

CITYnews



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MAY/JUNE 2019

New Options Offered for City Utility Payments

The City of Dubuque recently implemented two new improvements for customers to pay their utility bills.

 Customers can now make utility bill payments by phone, 24 hours a day, seven days a week. To do so, just call City of Dubuque Utility Billing at 563-589-4144 and select option 1 for phone payments. Payments made directly from a checking account (E-Check) are free. Payments made using credit or debit cards are subject to a convenience fee.

 The City has also made improvements to its online utility bill payment system. The City's former online payment processing system has been replaced and payments must now be made through WaterSmart, a "dashboard" that allows customers to manage and monitor their water

usage as well as make City of Dubuque utility bill payments. (Customers trying to make payments through the previous online payment processing system [EGOV] will see a message notifying them of the change.)

Now, to make an online payment, customers must visit <https://dubuque.watersmart.com> and login to WaterSmart or enroll, if they have not yet done so. To enroll, customers only need to provide their account number (located on utility bills) and zip code. For more information on WaterSmart, visit www.cityofdubuque.org/watersmart.

The City continues to offer traditional bill payment options including Automatic Clearing House (ACH) payment (payments are automatically deducted from the customer's financial institution account on the utility bill due date) as well as by mail and at City Hall. For more information, call 563.589.4144 or email utilityb@cityofdubuque.org.

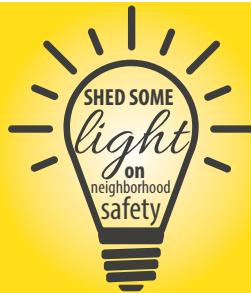
What can you do with WaterSmart?

The WaterSmart dashboard provides various features for managing water usage:

- View and pay bills:** Shows a bill for \$49.27 due Feb 27, 2018. It compares current bill (\$49.27) to past bills (Feb 2017: \$52, Jan 2018: \$54, Feb 2018: \$49) with a 12% decrease.
- Track daily water usage:** Shows daily usage of 82 gallons per day, comparing it to past usage (76, 71, 82 GPD) with a 15% increase.
- See how your usage ranks compared to similar households:** Shows a WaterScore of "Nice Work" (Jan 6 - Feb 2) with a 15% increase in usage compared to the same period last year.
- View tips on how to save:** Shows a tip to "Don't Waste Cold Water" with savings up to 3 GPD (\$15/year).
- Sign up for leak alerts...and more:** Options to contact the City of Dubuque, sign up for unusual use alerts, and change account information.

Program Provides Financial Match for New Yard Lights

The City of Dubuque offers rebates for property owners who install front or rear yard lighting that also projects onto a public sidewalk or other public areas. Front yard lighting is eligible for a 50% rebate up to \$250 and rear yard lighting is eligible for a 50% rebate up to \$100. To be eligible to receive the rebate, first contact the Building Services Department to arrange for a preliminary inspection of your site. For questions, program details, or to set up a preliminary inspection visit www.cityofdubuque.org/yardlighting or call 563-589-4150.



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Looking for a way to get more involved in the community?



Serving on a City of Dubuque board or commission is an excellent way to contribute to the quality of life in Dubuque.

Members serve as the voice of the residents, assist in the development of policy recommendations to the City Council, provide positive support to City staff, and promote the City and its programs.

We invite you to review a list of current boards and commissions openings, learn about requirements, and how to apply at www.cityofdubuque.org/join

For questions, please call the City Clerk's Office at 563.589.4120. Thank you!

What's New at the Library?

Discover our region with Adventure Pass!

Did you know you can use your City of Dubuque resident Carnegie-Stout Public Library card to reserve one free family pass per year to each of these destinations?

- National Mississippi River Museum & Aquarium, Dubuque
- Figge Art Museum, Davenport
- Putnam Museum, Davenport
- Niabi Zoo, Rock Island
- Quad City Botanical Center, Rock Island

For more details, please call Carnegie-Stout Public Library at 563-589-4225 or visit www.dubuque.lib.ia.us/AdventurePass §



WhisperRoom provides space for your recording needs

The library announces the new "WhisperRoom" where patrons can record music, voice-overs, podcasts, and more! This sound-deadening room is located on the second floor and is available for use at no charge! §

Food Scrap 'Recycling' Options Offered

Weekly curbside collection of yard waste and food scraps on customers' regular collection days has resumed for the 2019 season. Remember that multiple options are available to "recycle" food scraps rather than dispose of them with trash. In addition to mixing them with yard waste, residential and commercial customers can choose a subscription-based service with City-provided tipper carts. For additional information, contact the Public Works Department at 563-589-4250 or publicworks@cityofdubuque.org. If you are unsure about what can or cannot be placed with food scraps/yard waste, use the Waste Wizard at www.cityofdubuque.org/rethinkwaste. §



AmeriCorps Partners in Learning
is hiring

Academic Reading Tutors for the 2019-20 school year!

