

# **Administrative**

# Administrative Department

11004 Carpenter Street (708) 479-3900

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Customer Service Rep

## Mission Statement

The Administrative Department is represented by a group of individuals who believe teamwork is a necessity for the organization's survival in today's changing environment. We believe every individual in the organization deserves our respect, consideration and cooperation. We are here to share in the responsibility and participate in the day to day operation of the Village.

The Administrative Department team members take pride in their work. We believe in keeping an open mind, listening to others, and constructively debating the merit of new ideas. We believe in maintaining a positive, helpful, service-oriented attitude.

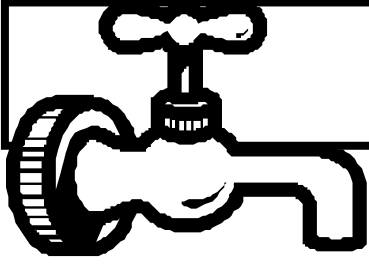
As we strive to meet the demands of the Community, we realize the Residents are the most important visitors on our premises. The Residents are not dependent on us-we are dependent on them. They are not outsiders in our organization-they are part of it. We are not doing the Residents a favor by serving them-they are doing us a favor by giving us the opportunity to do so.

## Village of Mokena E - News

The Village of Mokena electronic newsletter is sent to subscribers twice a month following each regular Village Board meeting. Mokena e-News will provide news from the most recent Board meeting, as well as information regarding community events. If you would like to receive the e-newsletter go to the Village's home page at [www.mokena.org](http://www.mokena.org), click on the "Notify Me" icon on lower left hand side. In addition to receiving the the e-newsletter, our Notify Me service allows you to selectively sign

up for a broad array of specific e-mail content, including Village Board and Village commission / committee meeting agendas, notification of free leaf and branch pick-up dates, and more.





# Water Billing

month and  
the month, or the  
falls on a weekend.  
will appear on the

Water bills are mailed  
on the 1st of every  
are due on the 15th of  
Monday following if it  
The following charges  
bills:

Water - \$4.96 per 1000 gallons  
Sewer - \$3.60 per 1000 gallons  
Total - \$8.56 per 1000 gallons

As an example, if water consumption for the month equals 10,000 gallons, multiplying 10 X \$8.56 (\$85.60) would equal the water/sewer portion of your bill.

Your bill will also include a monthly **refuse charge** of **\$15.04 for a single family home**, **\$13.35 for a Townhome/Condo**, and **\$10.21 for an apartment**.

Residents 65 years and older are allowed a senior discount of \$0.86 (senior refuse amount \$14.18) on the refuse portion of their monthly bill. To receive this discount, seniors must provide proof of age and complete a senior discount application. For further information, please call the Village Hall at 479-3900.

A **facility charge** is also included which is based on the size of the meter installed. The normal charge for a single-family residence is **\$5.83** per month. This charge is to defray the costs of Debt Service and/or Capital Outlay incurred by the Village in the operation of the water distribution system.

## Estimated Bills

The Village's meter readers attempt to get readings from all meters on a monthly basis, but sometimes it is not possible and the bill must be estimated. The most common reasons for not getting a reading are the following: a broken meter, a short in the meter wire, locked gate, inclement weather, and dogs left outside in the yard when no one is home.

When these situations occur, the Village must estimate the Resident's bill. The utility billing program estimates a bill based on an average of the past 24 months of consumption. If you have not been in your home for 24 months, then it is based on the number of months you have lived in your home.

When you receive an estimated bill, it is very important that you call the Village Hall at (708) 479-3900 to schedule a time to correct the situation. If the meter is broken or a short has occurred in the meter wire, the Water Department will need access to the meter (in the area of the Read-O-Matic). If the gate to a fenced area is kept locked, the Water Department will relocate the Read-O-Matic (ROM) attached to the outside of the house to another area.

How do you know if your bill is estimated? You will note that the letters EST appear next to the amount of water used on the bill. Also, if you look on the back of your water bill, there is a definition of each code appearing on your water bill. The letters EST mean that you have received an estimated bill and should contact the Village Hall immediately.



