

Frequently Asked Questions



Garbage/Yardwaste Pick-up

The Village of Woodridge has a “bag-n-tag” curbside collection program. With this program, a sticker must be attached to all refuse or landscape containers. You may attach the sticker to a maximum 33-gallon plastic bag or rigid container for refuse or a Kraft paper bag for yardwaste. Containers cannot weigh more than 50 pounds. You do not need to put a sticker on each bag placed inside the garbage can. Stickers are available for a set fee and are good for both garbage and landscape waste. Waste Management also rents and sells 64 gallon and 96 gallon wheeled totes with lids. For special disposal arrangements, contact Waste Management at (800) 796-9696.

Garbage and Yardwaste Pickup Schedule – Refuse must be placed at the curb by 7:00 a.m.

Monday - north of Hobson Road or Thornberry Subdivision
Tuesday - west of I-355 from Hobson Road to 75th Street
Thursday - west of I-355 from 75th Street to 83rd Street
Friday - south of 83rd Street or east of I-355 south of Hobson Road

Items may be put out for collection after 3 p.m. the day prior to and must be removed by 8 p.m. the day of your scheduled pick-up. If you have additional questions regarding garbage pick-up, contact **Waste Management** at (800) 796-9696.

Garbage stickers must be placed on each garbage can or item placed on the curb for pickup (excluding recycling bins). Unlimited recycling collection is available free of charge. All recycling materials may be commingled together.

Garbage stickers may be purchased at these locations:

Ace Hardware, 8625 Woodward Avenue, Woodridge
Jewel Osco, 75th and Janes Avenue, Woodridge
CVS Pharmacy, 8325 S. Lemont Road, Darien
Grocer’s Pantry, 7058 S. Woodward Avenue, Woodridge

Walgreens, 75th & Janes, Woodridge
Jewel Osco, 1156 Maple Avenue, Lisle
Ultra Foods, 1212 W. 75th Street, Downers Grove

Yardwaste Collection

Yardwaste is collected on your regular pick-up day from April 1st through December 15th. You may put yardwaste in either a 33-gallon Kraft paper bag or an unlined 33-gallon rigid container. Brush should be packaged in bundles no more than 4 feet in length and 2 feet in diameter. Each bundle must have a yardwaste sticker attached and cannot weigh more than 50 pounds.

Free Leaf Collection

The Village and Waste Management offer four weeks of free bagged leaf collection during the month of November. These free pick-ups will occur during the first four regularly scheduled collection days in November. This program is available to all single family residences within the Village’s incorporated limits.

An unlimited number of leaves placed in Kraft paper bags or biodegradable paper bags, may be placed at the curb for collection without stickers. The bags may be a maximum of 33 gallons in capacity and can weigh up to 50 pounds. The bags may contain only leaves. Sod, brush, grass clippings, and other landscape waste cannot be commingled under this leaf program and will not be picked up.

Leaf Raking and Burning

Leaves that are raked into the street pose a serious problem to traffic and to storm water drainage. They will not be collected and the homeowner will then be subject to a fine for violation of a Village Ordinance which prohibits depositing debris onto the street surface. Any burning of leaves is also strictly prohibited.

Brush Drop-Off

The Village’s Public Works Department and the Park District operate a site on 71st Street just west of Woodridge Drive where residents may drop off their brush. Branches up to 5” in diameter are accepted. The site is open on the second Saturday of each month from 9:00 a.m. to 12:00 p.m., May through October. Cars dropping off materials will be charged \$5 for the first car load and an additional \$3 for each return trip made that day. Trucks, vans, or trailers will pay \$10 for each load dropped off that day. Proof of residency is required. The chips generated by this program are made available to residents for free pick-up at the mulch pile on Woodridge Drive.

Christmas Tree Collection

The Village has a Christmas Tree Collection program that occurs on your first two scheduled garbage pick-up days in January. During this time, residents may leave live Christmas trees up to 6’ tall at the curb with no sticker affixed. Trees must have any decorations, wires, and lights removed and should not be placed in plastic bags. Wreaths and evergreen garland are not accepted.

Electronics Waste

Due to a change in State law, effective January 1, 2012 electronic devices are banned from being disposed of in landfills. Residential electronics can be dropped off at a number of locations in DuPage County at no charge. For an up-to-date listing and additional electronics recycling information please visit www.dupageco.org/recycling.

Household Hazardous Waste

A Household Hazardous Waste Drop-off Facility is available in Naperville. The facility is open year-round on Saturdays and Sundays, excluding holidays, from 9:00 a.m. to 2:00 p.m. It is located at 156 Fort Hill Drive. Items such as oil based paint, insecticides, poisons and household batteries that cannot be picked up by the trash hauler can be taken to this location. If you have questions about the household hazardous waste collection program, please call the Naperville Department of Public Works at (630) 420-6095, Monday through Friday, between the hours of 7 a.m. and 4 p.m. Information is also available at www.naperville.il.us.

