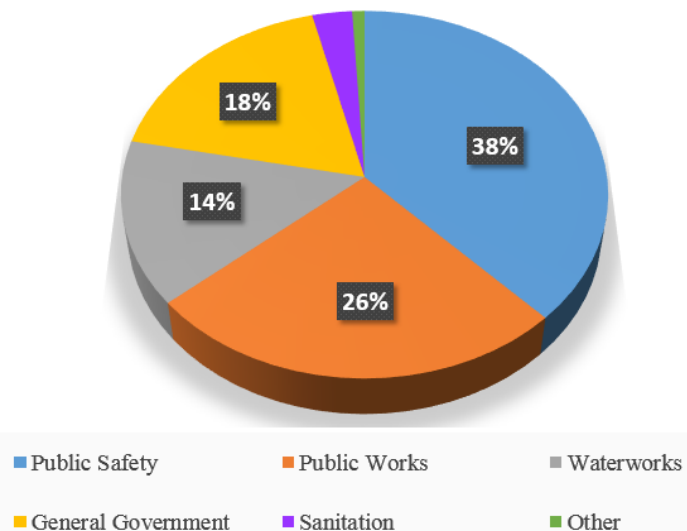
The Village's annual budget and comprehensive annual financial report, can be found at:

Northaurora.org > Departments > Finance > Finance Reports and Budget

Bond Rating: AA+ (Standard and Poor's)

- By managing its finances in a progressive and responsible manner, the Village maintained, in 2014, its bond rating of AA+ by Standard and Poor's. (Only a small percentage of municipalities achieve this bond rating.)

Total Expenses by Function: \$19,778,098



Water Bills & Payment Options

Village of North Aurora water bills are mailed bi-monthly on approximately the 5th day of the month.

Payment Options:

- In Person at the Village Hall (Monday-Friday) **8:00 a.m. to 4:30 p.m.** or dropped in the "Drop Box" after hours located outside of the main doors of Village Hall
- Mailed Directly to Village of North Aurora, P.O. Box 2091, Aurora, IL 60507-2091
- Direct Debit: Pick up application at Village Hall or download at: northaurora.org > Finance > Direct Debit Application
- Credit Card Online and elect to receive bill via email

Fiscal Year Begins June 1st

Jason Paprocki
Finance Director
(630) 897-8228 ext. 225
jpaprocki@northaurora.org

31, Oswego, IL 60543 or go to Fox Metro's website
www.foxmetro.dst.il.us.

Fox Metro Wastewater Reclamation issues the sewer treatment bill to the residents, based on their water consumption. Payments should be mailed directly to Fox Metro at 682 State Route



Community Development

Website | northaurora.org > Departments > Community Development

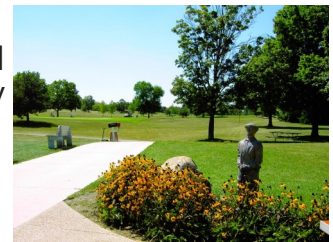
Village Hall

The Community Development Department includes four full-time employees responsible for coordinating economic development programs; planning and zoning initiatives; code enforcement and property maintenance; building permit processing; and compliance with Village ordinances.

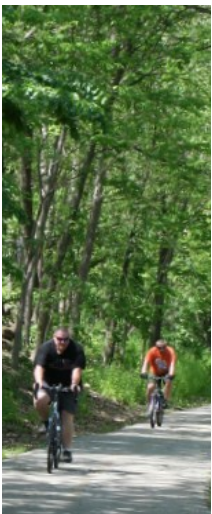


The Community Development Department is open from **8:00 a.m. to 4:30 p.m.**, Monday through Friday. Building permit, zoning and other general inquiries can be answered during normal business hours. It is highly recommended to contact the department before conducting property improvements to verify if a permit is required and whether the project is compliant with Village code.

Building permit applications, general building and zoning information, and all relevant contact information can also be found on the Community Development Department—Building and Zoning webpage.



Northaurora.org > Departments > Community Development



Building Division

- Building Permits
- Business Registration

Code Enforcement

- Illegal Dumping
- Outdoor Burning
- Property Maintenance
- Tall Grass and Weeds
- Watering Violations

Economic Development

- Business Attraction
- Business Retention
- Route 31 TIF Facade Grant Program Facilitation

Planning

- Comprehensive Planning
- Site Plan Review
- Zoning Review
- Zoning Text Amendments



We are always excited to work with North Aurora residents and businesses! Please do not hesitate to contact our office with any questions at **(630) 897-1457**. And as always, remember to call J.U.L.I.E at 811 before you dig!