- Work 1-on-1 with K-3rd grade students who are struggling readers.
- Pick your schedule and serve with us part-time between 10-20 hours per week.
- Living stipends and education awards are available to all members.

Contact us at 563.584.8644 or www.cityofdubuque.org/AmeriCorps



The City of Dubuque offers a competitive benefits package...

Now including

12 WEEKS OF PAID PARENTAL LEAVE!



The City recently adopted a new policy enabling all full-time, non-bargaining unit employees and full-time Operating Engineers Union employees to use parental leave to take paid time away from work for the birth or adoption of a child. Eligible employees will receive their regular base pay and benefits for 12 weeks following the date of birth, adoption event, or foster-to-adopt placement.

Would you like to join the City of Dubuque team?

Learn more about current opportunities at
www.cityofdubuque.org/employment

Dubuque Again an All-America City Award Finalist

Dubuque has been selected as one of 20 finalist communities in the competition for the National Civic League's 2019 All-America City Award. If selected as one of the 10 winning communities, it would be the fifth time Dubuque has received the prestigious distinction since 2007. The 20 finalist communities will compete June 21-23 to be recognized as one of 10 All-America Cities for 2019. Each community will bring a team of residents, nonprofit leaders, business representatives, government officials, and young people to participate in presentations and workshops for three days in Denver, Colorado. §



2007 • 2012
2013 • 2017

A Friendly Reminder for Bicycle Owners

A bicycle license is required if the bicycle is owned or ridden within Dubuque. Licensed bicycles that are stolen are much easier to identify and return to the owner when/if they are recovered. Information needed to license a bicycle includes: owner's name, address, phone number, and the bicycle's serial number, make, model, and color. The fee is \$5 for the length of time you own the bicycle. The license is not transferrable to another bicycle. Additional information and bicycle license forms are available at www.cityofdubuque.org/bicyclelicense or by calling the City Clerk's Office at 563.589.4100. §





STATE OF THE CITY

Mayor Roy D. Buol Spring 2019

Sustainable Innovation

The City of Dubuque's mission statement begins with, "Dubuque city government is progressive and financially sound with residents receiving value for their tax dollars and achieving goals through partnerships."

Following the City Council's recent adoption of the operating and capital improvement budgets for the next fiscal year, I wanted this spring State of the City column to share news on some partnerships that are yielding important results for our community.

First, "**Sustainable Innovations**" is the name of a collaborative effort between Greater Dubuque Development Corporation (GDDC) and the City of Dubuque. Its purpose is to create, foster, and prioritize the implementation of best practices and opportunities to improve the sustainability and resiliency of the Dubuque area for continued economic growth. These efforts are yielding real results and I want to focus on two examples.

Biogas Conversion Projects

The excess biogas produced at the City's wastewater treatment facility, the Water & Resource Recovery Center on Julien Dubuque Dr., is now being captured, treated, and converted to renewable natural gas, injected into Black Hills Energy's pipeline, and is used as a low carbon vehicle fuel. It's a technically complicated process made possible through a partnership, facilitated by GDDC, between the City, BioResource Development, Black Hills Energy, and NI Energy.

This project went live in February last year and is generating annual lease revenue of \$10,000 and 5 percent of biogas sales gross revenues for the City. All capital and operational costs of the project are covered by the private sector.

A similar project is under construction at the Dubuque Metropolitan Area Solid Waste Agency's (DMASWA) Landfill, which is jointly managed by the City and Dubuque County. This project is a partnership between the DMASWA, Trillium, and Black Hills Energy and, like the WRRC biogas project, is utilizing technology produced by Unison Solutions of Dubuque.

Biogas produced at the landfill will be captured and converted to approximately 1.5 million gallons of renewable natural gas annually. In addition to reducing greenhouse gas emissions, this project is expected to reduce the landfill's operating costs by \$68,000 annually, provide annual lease revenues of \$20,000 and approximately \$300,000 of additional revenue each year (6 percent of all gross revenues from biogas sales).

Like the WRRC project, all capital costs associated with the project are covered by the private sector partners. It is expected to be operational in December 2019.

Broadband Expansion

The City Council's vision for Dubuque includes "a strong diverse economy and expanding connectivity." "Connectivity" includes transportation but also broadband internet access. To help achieve this vision, the City partnered with GDDC in 2015 on a broadband acceleration initiative to improve Dubuque's broadband connectivity and reduce the cost and time needed for new technology and broadband investment in Dubuque. The initiative also seeks to lower costs and improve broadband access for our businesses and residents.