# AUTOMATIC PAYMENT WITHDRAWAL

In an effort to be responsive to residents' needs, automatic payment withdrawal from your checking account is available for the Village of Mokena's monthly water/sewer/refuse bill. This service eliminates writing checks, addressing envelopes & paying postage. Payments are automatically withdrawn from your checking account on the due date (which also eliminates any penalty fees). You will still receive a monthly statement so you will know how much money will be deducted from your checking account.

If you would like to sign up for this service, please call the Village Hall at (708) 479-3900 and request an Automatic Payment Withdrawal brochure. Return the completed form along with a voided check to the Village Hall. More information and an automatic Payment Withdrawal form can be obtained from our website at [www.mokena.org](http://www.mokena.org), Residents / Water / Billing/Payments. The form has been provided below. Complete the required information, and return along with a voided check. Payment withdrawal will begin within 4-6 weeks. Your monthly bill will reflect the beginning of service with the phrase \*BANK PMT.\* in the space provided for "net amount".

It's that easy, no checks, no stamps, no hassle.

*I have attached a voided check which shows the account to be debited. I understand that automatic payments will begin in approximately four (4) to six (6) weeks.*

<u>Account Information</u>	
_____ <i>Signature</i>	
_____ <i>Printed Name</i>	
_____ <i>Address</i>	
_____ <i>City, State, Zip</i>	
_____ <i>Village Utility Account Number</i>	
_____ <i>Phone Number</i>	_____ <i>Date</i>
<u>Financial Institution Information</u>	
_____ <i>Financial Institution</i>	
_____ <i>Address</i>	
_____ <i>City, State, Zip</i>	
_____ <i>Account Number</i>	

I hereby authorize the Village of Mokena and the financial institution designated, to deduct directly from the account specified, the amounts necessary to make automatic payments for water and sewer services provided by the Village. I understand and acknowledge the following:

- Automatic payment of the billing amount by transfer of funds from my designated account will be made each month on the bill's due date. My bank statement will reflect the amount and date of the transfer.
- If there are insufficient funds in my account to cover the full amount due on the transfer date, I may be charged by both the bank and the Village of Mokena, just as if I had a check returned for insufficient funds.
- The Village of Mokena will not be held liable or responsible for the payment of any overdraft charges or other bank fees as a result of an attempted transfer from my account containing insufficient funds.
- Only one attempt will be made to effectuate a transfer of funds from my account for purposes of determining whether sufficient funds exist to make an automatic payment.
- I will remain liable and responsible for payment of any bill for water and sewer services provided by the Village which remains unpaid as a result of an unsuccessful attempted transfer from my account containing insufficient funds.

I understand this authorization will remain in effect until the Village of Mokena and the financial institution have received written notification from me of termination in time to allow the Village and the financial institution reasonable opportunity to act upon it, or until the Village or the financial institution has sent me written notice of termination of this arrangement. I further understand that I do not have a right to continued participation in the automatic utility payment plan in the event the Village is unable to collect from my account due to insufficient funds on two (2) separate occasions.

I have attached a voided check which shows the account to be debited. I understand that automatic payments will begin in approximately four (4) to six (6) weeks.




Customer Copy - Please retain for your records  
Automatic Utility Payment Plan  
Authorization Agreement

# Village Utility

The Village of Mokena recently launched a new online utility payment program. The new program allows residents the opportunity to view their account activity, make a payment using an e-check or credit card, or set up automatic monthly payments with a credit card.

