Waconia Wavelength

Utility Reminders

Summer Sewer Use Reminder

Green grass, flowers, and tree buds are on the horizon. With the nicer weather comes summer sewer use pro-ration, which goes into effect May 1, 2020. **Any April usage will be billed for sewer usage at regular rates.** For residential accounts, the water charge is based on actual water usage each month. The sewer charge is based on the actual water usage during November-April (winter months). In the remaining months of the year, May-October (summer months), the sewer charge is based on the average usage of the preceding winter months. The City of Waconia presumes that any additional water used (above your winter sewer average) is used for external usage and therefore does not affect sewer flow.

COVID-19 Update

We know that this is a difficult time for many of our residents and businesses and want to do our part to help. If you are having difficulty paying your monthly utility bill due to COVID-19, we encourage you to reach out to the City and we will work with you to waive penalties and come up with a plan. We can be reached at 952-442-3107.

Update your Contact Information

Now is also a good time to double check that your contact information on your utility billing account is correct. On a regular basis, the City monitors accounts and works to contact residents who have atypical usage. Please ensure your contact information is updated so we can reach you if needed. The best way to update your contact information is to email your address, phone number, and email address to **utilitybill@waconia.org** so we can update it in the City's system.

Invoice Cloud

Don't forget that you can always pay your utility bill electronically via InvoiceCloud, the City's new bill payment platform. Customers are able to make one-time payments on the City's website for their utility bills without setting up an account. A username and password are not required to make a payment on your utility account!

Though not required, customers do have the option to set up an account with a username and password, if they so wish. If an online account is set up, customers can manage automatic payment information, notification preferences, and the date they want to pay their bill. If you need historical information about your account, please email **utilitybill@waconia.org**. InvoiceCloud can be accessed by going to **www.invoicecloud.com/waconiamn**.

Elections Update

Don't forget that there are two more elections coming up this year: the August 11, 2020 State Primary and the November 3, 2020 General Election.

Beginning on May 13, 2020 you'll be able to request an absentee ballot online by visiting **www.waconia.org/ votebymail**. If you do this, you'll be mailed a ballot for the election, which you'll be able to mail back to Carver County.

More information on the upcoming elections will be available on the City's website (**www.waconia.org/ elections**), social media, and in the newsletter in the coming months.

See Click Fix in Waconia

Whether you drive, ride, bike, run or walk through the City of Waconia, you can continue to make our city a great place to live by keeping your eyes open for things that need to be fixed as you enjoy the City's neighborhoods, parks, fields, trails and lakes. The City of Waconia is now partnering with SeeClickFix, a mobile app that empowers residents to report their concerns within the community related to City maintained roadways, street signs, storm water, water, sewer, street light, and park infrastructure elements.

SeeClickFix is a mobile application for reporting and resolving non-emergency issues in our community. The application is designed to give residents an efficient way to help the City identify and address maintenance issues throughout Waconia. Residents can use their mobile devices to take a picture of something that needs to be fixed – such as a burnt-out streetlight – and submit the geographic location automatically (using GPS technology), along with the photo and a description, directly to the appropriate City staff member(s) who can resolve the issue. The user will get a confirmation the issue was received, and can check the status anytime Once fixed, the individual who reported the issue is notified. City staff will monitor requests during regular business hours - 7:00 a.m. to 3:30 p.m. Residents can always track the progress of their reported issues, as well as view a map of all reported issues in the community via the Waconia SeeClickFix website at **www.waconia.org/seeclickfix**.

The SeeClickFix mobile app is available for download on all major operating systems. In addition to the mobile app, residents can report maintenance issues online at **www.waconia.org/seeclickfix**.

Fire Department Birthday Drive-By

The Fire Department wants to help make your childs' birthday special by doing a drive-by with a fire truck—sirens and all! Those who are interested can email Chief Nelson at **cnelson@waconia.org.** The Fire Department will create a schedule and each Saturday between 1:00 and 3:00 p.m. will conduct the drive-by birthday greetings throughout Waconia.
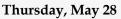
2020 Yard Waste/Compost Schedule

Compost will be reopening in the month of May at no cost for the following dates and times:

Thursday, May 7
3:30 p.m. to 7:00 p.m.

Saturday, May 23
8:00 a.m. to noon

Thursday, May 28
10:00 a.m. to 3:00 p.m.

We will keep the public posted regarding any future changes via the City's newsletter and website (**www.waconia.org/compost**).

Community Gardens

Looking for an activity to do while still practicing social distancing? Waconia's community gardens is a great option—an opportunity for you to grow your own fresh, organic produce and get outside!

Garden plots are current available at six locations throughout Waconia: Bent Creek Park, Brook Peterson Park, Clearwater Mills Park, Waconia Ice Arena, Interlaken Park, and Waterford Park.

The rental fee is $25 per garden plot, or $15 for a raised garden.

More information on how to submit an application for a garden, as well as to view available garden locations can be found at **www.waconia.org/ community-gardens.**