Frequently Asked Questions (continued)

Accepted Items:

Household cleaners, drain openers
Paints (oil based only)
Mineral spirits, strippers, solvents
Insecticides, herbicides

Flammables, automotive fluids
Household batteries
Unknown hazardous substances
Prescription medication

Non-Accepted Items:

Explosives, Ammunition
Radioactive materials
Compressed gas
Latex paint

Trash and non-hazardous materials
Unopened, useable consumer products
Electronics

For more disposal information, visit the DuPage County's website for Waste, Recycling, and Green Initiatives at www.co.dupage.il.us/sustainability or (630) 407-6700.

Vehicle Stickers

Vehicle stickers are not required by the Village of Woodridge. For those needing a vehicle sticker, they are available for \$1 each at the Village Hall Reception Desk.

Pet Regulations and Licensing

No dogs can be off the premises of their owners without a leash and under the control of a person physically able to control it. Dogs or cats found running at large will be impounded by the Police Department. Fines for allowing an animal to run at large begin at \$30 and increase for subsequent violations. If you see an animal running at large, contact the Police Department immediately to report the location of the animal.

The Village allows a maximum of three (3) dogs or three (3) cats, or a combination thereof in an individual's home. The Village does not license domestic animals. For information related to licensing your pet with DuPage County, please call (630) 407-2800. For residents of Will County, call (815) 462-5633.

Senior Programs

The Woodridge Park District has regular programs geared towards senior citizens. Call (630) 353-3300 or visit www.woodridgeparks.org for more information.

Required Construction Permits

Any work that requires a structural change such as any type of addition, alterations involving moving or adding walls, all electrical & plumbing work, all fire suppression & detection work, all HVAC work, sheds, fences, decks, roofs, driveways, patios, private walks, parking lots, pools, hot tubs, spas or exterior wall mounted signs require a permit. Visit www.vil.woodridge.il.us and click on the Community Development page for more information. If you are unsure if your project requires a permit, contact the Community Development Department at (630) 719-4750.

UTILITY CONTACT INFORMATION

AT&T Residential Customers

Sales, Service & Billing 1-800-288-2020
Repair Service 1-800-246-8464

Commonwealth Edison

1040 Janes Avenue, Bolingbrook, IL 60440
Toll Free (800) 334-7661 or www.comed.com

AT&T Business Customers

For businesses located within the Village. 1-888-944-0447

Northern Illinois Gas Company (NICOR)

1 888 Nicor4u (1 888 642-6748) or www.nicor.com

Water

The Village of Woodridge bills residents for water usage and DuPage County bills residents for sewer service.

Water Billing Questions or Changes to your Service (moving, name change, etc): Please call (630) 852-7000.

The Village offers E-Notification which allows you to receive your water bill via email. You can sign up for this service by emailing epay@vil.woodridge.il.us and indicating your desire to sign up.

Water Bill Payment Options

Payment for water bills can be made online. Woodridge's online water billing offers customers a convenient method to pay their water bill, review current charges, review billing history, water consumption and meter readings. The consumption report feature provides color graphs to compare historical water usage by billing period for the last few years. This service may be accessed 24 hours a day, 7 days a week. Payments made after 4:00 p.m. will post the following day and can be made by Visa, MasterCard or e-check. Visit www.vil.woodridge.il.us and click on "Pay Your Water Bill Online!"

For worry-free payments, you can also sign up for Auto Pay online and your payment will automatically be withdrawn from the checking, savings, or credit card of your choice on the due date. There is no fee for this service and you will still receive your bi-monthly water bill. Payments are also accepted by:

- Mail: Village of Woodridge, 5 Plaza Drive, Woodridge, IL 60517
- In Person: At Village Hall, Monday-Friday 8:00 a.m.- 4:30 p.m., 5 Plaza Drive
- Drop Box: Located outside Village Hall.

Other Public Works/Water Service Questions: (630) 719-4753 (8:00 a.m. – 4:30 p.m.)

Sewer Service

DuPage County bills Woodridge residents for sewer services. For sewer billing inquiries, please call (630) 985-2905.

Waste Management

Waste Management is under contract for residential (single family residences and multifamily of 4 units or less) waste removal in the Village. They can be reached at 1 (800) 796-9696.

Village Policies & Restrictions

PARKING POLICIES & RESTRICTIONS

Abandoned Vehicles

Abandoned vehicles, inoperable or in a state of disrepair for more than seven days, are not permitted on public/private property.