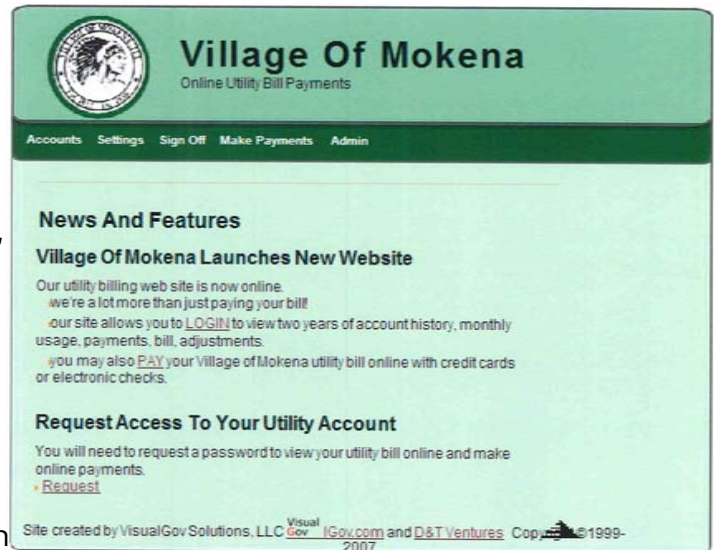
## 1. How do I access the Village's utility program?

To access the program, go to the Village's website at [www.mokena.org](http://www.mokena.org) and click on the **Utility Bill Pay** link on the homepage [Utility Bill Payment](#) . First-time users will need to establish their on-line account by clicking on "Request". This will initiate the process to apply for a password which will allow you access to your account. You will then be asked to provide your name, address, phone number, e-mail address, water bill account number and service address. After your account information has been verified by Village staff, you will receive a confirmation e-mail along with your assigned password within 24-48 hours.

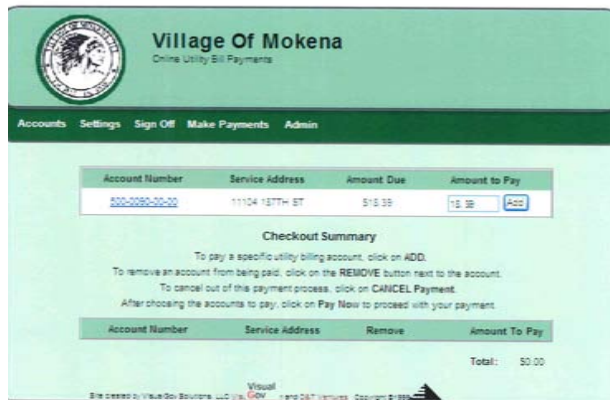
## 2. How do I make a payment?

Making a payment is quick and easy. From the Village of Mokena's homepage ([www.mokena.org](http://www.mokena.org)) click on the link under the Utility Payment heading and the **Utility Payment Main Screen** will appear. Click on "Pay", then enter your previously assigned User ID and password.

The next window will bring up your account showing the current amount due (if you would like to pay a different amount enter it in the "Amount to Pay" Box). Click on "Add" then on the "Pay Now" button located at the bottom of the screen. The next screen gives you the option to pay by e-check or credit card. (see below)



Utility Payment Main Window



Amount Payment Window



E-Check, Credit / Debit Card Window

## 3. How do I pay by e-check?

Click the "Continue" button under the e-check icon. In the next window, enter your name, address, city zip code, phone number and e-mail address. Click continue. The next window asks for your checking account routing number, account number and bank name. After the required information has been entered you will be given a payment confirmation number and receive an e-mail confirming your transaction.

## 4. How do I Pay by Credit Card?

Click the "Continue" button under the credit card icon. In the next window, enter your name, address, city, zip code, phone number and e-mail address. Click continue. Enter your card number, expiration month and year and card ID# (3 digit code on back). After required information has been entered, you will be given a payment confirmation number and receive an e-mail confirming your transaction.

# Payment Program

## 5. How do I set up automatic monthly credit card payments?

From the **Utility Payment Main Screen**, click on "Settings". From the drop down menu click on "Autopay". The next window is a disclaimer explaining the autopay guidelines. If you would like to continue, click "Accept". You will then be asked to provide your billing and credit card information (example shown at right). After entering the requested information click on "Save Billing Information", then click "Next". The next window is the Automatic Utility Payment Overview. Check the box next to the account you would like to designate autopay then click on "finished". The invoice amount will be applied to your credit card 2-3 days prior to the due date. In addition, you will receive an e-mail confirming the transaction.