Nathan Darga
Community Development Director
ndarga@northaurora.org



Police Department

**200 S. Lincolnway
North Aurora, IL 60542
630-897-8705**

The North Aurora Police Department provides policing services to approximately 17,000 residents within our 10 square mile community. The department utilizes the latest technology and training methods to stay in the forefront of the law enforcement community. The department is proactive, working aggressively and consistently to identify and resolve problems and other issues to improve the quality of life within our community.



It is the mission of the North Aurora Police Department to work in partnership with the citizens of North Aurora toward providing a safe environment and enhancing the quality of life consistent with the values of the community. We are committed to creating an atmosphere of safety and security in North Aurora while maintaining the highest standards of integrity, dignity, fairness, and professionalism.

The North Aurora Police Department lobby is generally open from **7:00 a.m. to 11:00 p.m.**, Monday through Friday. When the lobby is closed, there is a call box located on the post to the right of the front door, inside the foyer. Simply push the call button and you will automatically be connected to a dispatcher for assistance.



Crime Prevention Programs

Citizen Police Academy
Community Online Patrol (C.O.P.) Bytes
National Night Out
Emergency Management Association
School Fun Fairs
Station Tours
Too Good for Drugs



You can also visit our website at: northaurora.org > **Departments > Police Department** for downloadable forms, bi-weekly North Aurora crime reports, and other relevant information for North Aurora residents.

Chief Joe DeLeo
North Aurora Police Department
jdeleo@northaurora.org



Public Works Department

Website | northaurora.org > Departments > Public Works

The Village of North Aurora Public Works Department welcomes you to North Aurora. We strive to provide excellent service to all of our residents and maintain our public infrastructure. If you have questions or comments regarding the services listed below, please feel free to contact Village Hall at **(630) 897-8228 ext. 260** between the hours of **8:00 a.m. and 4:30 p.m.** on weekdays.



The Department has seven full-time employees. The day-to-day operations of the department are overseen by the Superintendent of Public Works.

The North Aurora Public Works Department provides the following maintenance services:

- Maintenance to all Public Works Buildings
- Perform maintenance to all Public Works and Police equipment
- Sanitary sewer maintenance in conjunction with Fox Metro
- Snow and ice removal and pretreatment of roadways
- Maintenance of storm sewer infrastructure of approximately 109 miles and 6,191 manholes and inlets
- Streetlight maintenance for approximately 849 lights
- Maintenance of approximately 1,662 sanitary manholes and 69.8 miles of sanitary sewer lines
- Village owned street and sidewalk maintenance (approximately 77 miles)



Please remember to call the Public Works Department if you experience a sewer back-up in your home **(630-897-8228 ext. 260)**. **Also, Village Code prohibits parking of vehicles on the street after 2" of snow.**

North Aurora is a great place to live and work. If the Public Works Department can assist you in any way, please do not hesitate to contact us.

Brian Richter
Public Works Director
brichter@northaurora.org

Brandon Tonarelli
Assistant Public Works Director /
Village Engineer
btonarelli@northaurora.org



Water System

Website | northaurora.org > Departments > Water

The Village of North Aurora Water Department strives to maintain and improve infrastructure, while at the same time, prepare for future water demand. The Village maintains the water main, fire hydrants, service connections from the main to the B-Box (point where Village service ends and private homeowners service begins), and the water meter. The Water Department operates out of the Village Hall and the Public Works garage.



North Aurora's Water and Infrastructure:

The Village uses a deep well system for its source water and maintains 111.2 miles of water main. Currently, there are six wells drilled to an average depth of 1300'.

The water runs through two different treatment plants, one on the west side and one on the east side, which removes radium from the deep well water and make it ready for consumption. The process the Village uses to remove radium is by Hydrous Manganese Oxide (HMO) chemical injection. HMO is added to the raw well water. HMO attaches to the radium in the water which then makes the radium removable when traveling through the filters.

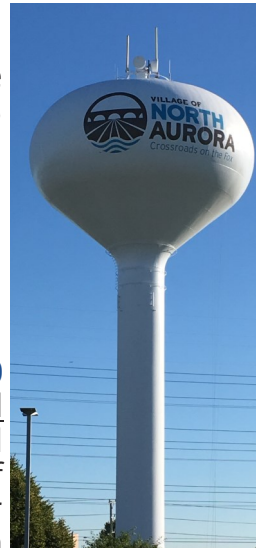


The water pressure is created by the height of water in the elevated towers. Any additional water, not being consumed by residents while wells are running, fills the towers. When the towers get full, the wells shut off. The 1.5 million gallons of water, in the two towers, comes directly to your homes and businesses.

