



City of Dubuque CITY NEWS

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LET'S BE SOCIAL!



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www.cityofdubuque.org/notifyme



In October, Mayor Cavanagh gave his annual State of the City address. Watch the video at www.cityofdubuque.org/SOTC

November/December 2023

Updates for Utility Customers

Recent changes to the City's utility billing system may impact how City of Dubuque utility customers read and pay their monthly bill.

New Design - The bills have a new look and now include a Customer Number in addition to the Account Number.

Online Customer Portal - If you pay your bill online, there is a new process for signing up to pay online.

When registering your account and logging in for the first time, be sure to use the **"Sign Up"** link at the bottom of the screen. (See image on right.)

Your new customer number and current account number (found on your bill; see image below) are needed to sign up to view your bill and pay online.

 50 W. 13th Street Dubuque, IA 52001 (563) 589-4144 utilityb@cityofdubuque.org	UTILITY BILL <div style="border: 1px solid black; padding: 5px; display: inline-block;"> TOTAL DUE: \$89.94 DUUE DATE: 07/11/2023 </div>														
ACCOUNT INFORMATION <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Account Number</td> <td>00002</td> </tr> <tr> <td>Customer Number</td> <td>00001</td> </tr> <tr> <td>Name on Account</td> <td>CITIZEN, JOE</td> </tr> <tr> <td>Service Address</td> <td>12345 MAIN ST</td> </tr> </table> <p style="text-align: center;">For questions regarding payments, please contact the Utility Billing Department at (563) 589-4144</p>		Account Number	00002	Customer Number	00001	Name on Account	CITIZEN, JOE	Service Address	12345 MAIN ST						
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ACCOUNT SUMMARY <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Previous Balance</td> <td>\$44.97</td> </tr> <tr> <td>Payments</td> <td>-\$0.00</td> </tr> <tr> <td>Adjustments</td> <td>\$0.00</td> </tr> <tr> <td>Penalty</td> <td>\$0.00</td> </tr> <tr> <td>Balance Forward</td> <td>\$44.97</td> </tr> <tr> <td>Current Charges</td> <td>\$44.97</td> </tr> <tr> <td>Amount Due</td> <td>\$89.94</td> </tr> </table>		Previous Balance	\$44.97	Payments	-\$0.00	Adjustments	\$0.00	Penalty	\$0.00	Balance Forward	\$44.97	Current Charges	\$44.97	Amount Due	\$89.94
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Current Charges	\$44.97														
Amount Due	\$89.94														

Detailed instructions are available in a help document at www.cityofdubuque.org/UtilityBilling. Staff is also available to assist by calling 563-589-4144.

Additional features of the new online portal that a customer can enroll in include:

- **Leak Alerts:** Sign up to be notified if a leak is detected based on abnormal water usage.
- **Paperless Billing:** Skip the paper bill and receive your monthly bill via email.
- **Auto-Pay:** Payment will be automatically drafted from your bank account on the bill due date.

Learn more:

www.cityofdubuque.org/UtilityBilling or call 563-589-4144



SHOVEL CREW

The DBQ Shovel Crew is a program that pairs volunteers with residents who are not physically able to remove snow and ice from their city sidewalk and do not have other resources to remove the snow and ice, such as neighbors, friends, or a hired service.

Volunteer DBQ is seeking volunteers who can help throughout the winter season. The commitment is caring for one address all winter.

Want to volunteer but don't own the necessary snow and ice removal equipment? We may be able to help! Sign up and staff will follow up with you to assist in accessing shovels and deicer salt.

We are all pedestrians at some point in the day, whether walking to a car, the bus, to work, or just in your neighborhood. Your help in keeping sidewalks clear after snow and ice events is a meaningful way to help neighbors in need and the community.

Sign up as a volunteer (search for DBQ Shovel Crew):
www.volunteerDBQ.com or call 563-589-4159

Residents in need of assistance:
Please call Rob McDonald at 563-589-4159

Election Day - Nov. 7

www.voterready.iowa.gov



- ★ Register to vote
- ★ Find your polling place
- ★ What to bring to vote

Dubuque County Polling Hours: 7 a.m. - 8 p.m.



DEC. 26-
DEC. 30

All customers will be allowed to set out one extra 35-gallon bag (up to 40 lbs.) without a green sticker from Tuesday, Dec. 26, through Saturday, Dec. 30. Trash must be set out to the curb or alley line by 6 a.m. on your scheduled collection day. The extra bag should be left next to your assigned City-issued trash cart.



Fall/Winter Reminders from Public Works

Leaf Rake-Out: October 16 - November 22

The City provides residents a leaf rake-out service by appointment each fall. The cost is \$20 for the equivalent of 40 leaf bags and will be added to your utility bill. For guidelines and to schedule an appointment at www.cityofdubuque.org/yardwaste or by calling 563-589-4250.

Merry Mulch: January 2 - 12

City crews will pick up natural Christmas trees (maximum of 8' high) with a City brush tie or one yellow yard waste sticker attached and visible from the street or alley on your regular collection day.

Curbside collection holiday schedule available on page 4.

DMASWA Holiday Closures

The Dubuque Metropolitan Solid Waste Agency (DMASWA) will be closed on Mon., Dec. 25 and Mon., Jan. 1.

Swift and George-Rethwisch Named Department Managers

Dubuque City Manager Mike Van Milligen recently appointed two new department managers.

Arielle Swift was named the City's next public works director in August and she succeeded John Klostermann, who retired in October after more than 48 years with the City of Dubuque. She was most recently the City's assistant public works director, where she had served since 2019.