Auto Pay Credit Information Window

## 6. How do I view my utility account?

After signing on to the utility system, click on "accounts" then click on the account number. The **Account Summary** window will appear depicting the current month's billing information. You also have the option of viewing your consumption history, consumption chart and billing history. A brief description of each option is provided below:

- \* **Billing History** - Allows you to view the invoice issue date, amount due, payment type received (check, credit card, etc.), payments amount received and account balance for up to 24 months.
- \* **Consumption Chart** - View your consumption history in a bar chart format. For residents with deduct meters, you will have a visual image of outside water consumption as well.
- \* **Consumption History** - View up to 24 months of water consumption including meter read dates, actual meter readings and amount of water consumption. You may also view the same information for deduct meters.

Account Summary Window



Our site is deemed secure by Thawte SSL Certificates. All communication to and from our site is encrypted. When making a payment, customers may verify the protection of our site by clicking on the lock for security information.

If you have any questions about the service, please call the Village Hall at (708) 479-3900.

# Utility Payment Locations and Options

Payments for water and sewer bills may be made at the **Village Hall and Police Station**. In addition, drop boxes are located on Carpenter Street, near the Village Hall entrance, or at the Metra Station on Front Street. Accepted forms of payment are cash and checks at all locations. In addition, Visa and MasterCard are accepted at the Village Hall and the Mokena Police Station.

In addition to the Village Hall, water/sewer bills may be paid at:

## **First Midwest Bank**

19648 S. LaGrange Rd.

### Lobby Hours

Monday - Friday 9am - 5pm

Friday 9am - 7pm

Saturday 9am - 1pm

### Drive-up hours

Monday - Friday 7am - 7pm

Saturday 7am - 3pm

## **Mokena Police Station**

10907 W. Front Street

Monday - Friday: 8am - 9pm

## **VILLAGE ACCEPTS VISA AND MASTERCARD**



Residents may use Visa or MasterCard credit cards to pay for any fees owed the Village, including those for water bills, vehicle stickers, building-related fees and parking tickets. Payments may be made in person, by mail, in the drop box, or by telephone. Additionally, **Water Bills** can be paid by Visa or MasterCard on line by accessing the Village's on-line payment center from our website @ [www.mokena.org](http://www.mokena.org).

# Refuse Service

In the fall of 2005, the Mokena Board of Trustees approved a uniform container recycling and trash collection program offered by the Village's solid waste disposal provider, NuWay Disposal.

Under this program, each single family home and townhome unit is assigned a uniform 95 gallon container with wheels for trash (brown in color) and a uniform 64 gallon container with wheels for recyclable materials (green in color). Both containers have lids to prevent wind from blowing trash and recyclable materials throughout the community while the containers are waiting to be emptied by NuWay. Blowing trash and recyclables were common problems in the Village under the previous solid waste disposal system, which utilized numerous forms of trash receptacles and 18 gallon recycling bins without lids.

### ***Q. Why did Village institute this refuse program?***

A. This program will provide each single family home and townhouse with a uniform bin for garbage and recycling pick up. It will also address

the problem of blowing garbage and recycling from carts without lids.

### ***Q. When and how will the carts be delivered?***

A. NuWay will drop off carts to residents in **new construction** within 30 days. To eliminate confusion over ownership in townhome areas, the carts will be dropped off near your garage. Carts will be dropped off at the curb for single family homeowners. All containers will be pre-marked with serial numbers and documented for each address by NuWay. We also request that you record the serial number for your files.

### ***Q. How big are the carts?***

A. Each single family residence will receive a 95 gallon **brown cart for refuse** and a 64 gallon **green recycling cart**. Each cart will have an attached lid to help control the problem of blowing garbage & recycling – and wheels for easy mobility.