The Village is currently working on the design for a water tower with a 750,000 gallons for storage capacity.

Water Restrictions

Current water restrictions only allow automatic lawn sprinkling between **6:00 a.m. and 9:00 a.m.** and **6:00 p.m. and 9:00 p.m.** with even-numbered addresses restricted to watering on even-numbered days of the month and odd-numbered addresses restricted to watering on odd-numbered days of the month. For any questions or concerns please do not hesitate to call our Utility Billing Specialist or the Superintendent of Water Operations, Adam Hake, at the North Aurora Village Hall at **(630) 897-8228 ext. 223.**



Brian Richter
Public Works Director
brichter@northaurora.org

Adam Hake
Water Superintendent
ahake@northaurora.org



Garbage and Recycling Program

Northaurora.org > Community > Garbage, Recycling and Yard Waste



The Village of North Aurora contracts for Garbage and Recycling with Groot

Groot Website: www.groot.com/waste-management-chicago/village-of-north-aurora
Groot Phone Number: (630) 892-9294

General Guidelines:

Groot will service the Village of North Aurora for waste hauler services on Monday, Tuesday, and Wednesday each week. The collection days are:

Monday: Households west of Randall Road

Tuesday: Households east of Randall Road and west of the Fox River

Wednesday: Households east of the Fox River

Garbage:

- Each resident may place unlimited number of bags or cans, not exceeding 35 gallons and 50 lbs. of regular household trash at the curb each week.
- One refuse sticker per 35 gallon container/bag is required.
- Residents have an option to rent a 95 gallon or 65 gallon toter through Groot for a monthly fee.

Recycling:

- Residents are provided with one 65-gallon recycling cart.
- Stickers are not required on recycling containers.

Yard Waste:

- **Free Leaf Collection by Groot**– leaves placed in 35 gallon biodegradable Kraft paper bags will not require a sticker for collection between October 1 and November 30.
- **Free Village Leaf Curbside Pickup by Village**– No bag or sticker required in October and November
Check schedule on Village website: [Departments > Public Works > Curb Side Leaf Program](#)
- **Yard Waste**– April 1 to November 30; one sticker per biodegradable Kraft paper bag. The first two weeks of April yard waste pickup are **FREE!** Groot also offers a subscription service; contact them for details.
- **Christmas Trees**– free pick up – no stickers required between Christmas and end of January.

Other Collections:

- **Larger Bulk Items**– items too large to fit in an approved 35 gallon bag, weighing less than 50 lbs., will require 1 refuse sticker; items that weigh more than 50 lbs. requires 5 refuse stickers.
- **White goods** (under 50 pounds) will be collected on your regularly scheduled collection day with one sticker affixed to each item. White goods exceeding 50 pounds will require 5 stickers affixed to each item. Residents must call Groot at [\(630\) 892-9294](tel:6308929294) to schedule collection of white goods.
- Find information about **electronics, old medicine disposal, batteries, and other items** on the Village website and locations to safely dispose of these items.

Unacceptable Items:

- Waste paint, pesticides, poisons, cleaning solvents, tainted gasoline, used oil, e-waste (electronics & televisions), medical waste (sharps) and fluorescent bulbs.

Fall Clean-Up Day: **Check the Village Calendar for information!**

- Dates are posted on the Village's website & in the Village's newsletter.
- Regular garbage and yard waste will require stickers as usual.
- Loose items need to be tied in bundles; placed in bags not exceeding 35 gallons and 50 lbs.



Library and Fire District

Messenger Public Library

Shannon Halikias
Library Administrator

113 Oak Street, North Aurora, IL 60542
Website: messengerpl.org- Phone (630) 896-0240

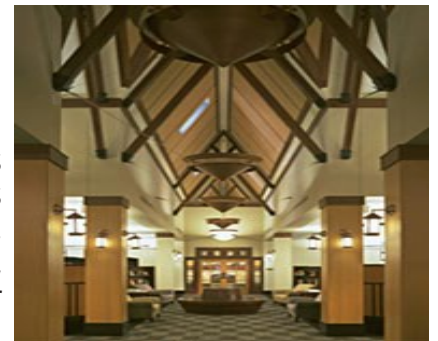
General Library Information

Hours of operation: Monday -Thursday 9 a.m.-9 p.m.,
Friday-Saturday 9 a.m.-5 p.m., Sun (Sept. - May) 1 p.m. - 5 p.m.

