



# Waconia Wavelength

A City of Waconia Newsletter Publication

November 2019



## Invoice Cloud

### NEW Electronic Bill Payment System



The City of Waconia's new bill payment service is set to "go-live" on December 1, 2019! Continue reading to find out what this means for our customers.



- Customers will be able to make one-time payments on the City's website for their utility bills without having to set up an account. A username and password will not be required to make a payment on your utility account!
- Customers have the option to set up an account with a username and password on the new site. If an online account is set up, customers will be able to manage automatic payment information, notification preferences, and the date they want to pay their bill. If you currently have a username and password for your utility billing account, these will still be valid to pull utility account history. However, this log-in information will no longer be used for making a payment on your account.
- Customers will have the following new payment options:
  - **Automatic Payments with a Credit Card:** After December 1, set up your new online account to take advantage of this option.
  - **Pay by Text:** After December 1, set up your new online account to set up your payment option and text notification preference.
- Customers that have their utility bills emailed to them will now receive an email with a PDF copy of their billing statement. This change will be effective for the November 2019 statements that will be emailed on December 2, 2019.
- Customers can set up payment reminders to be sent before their utility bill is due. Notifications can be sent via email or text when an online account is set up.

Please watch the City's website and Facebook page for more information throughout the month of November! We look forward to getting our customers into the Invoice Cloud system on December 1!

## City Boards & Commissions Apply Now!

Are you interested in participating on a City Board or Commission? The City of Waconia currently has vacancies on the following Boards/Commissions:

- **Planning Commission** (one vacancy)
- **Park Board** (two vacancies)
- **Commission on Aging** (two vacancies)

If you are interested in applying for a City Board or Commission please visit [www.waconia.org/jobs](http://www.waconia.org/jobs) and fill out an application. Interviews will take place in early December, with terms beginning in January of 2020. Contact Assistant City Administrator Jackie Schwerm at 952-442-3103 or [jschwerm@waconia.org](mailto:jschwerm@waconia.org) with any questions.

## November Compost Collection Schedule

Residents can bring grass clippings, garden waste, shrubs and branches no larger than 3" in diameter and 4' in length to Public Services at 310 East 10th Street.



**Saturday, November 2**  
**Saturday, November 16**  
8:00 a.m. to 12:00 p.m.



Cost is \$1.00 per bag or \$10.00 per pick-up or trailer. A copy of the full schedule is available at [www.waconia.org](http://www.waconia.org).

*Please note, November is the last month of the year for compost collection. Compost collection will resume in the spring of 2020.*

## Pictures with Santa

Saturday, December 7  
11:15 a.m. to 2:00 p.m.  
Waconia Fire Station  
26 South Maple Street

Santa is returning to the Waconia Fire Station in 2019! He will arrive around 11:30 a.m. and doors to the Fire Station will open around 11:15 a.m. for anyone who wants to see Santa's arrival. Santa will start listening to holiday wishes and take photos with kids on the fire truck beginning around noon. Don't forget your camera!



Donations for the Waconia United Food Shelf will be accepted at this event.

## Candy Cane Hunt

Saturday, November 30  
10:00 a.m.  
City Square Park  
101 E. Main Street

Santa and his elves are going to be leaving some sweet treats around City Square Park in this tenth annual fun and free event. Check in at the gazebo at 9:50 a.m. for instructions, as the hunt for candy canes will start promptly at 10:00 a.m. Please be sure to bring a bag or tote to stash your treasures!

## Winter Usage Charges Effective in November

Residential utility customers are reminded that October is the last month of the summer sewer pro-rate. Starting in November, sewer charges will be based on actual water usage each month.

In the winter months (November through April) sewer charges are based on the actual water usage during these months. The change in calculation during the summer months (May-October) is done to account for the use of water outside of the home for watering grass, plants, and trees, along with filling swimming pools and washing cars, as these activities usually do not have water going down the sewer drains. For information on this or other utility billing topics, scan the code to visit [www.waconia.org](http://www.waconia.org). If you have questions on your utility bill, please contact us at [utilitybill@waconia.org](mailto:utilitybill@waconia.org) or 952-442-3107.



## Upcoming Holidays

City offices will be closed on Monday, November 11 in observance of the Veterans' Day holiday. Offices will reopen for regular business hours on Tuesday, November 12. Thank you to all who have served our Country!



City offices will also be closed on Thursday, November 28 and Friday, November 29 in observance of the Thanksgiving holiday. Offices will reopen for regular business hours on Monday, December 2. We wish you all a Happy Thanksgiving!

HAPPY THANKSGIVING