# Refuse Service

## ***Q. What if my garbage cart is too big or my recycling cart is too small?***

- A. There is no problem exchanging the carts for a size more suitable for your family. However, we ask that you use the carts for (60) days prior to changing size. NuWay will only exchange your carts once a year. Therefore, we suggest continuing through a few pickup cycles to gain a true understanding of your family's needs. Carts are available in 95, 64, & 35 gallon sizes. (see page 5)

## ***Q. What can I do if my garbage is more than the cart will hold?***

- A. The 95 gallon cart is the biggest available. If you have extra garbage on occasion, you may place it in a container next to the cart and NuWay will pick up the excess. You can also rent or purchase a second cart from NuWay, if this is an ongoing problem. (call NuWay direct at 708-479-9555)

## ***Q. Can I also get an additional recycling cart?***

- A. Recycling carts are available in three sizes. Mokena residents will receive the middle size. If, after (60) days, you find this size to be either too big or small NuWay will exchange it for a more appropriate size. Any overflow recycling may be placed in a paper bag next to your recycling cart. However, if the 95 gallon size is too small for your family, simply call NuWay at 708-479-9555 for an additional cart. Every attempt will be made to deliver a new cart within two weeks.

## ***Q. How can I dispose of my old 18 gallon recycling bin?***

- A. If at any time you would like to dispose of an old, rectangular recycle bin, place it at the curb and NuWay will take it. If you plan to keep the old style bin for storage, do not place it at the curb with overflow garbage or recycling. NuWay will assume it is garbage and will dispose of it.

## ***Q. Where should I place my carts on pickup days?***

- A. Due to the automated truck, carts should be placed at least 2 feet from the curb (parkway side) and 4 feet away from permanent structures. In addition, cart wheels should be closest to the house. To

avoid confusion, detailed guidelines will be delivered with your cart. As always, if you have any questions, you may call NuWay or the Village Hall.

## ***Q. How can I dispose of my old garbage can(s)?***

- A. Simply place your can(s) at the curb on pickup day and call NuWay (708-479-9555) at least 24 hours in advance to notify them that you would like to dispose of your can(s). A second option is to write directly on the can(s) with marker indicating it is garbage. Keep in mind it is still dark for early morning pickups, so make sure your writing is visible and legible. NuWay will not pick up any cans without some type of notification.

## ***Q. What if my cart breaks or is stolen?***

- A. Again, no problem! NuWay is responsible for maintenance and replacement of the carts (except in cases of negligence). Also, each cart will have a serial number that will be recorded during delivery to help deter theft. We ask that you also record your cart number. If the cart is stolen, please report the theft to the police. Then call NuWay at 708-479-9555, every attempt will be made to replace broken or missing carts within two weeks.

## ***Q. Can I still put my address on the cart if I want to?***

- A. Yes, but we ask that you put it on the inside of the lid only.

## ***Q. How much will this cost?***

- A. The monthly refuse cost for a single family home will be \$15.04 and the monthly townhome rate will be \$13.35.

## ***Q. Will there be any discount for seniors?***

- A. Registered seniors will receive a discount of \$.86 per month on the refuse portion of their utility bill.

## ***Q. How do I know if I currently receive the senior discount?***

- A. Seniors can simply look at the refuse rate on their monthly water bill. Seniors currently receiving the discount pay \$14.18 for refuse on a single family home or \$12.49 for a townhome.

# Refuse Service

***Q. How can I apply for the senior discount?***

A. In order to receive the discount one of the homeowners must be at least 65 years old. Discount forms are available at the Village Hall in the Administrative Department. Seniors may come in person or call 708-479-3900 and request the form by mail. If you choose to utilize the mail option, a copy of the senior's drivers license must accompany the completed form.

***Q. What if I already rent or own a cart from NuWay?***

A. If you currently own or rent a cart, contact NuWay at 708-479-9555 to explain the options available to you.

***Q. Is there anything I should do to maintain my carts?***

A. We suggest placing garbage in bags (preferably plastic) prior to depositing in carts and periodically rinsing residue from carts with a hose.

***Q. What should I do with the carts if I move?***

A. The serial number on each cart has been recorded with your address; therefore, if you move, please leave the carts with the house. If you are moving to a different address within Mokena, you will either receive new carts (new construction) or use the carts previously assigned to your new address (existing home). If you move out of the area and take the cart with you, NuWay will bill you for the cost of the cart.

***Q. What are the benefits of this program?***

A. Uniformity throughout the Village, a decrease in the amount of blowing or loose garbage and recycling, and a decrease in the cost of purchasing and replacing garbage and recycling containers.