Night Parking

The parking of vehicles on Village streets between the hours of 2:00 a.m. and 6:00 a.m. is prohibited without prior approval. To request overnight parking when the need arises, please visit <http://parking.ducomm.org/woodridge/public/default.aspx> or call (630) 968-2866 before 2:00 a.m. Parking permission can only be granted for one night at a time.

Off-Street Parking

All off-street parking areas must be paved with an impervious surface (asphalt or concrete).

Parking Blocking Sidewalks

Except when necessary to avoid conflict with other traffic or in compliance with the directions of a police officer or traffic-control device, parking is prohibited on a sidewalk or parkway. If any part of a vehicle is parked on a sidewalk, the owner can face a fine of \$30. If you have any questions, please contact the Woodridge Police Department at (630) 719-4740.

Parking/Snow Removal After Snowfall

Motorists are prohibited from parking vehicles on any street when there is an accumulation of 2" of snow or greater, or if the roadway is being cleared/plowed. Residents are also prohibited from depositing snow in the streets as it can cause dangerous icing conditions and inhibit snow removal efforts.

Vehicle Storage

No commercial vehicle having a height of more than 9 feet or a length of greater than 20 feet shall be parked or stored in a residential district except when making a delivery or rendering a service.

ADDITIONAL POLICIES & RESTRICTIONS

Garage Sales

Permits are not required for garage sales. However, no signs are permitted on public rights-of-way between the sidewalk and curb, or on any other public property. Signage for garage sales is limited to a maximum of four times a year.

High Grass/Weeds

Property is to be maintained so weeds or grass do not exceed 8 inches in height.

Summer Watering Restrictions

Residents are restricted from watering gardens, lawns, shrubs, or trees between the hours of 11:00 a.m. and 4:00 p.m. daily. This restriction does not apply to newly planted gardens, lawns or trees which may be watered by means of hand-held devices only. These restrictions are in effect May 15 through September 15. Please call Public Works at (630) 719-4753 for further information.

More Information

For more information on general codes that may affect you, call the Village or view the Village Codes on the Village website, www.vil.woodridge.il.us.

Services and Assistance Programs

SERVICES AND ASSISTANCE PROGRAMS

Voter Registration

To register to vote, a person must be a citizen of the United States, 18 years of age by the election date or older, and have resided in the election district 30 days by the time of the next election. To register to vote, you must supply two forms of identification. At least one form of ID must list your current address. You can register to vote at the Village Clerk's Office in the Village Hall Monday through Friday, 8:00 a.m. to 4:30 p.m.



Reverse 911

Reverse 911 is a program which allows the Village to contact residents and businesses with important public safety information. The system, when activated, will send a recorded message through the phone lines to all published and non-published phone numbers in Woodridge. The system can notify specific numbers in a particular geographic area if necessary. The system will be used to notify residents in the interest of public safety.

Tree Share Program

The Tree Share Program allows residents to have a tree planted in their parkway through a 50/50 cost share program with the Village. Public Works offers several species of trees for each planting event and plants and trims the tree that the resident selects. See the "Forestry" web page on the Village website for full information on the program or call the Public Works Department at (630) 719-4753 for information or to place an order.

Overhead Sewer Program

This program is the best protection against sewer back-ups in your home. The program involves contracting with a plumber for the complete installation of the system. The Village will provide certain financial assistance for those residents who participate. Please call (630) 719-4753 if you wish to get more information on this optional program.

Mosquito Hotline

The Village contracts with Clarke Environmental for mosquito control. Residents can call (800) 942-2555 if they have any questions or concerns about spraying or any other portion of the mosquito abatement program. For West Nile Virus information, visit the Illinois Department of Agriculture at www.agr.state.il.us or Centers for Disease Control & Prevention at www.cdc.gov.

Community Safety

Call Police

For any police services, regardless of it being an emergency or not, please call 911. The Police Department encourages active citizen participation and requests that any suspicious incidents, people, criminal matters or traffic concerns, be immediately reported via the use of 911.



Animal Control

For assistance with animal control problems such as raccoons, squirrels, skunks, bees/hornets, etc. on your property, you must contact a local animal control company listed in the local telephone directory. To report a dead animal on a public sidewalk or street, call the Public Works Department at (630) 719-4753 for removal. To report other animal control issues (such as stray pets), call 911.

Drug Abuse Resistance Education

The Police Department is actively involved in the D.A.R.E. (Drug Abuse Resistance Education) Program at all District 68 Schools and St Scholastica. The program is conducted for students in the second, fourth, sixth and eighth grades and currently teaches them about the risks associated with alcohol and drug abuse and how to avoid them.