As public works director, she is responsible for the operations and performance of the City's public works department, including maintenance of City infrastructure such as streets/traffic controls, sanitary sewers, storm sewers, flood control system, riverfront, solid waste collection, and operation of the landfill for the Dubuque Metropolitan Area Solid Waste Agency (DMASWA) Board of Directors.

Before joining the public works department, Swift was a member of the City's budget and finance department from 2015 to 2020. Prior to employment with the City of Dubuque, Swift served as an information systems technician in the United States Navy from 2009 to 2013. She holds a bachelor of arts degree in accounting and finance from Loras College and a master of science degree in business analytics from the University of Iowa Tippie College of Business.



Jessica George-Rethwisch was named as Dubuque County Emergency Communications Director in October. She now manages the operation of the 911 Emergency Communications Center, which includes law enforcement, fire, and ambulance emergency communication systems in Dubuque County.

George-Rethwisch has worked in the 911 Emergency Communications Center since 1999. She served as a dispatcher until 2011 when she was named lead dispatcher and has held that role since that time. She has also served as a communications training officer and 911 in schools instructor, both since 2009. Her previous experience includes working as an emergency tech/admitting clerk at UnityPoint Health – Finley Hospital from 1996-2001 and an emergency medical technician for the Dickeyville Rescue Squad and Jamestown First Responders from 1994-1999.

As Emergency Communications Director, George-Rethwisch's responsibilities include overall operation of the 911 Emergency Communications Center as well as management/supervision of the center's public safety dispatchers and preparation/management of the center's annual budget.

George-Rethwisch replaced Mark Murphy who accepted a position in the City of Dubuque Health Services Department.



Receive Severe Weather and Other Important Safety Notifications

The City of Dubuque and Dubuque County Emergency Management remind residents that Alert Iowa, the State of Iowa's official emergency notification system, is used to notify residents of severe weather and other safety notifications such as boil water advisories.

Subscribers can receive notifications by email, phone, or text message. All Dubuque residents and businesses are urged to register.

3 WAYS TO REGISTER

1. Visit alert.iowa.gov (Choose Dubuque County)
2. Download the Smart911 app
3. Text DubuqueIA to 67283



Is Your Home Lead-Safe?

LEAD & HEALTHY HOMES PROGRAM

Up to \$25,000 to make your home lead-safe and address other hazards.
Must income-qualify.

If you have a child under 6 and your house was built before 1978, call 563-589-1724.

New Faces & Retirements

New City Employees

Joyce Abuto	Finance
Dustin Allen	Police
Ryder Bartmann	Library
Mark Beasley	Airport
Ellen Besler	Police
Renee Blosch	Planning
Dustin Brant	Police
Sandra Butt	Library
Jesse Gavin	Public Information
Joann Kintzle	Public Works
Drew Lattner	Police
Joseph Lueck	Transit
Jeffrey Rice	Parking
Nikisha Sanders	Parking
Mark Schreiber	Transit
Joshua Vaulthier	Police

New Board/Commission Members

Equity & Human Rights Commission

Michaela Freiburger

David Heiar

Recent City Retirees

Dawn Dempsey	Police
John Klostermann	Public Works
Ken Metcalf	Water
Wayne Polsean	Water & Resource Recovery

**AMERICORPS
IS HIRING!**

**Social-Emotional Learning
Interventionist with
Dubuque Community Schools**

**20-week term runs Jan. 8 - May 25
25 hrs./week**

**★ This position requires a dedicated individual who is passionate
about making a positive impact on the lives of at-risk youth. ★**

Living Allowance: \$5,850 (\$585 every 2 weeks over 36 weeks)
Education Award: \$1,824.07

**LEARN MORE + APPLY
cityofdubuque.org/americorps
563-690-6171**



Calendar

November

6 City Council Meeting, 6:30 p.m.
7 Election Day
14 Budget Public Input Meeting, 6 p.m., City Council Chambers
20 City Council Meeting, 6:30 p.m.
23-24 City offices closed for Thanksgiving (Thursday, Nov. 23, curbside collection will occur on Saturday, Nov. 25. No change in Friday, Nov. 24, collection.)

December

5 City Council Meeting, 6:30 p.m.
19 City Council Meeting, 6:30 p.m.
25-26 City offices closed in observance of Christmas holiday (Monday, Dec. 25, curbside collection will occur on Saturday, Dec. 23. No change in Tuesday, Dec. 26, collection.)

Unless otherwise noted, all meetings are held at City Council Chambers, Historic Federal Building, 350 W. 6th St.

The public has the option to view and participate in City Council meetings in person at City Council Chambers or virtually (see agenda for details.) Meetings are aired live on CityChannel Dubuque (Mediacom cable channels 8 and 117.2 and ImOn channel 5), streamed live and archived on the City's website at www.cityofdubuque.org/media, and streamed live on the City's Facebook page at www.facebook.com/cityofdubuque.

This calendar does not include all events and is subject to change. Sign up for Dubuque's "Notify Me" e-mail/text alert system at www.cityofdubuque.org/notifyme to receive agendas, news releases, event notifications, and other timely news.

DMASWA Offers Battery Recycling

The Dubuque Metropolitan Area Solid Waste Agency (DMASWA) landfill staff encourages residents to recycle all batteries and battery-containing devices. Recycling batteries and battery-containing devices, such as cell phones, cordless power tools, and tablets, conserves natural resources by recovering valuable metals, reduces the risks from improper disposal, and protects our community by eliminating materials which can contaminate waterways or land resources.



Batteries and battery-containing devices should never be placed in your recycling bin or household trash. Several locations, including the Regional Collection Center located at the landfill, accept batteries and battery containing devices.

Collection sites and more information:
www.dmaswa.org or 563-557-8220



City News is produced by the City of Dubuque Public Information Office.
Comments are welcome at publicinfo@cityofdubuque.org or 563.589.4151.