Library Board Meetings

- 2nd Thursday of the month at 7 p.m.
- Location: Messenger Public Library of North Aurora

The Messenger Public Library of North Aurora informs, connects and enriches the community of North Aurora. The Library offers a welcoming space for programs for all ages, meeting spaces, study rooms, access to over 100,000 books, DVDs, magazines, newspapers, eBooks, online resources, and more. Stop in, call, or take a look at our website and online calendar of events to find out more information on what's new.



North Aurora Fire Protection District

Interim Chief Mike Klemencic

Station 1 - 2 N. Monroe Street, North Aurora, IL 60542
Station 2 - 2201 Tanner Road, North Aurora, IL 60542

Website: Nafd.org Phone: (630) 897-9698

North Aurora Fire Protection District Board Meetings

- 3rd Wednesday of the month at 7 p.m.
- Location: Fire Station 1

The NAFD is also part of the Southern Kane County Training Association that was formed to offer training to firefighters. Over 1,600 students from 162 different fire departments send firefighters to our location to take part in 28 different subject areas. Management, Technical Rescue and Hazardous Materials make up the major portion of our curriculum. A 10 acre training site has been constructed on Butterfield Road to accommodate the practical education portion of the classes.



Schools, Townships, Park Districts

School Districts Serving Residents of North Aurora

School District 101

Batavia School District
Rosalie Jones Administration Center
335 West Wilson Street, Batavia, IL 60510
Phone: (630) 879-4600 ext. 4000
bps101.net/

School District 129

West Aurora School District
1877 W. Downer Place, Aurora, IL 60506
Phone: (630) 301-5000
sd129.org/

School District 302

Kaneland School District
Kaneland CUSD 302
47W326 Keslinger Road, Maple Park, IL 60151
Phone: 630-365-5100 ext.109
kaneland.org

Parks and Recreation

Batavia Park District

327 W. Wilson
Batavia, IL
Phone: (630) 879-5235
bataviaparks.org

Fox Valley Park District

712 S. River St.
Aurora, IL 60506
Phone: 630-897-0516
foxvalleyparkdistrict.org

Sugar Grove Park District

61 S. Main St.
Sugar Grove, IL 60554
Phone: 630-466-7436
sugargroveparkdistrict.org

Townships

Aurora Township

80 N. Broadway
Aurora, IL 60507
Phone: 630-897-8777
auroratownship.org

Batavia Township

131 Flinn St
Batavia, IL 60510
Phone: 630-879-1392
bataviatownship.com

Blackberry Township

43W390 Main Street Rd
Elburn, IL 60119
Phone: 630-365-9109
blackberrytwp.com

Sugar Grove Township

54 Snow St,
PO Box 1138
Sugar Grove, IL 60554
Phone: 630-466-4283
townshipofsugargrove.com

Community College

Waubonsee Community College

Route 47 Waubonsee Drive
Sugar Grove, IL 60554
Phone: (630) 466-7900
waubonsee.edu



Utilities and Post Office

Utility Contact Information

Fox Metro Water Reclamation District (Sanitary Sewer)

682 State Route 31
Oswego, IL 60543
1- 630-892-4378



Commonwealth Edison (ComEd)

P.O. Box 805379
Chicago, IL 60680-5379
1-800-334-7661



Nicor Gas

Corporate Headquarters
1844 Ferry Road
Naperville, IL 60563
1-888-642-6748



AT&T

Naperville, IL 60563-9600
1-800-244-4444



Comcast

1-800-COMCAST



Metronet

1-630-345-6100



**North
Aurora**



Post Office Information

North Aurora Post Office
65 Randall Road
North Aurora, IL 60542
Phone: (630) 896-3836

(located in the Clock Tower Plaza)

Please enter the facility from
Randall Road

Retail Hours

**Mon.- Fri: 9:00 a.m. to 6:30 p.m.
Sat: 9:00 a.m. to 3:00 p.m.**

**Post Office Boxes are
open 24 hours**



Frequently Asked Questions

When is garbage pick-up, where do I get recycle bins, & how many stickers do large items require? - Groot will service the Village of North Aurora for waste hauler services on Monday, Tuesday, and Wednesday each week. The collection days are: **Monday:** Households west of Randall Road | **Tuesday:** Households east of Randall Road and west of the Fox River | **Wednesday:** Households east of the Fox River. Groot provides a wheeled recycling cart to all North Aurora residences. This cart is intended to stay with the residence it was provided to. For more recycling information please see the recycling brochure on the Village's website. Large trash items up to 50 lbs. require one (1) garbage sticker and any large items over 50 lbs. will require five (5) garbage stickers. 65 and 95 gallon refuse totes are available for rental through Groot. Please remember that per Village ordinance, all refuse containers are not allowed at the street corner prior to **3:00 p.m.** the evening preceding pick-up. Refuse in containers must be covered at all times with a secure lid, or be within a secure plastic/paper bag.