Police Response to Significant Incidents

The Police Department is an active member of the Felony Investigation Assistant Team (F.I.A.T.) which is a multi-jurisdictional investigative team. The team provides support to participating member agencies when a significant incident were to occur by providing specially trained manpower and resources to effectively and efficiently assist in resolving the incident. The team elements include expertise in major case investigation, Special Weapons and Tactics, (S.W.A.T.), Police K-9, and major traffic accident investigation.

Special Patrol Programs

The Police Department has one canine unit that is trained in drug detection. "Scout" is assigned to the Patrol Services Division and works rotating shifts. The Patrol Services Division also uses police mountain bikes and ATVs to patrol the Village during the warmer months.

Staying Informed About Your Community

The Village of Woodridge strives to effectively communicate information to our residents. We offer the following communication resources for residents and others to obtain information about Woodridge:



Emergency Notifications – In a major emergency situation, communication becomes a priority. To make sure that you're ready to receive important communications about emergencies and incidents as they happen, sign up for the Village's emergency notification service by visiting the Village website, www.vil.woodridge.il.us, and clicking on "Sign up for Emergency/Important Notices" or by calling (630) 719-4705. Contact preferences can be set for email notifications, text messages, or phone calls.

Village of Woodridge Website – Visit the official Village of Woodridge website at www.vil.woodridge.il.us for timely information on Village events and services. The webpage also allows visitors to easily sign up for E-News, the Village's weekly electronic newsletter, as well as *Notify Me*, a service that allows you to subscribe to website content by topics that are of interest to you.

Woodridge E-News – This electronic newsletter provides up to date information on events and issues related to the Woodridge community. Anyone is welcome to subscribe. Simply visit the Village of Woodridge website at www.vil.woodridge.il.us and look for the link on the homepage.

Water Billing Briefs – All water customers receiving water bills in the mail from the Village of Woodridge receive "Water Billing Briefs" with their bi-monthly bill. News and events regarding the Woodridge community are featured in each edition of Water Billing Briefs.

Woodridge Community Television (WCTV) Channel 6 – Residents who subscribe to cable or fiber optic television service can tune into Channel 6 for Village news and special events, as well as video programs produced by volunteer WCTV crew members.

The Focus Quarterly Newsletter – The Village *Focus* is a quarterly newsletter that is mailed to Woodridge residents. It provides in-depth information on Woodridge events, Village services, upcoming Village events, and other items of interest.

Facebook – The Village of Woodridge and the Woodridge Police Department are on Facebook. "Like" the pages to get updates on Village events and other information.

Twitter – Follow the Village @VilofWoodridge to stay up to date on Village information.

Transportation Resources

TRANSPORTATION RESOURCES

Train Service

There are 3 train stations near Woodridge providing access to Metra services. They include the Downers Grove Main Street Station at 5001 Main Street in Downers Grove, the Belmont Station located at 5000 Belmont Road, and the Lisle Station located at 1000 Front Street in Lisle. Please visit www.metrarail.com or call (312) 322-4269 for more information.



Bus

Three Pace Bus routes provide transportation to residents of Woodridge. This includes Route 820, which provides service from Woodridge to the Lisle Metra Station; Route 821 that provides service from Woodridge to Downers Grove; and Route 834 which travels from Joliet to Finley & Branding streets. Visit www.pacebus.com or call (847) 364-PACE (7223) for information.

For information on the paratransit services please contact 312/663-HELP (4357 voice) or 312/913-3122 (TTY) between 8:30 am and 5:00 pm, Monday through Friday.

Subsidized Taxi Service

The Village participates in a subsidized taxi service through the Inter-Agency Paratransit Coordinating Council. The program is available to those at least 60 years of age or those having a verified disability from a certified physician. For more information on the program please call (630) 852-7000.

Village Government - Public Meetings

Dates and times of Village meetings can be found in the Village's electronic newsletter E-News, on bulletin boards in Village Hall, and on the Village website www.vil.woodridge.il.us. Check WCTV Channel 6 or the Village website for video of Village Board Meetings, State of the Village and other public meetings. Below, please find a listing of when meetings are scheduled to occur. Specially called meetings do occur, with notice of these meetings appearing in the resources listed above.



Village Board Meetings

First and third Thursdays of the month at 7:30 p.m.

Plan Commission

First and third Mondays of the month at 7:30 p.m.

Board of Police Commissioners

Fourth Thursday of the month at 6:30 p.m.

Police Pension Board

Third Wednesday of January, April, July and October at 7:00 p.m.

The public is always welcome to attend Village Meetings. Community involvement is vital in ensuring that the needs of the public are being addressed. The dates and times of these meetings are listed on our website.