After an initial analysis, it was determined Dubuque was "average to good" for a community its size, but not competitive with the major commercial centers with which Dubuque now competes. Early efforts included infrastructure sharing and capacity collaborations with existing and new broadband providers, while more recent work has included "arterial" networks to improve capacity and reach and consumer-facing systems.

This year we will see a rapid increase in collaborations to bring fiber-to-the-home (FTTH), helping to extend these broadband improvements and choice to our citizens and improve capacity for under-served and at-risk populations.

Since this initiative began in 2015, Dubuque has seen the number of active broadband carriers operating in the city increase from two to 10, a 300 percent increase in miles of conduit available for service collaborations, and a 400 percent increase in the miles of fiber in service. These efforts are clearly moving broadband in Dubuque from a community and business "negative" to a "positive."

Much of this expansion is due, in part, to the City's pioneering use of "Master Licensing Agreements" and "Master Shared Service Agreements," which are allowing the public and private sectors to move faster to keep up with the pace of change and growing demand for connectivity.

Additionally, the broadband expansion initiative's comprehensive approach included a review and revision of all City communication regulations. The goal was to not only update local regulations to recognize changing technologies, but to assure that only those regulations that were still needed were kept and that they would form the basis for a reasonable, flexible, timely, and easy-to-use process for industry partners and consumers.

The revised regulations were adopted by the City Council in August 2017 and are creating increased revenue and cost-sharing opportunities for the City.

Public/private partnerships are the foundation for our community's progress and they will continue to be critical to Dubuque's path toward becoming an equitable, sustainable city. §

New Faces & Retirements

The City of Dubuque welcomes these new employees:

Perron Burnett Public Works	Philip Grommet Engineering
Adam Decker Engineering	Christine Happ-Olson Planning
Kristen Dietz Recreation	Lisa Hessel Police
Amanda Dolter Library	Alec Leytem Parks
Kecia Dougherty Human Rights	Drew Noel Public Works
Nicholas Dreska Police	Jenna Reichel Emergency Communications
Bryce Eberly Police	Anne Schreyer City Manager's Office
Riley Fairchild Transit	Steven Valentine Public Works
Corey Goedken Parks	Heidi Zull Recreation

The City of Dubuque congratulates these recent retirees:

Randal DeMoss - Parks	Eileen Trimble - Recreation
Riley Fairchild - Police	

The City of Dubuque welcomes these new board or commission members:

Community Development Advisory Commission	
	Ellen Pinnola

Long Range Planning Advisory Commission	
	Michael Peroski

Tyler Stoffel



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Contact Information

The City of Dubuque welcomes comments and suggestions about your city government or news appearing in this newsletter. Please contact:

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Dubuque, Iowa 52001-4864
(563) 589-4110
cymgr@cityofdubuque.org



2007-2012
2013-2017

Editorial Information

City News is published by the Public Information Office and is inserted in the City of Dubuque utility bills six times per year. For the most up-to-date City news and events, visit www.cityofdubuque.org.

CALENDAR

May

4	City Parks open for 2019 season
6	City Council Meeting, 6 p.m., City Council Chambers, Historic Federal Building
18	National Kids to Parks Day – Free admission to Eagle Point Park
20	City Council Meeting, 6 p.m., City Council Chambers, Historic Federal Building
25	Tentative opening date for Sutton and Flora pools
27	City offices closed for Memorial Day (Trash and recycling collection on Saturday, May 26)

June

3	City Council Meeting, 6 p.m., City Council Chambers, Historic Federal Building
17	City Council Meeting, 6 p.m., City Council Chambers, Historic Federal Building
21-22	America's River Festival, Port of Dubuque. Details at www.traveldubuque.com

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.



2037: A CALL TO ACTION

Learn more + Get involved! www.imaginedubuque.com

Coming soon!

Imagine Dubuque Kick-Start Events will begin in early June. Visit the website below and click "follow" to learn more and receive email updates.

Street Detours & Construction Alerts

For the most current information on City of Dubuque street detours and construction alerts, visit www.cityofdubuque.org/detours or subscribe to email and/or text alerts through the "Street Detours & Construction Alerts" Notify Me at www.cityofdubuque.org/notifyme.



Tips on Acceptable Planting in the Public Right-of-Way

Traditional grass in the parkway doesn't always have to be the norm. An alternative option is for homeowners to diversify your parkway to include native grasses, trees, bushes, and flowers. These will enhance the beauty of your home, attract birds and beneficial insects, and free you up from the time and effort of tending the grass. However, upkeep for this alternative planting is essential. See photos at right for examples of acceptable and unacceptable native plantings.



The street tree and landscaping on the public right-of-way policy can be found at www.cityofdubuque.org/trees and a sample diagram of acceptable right-of-way plantings is available at www.cityofdubuque.org/ROWplanting. §