Where can I purchase garbage stickers? - Please Visit our Website or call Village Hall

If I am having a garage sale do I need a permit, and where can I put my signs?

A permit is not required for garage sales. However, garage sale signs may only be placed on the private property hosting the sale. Signs are not allowed on entrance corners of subdivisions, parkways, etc.

Why is there a Sewer Maintenance Fee on my water bill? - The sewer maintenance fee is paid to the Village to maintain the Village's sewer lines. This is different from the Fox Metro sewer bill which is billed to residents for the treatment of sewer water.

What watering restrictions does the Village of North Aurora have? - Watering Restrictions in North Aurora are as follows: Watering is allowed only **between the hours of 6:00 a.m. and 9:00 a.m. and between the hours of 6:00 p.m. and 9:00 p.m.** with the following restrictions; ONLY properties with **even numbered street addresses** may use water for restricted watering purposes on **even-numbered days of the month only**; and ONLY properties with **odd-numbered street addresses** may use water for restricted watering purposes on **odd-numbered days of the month**. Please contact the Water Department at **630-897-8228, ext. 223** with questions or concerns.

Why hasn't my street been plowed yet? - The Village prioritizes plowing based on road usage. Primary streets and collector streets are plowed first, secondary streets are next, and cul-de-sacs are plowed last.

Where do I pay my property tax bill? - The Kane County Treasurers Office collects all tax payments at 719 South Batavia Avenue, Geneva, IL. You can expect to receive your property tax bill by the second week of May. The first installment is due by June 1st in order to avoid penalty, while the second installment is due September 1st.

Where can I register to vote? - You can register to vote at the Village Hall, the Kane County Voters Registration Office, and the Messenger Public Library.

Do I have to register my pet with the Village? - No, please see your vet for paperwork on registering with Kane County. The Village does not have a separate license.



Frequently Asked Questions

What areas of the Village have been recently sprayed for mosquitoes and who can I call to have my neighborhood sprayed for mosquitoes? - To report troublesome mosquito areas, or to find out when the Village was recently sprayed for mosquitoes, call the Clarke Mosquito Hotline at **1-800-942-2555**.

Where can I drop off hazardous waste? - Hazardous waste can be dropped off at the Naperville Household Hazardous Waste Facility located at 156 Fort Hill Drive, Naperville, IL. Phone No. **630-420-6095**. Hours of Operation: Saturdays and Sundays from **9:00 a.m. to 2:00 p.m.** excluding holidays. For more information, please visit their website at: <https://www.naperville.il.us/services/garbage-and-recycling/household-hazardous-waste-facility/>.

What are my electricity options? - To establish electric service, first contact ComEd to set up an account by calling **800-334-7661**. The Village has established an electric aggregation program and has contracted with Dynegy Energy to supply electricity (supporting 100% renewable energy). If you wish to participate in the aggregation program and sign up to receive your electricity supply from Dynegy Energy, please call Dynegy Energy at **844-351-7691**. For other electric supplier options visit <https://www.pluginillinois.org/>. Please note that regardless of which supplier option you choose, you **must first establish an account with ComEd**. Please note, ComEd will deliver your electricity service and will provide the bill for your electricity service, regardless of which supplier you choose to go with. For more information on the Village's Electric Aggregation visit our website at: <http://northaurora.org/departments/finance.aspx>.

When is the Fall Clean-up Day? - The Village's current contract with Groot provides for a fall clean-up event on your regularly scheduled garbage day. The actual date for Fall Clean-up will change from year to year, so please check the Village Newsletter (which is mailed with your water bill every two months) and also check the Village's website at: <http://northaurora.org/community.aspx> for the annual date and Groot Guidelines. Regular garbage and yard waste will be picked up the same day as your clean-up day, and will require stickers as usual. All other items, large or small, will be removed for free with no sticker required, on the free Fall clean-up day. The following requirements should be followed when preparing for the free clean-up days:

Items for disposal must be contained in either cans or bags (up to 35 gallon capacity) not exceeding 50 pounds, or tied in bundles 4'x2' not exceeding 50 pounds in weight. Bulk items such as sofas or tables are exempt from the weight limit regulation on clean-up day. Items not properly prepared will not be picked up, and will require a sticker for the next regularly scheduled collection day.

Answers to these questions and more information can also be found on the Village's website at northaurora.org or contact Village Hall at 630-897-8228.

**Thank you for choosing
the Village of North Aurora!**