**The benefits of the program will continue to improve the appearance and quality of living in our community. If you have any questions or concerns that are not addressed please feel free to contact the Village at 708-479-3927.**

**Thank you for your cooperation.**

## Refuse and Recycle Carts available in three (3)



**35 Gallon Size  
22" D x 20" W x 38" H**



**64 Gallon Size  
28" D x 26" W x 42" H**



**96 Gallon Size  
32" D x 28" W x 46" H**



# Yard Waste

Yard waste may be disposed of by one of the following options:

- \* **COMPOSTING**
- \* **105 GALLON TOTER**
- \* **PAPER BAGS WITH STICKERS**

## TOTER

Residents can rent a 105 gallon toter directly from Nu-Way Disposal (479-9555). The rental charge includes not only the rental of the toter, but also the cost of collecting the yard waste. Collection of yard waste is done weekly, on the same day as regular garbage collection.

During the months of April through November the toter may be used for yard waste only. Residents may use the toter for regular garbage only during the months of December through March.

## PAPER BAGS WITH STICKERS

Another option available to residents for yard waste disposal is the purchase of biodegradable paper bags available at local grocery, discount and hardware stores. The price of the bags does not include collection and disposal costs, therefore each bag must display a yard waste sticker. Stickers may be purchased at Ace Hardware,

Gas City, Village Hall, Berkot's, Jewel, and Dominick's at a cost of \$1.95 each (subject to change). Collection is done weekly, on the same day as regular garbage collection (April through November).

Branches placed in paper bags should be reduced in size to a length no greater than 3 feet. Bundles of branches should be placed in landscape waste bags with a sticker attached, or in an approved yard waste toter.

The only acceptable methods for having your yard waste collected weekly will be in the toter, landscape waste paper bags, or bundles being bound with a landscape bag and sticker.

Should a resident wish to have yard waste picked up by the waste hauler, a decision must be made regarding the pick-up options. This initial information is designed to stimulate our residents to evaluate current needs and select an option which is best suited to their needs.

Landscape waste is defined by the Environmental Protection Agency as grass or shrubbery cuttings, leaves, tree limbs and other materials accumulated as a result of the care of lawns, shrubbery, vines and trees.



## Household Hazardous Waste Collection Will County Land Use Department Waste Services Division

The Will County Land Use Department sponsors a number of **Free Household Hazardous Waste Collection Events** throughout the year including the following **Special Collection Events**:

- Household Hazardous Waste Collection
- Electronics Collection
- Shoe Collection
- Residential Electronic Recycling
- Pharmaceutical Take-Back



For News and Events held by the Will County Land Use Department, Waste Services Division, visit Their web site at [www.willcountylanduse.com/wasteserv/news.html](http://www.willcountylanduse.com/wasteserv/news.html) or call (815) 727-8834.



# Recycling

In 1991, the Village of Mokena implemented a curbside recycling program. This program has been very successful and the following information is designed to introduce you to recycling in our community. Further questions regarding recycling may be directed to NuWay Disposal at (708) 479-9555 or the Village Hall at (708) 479-3927.

## ***What can I recycle?***

- **Glass**

Clear, Brown, Green (Bottled or Jar form only).  
No window panes or light bulbs.

- **Plastic**

Types 1 and 2 Plastic only-basically two liter pop bottles, milk jugs, and laundry detergent bottles. However, any plastics, which depict 1 or 2 within the recycling triangle will be accepted. Recycling triangles are normally located at the bottom of the container.

- **Metals**

Aluminum, Tin, and Steel Cans will be accepted in the program.

- **Paper**

Any paper products found in Sunday Newspapers will be accepted. Glossy magazines and catalogs such as: Sports Illustrated, JC Penney, Sears, Newsweek, Time, Good Housekeeping as well as similar magazines will be accepted. These materials can be co-mingled with newspapers.

- **Chip Board**

Includes cereal boxes and cookie/cracker boxes.

- **Corrugated Cardboard**

Includes brown boxes most commonly referred to as cardboard boxes. The boxes must be broken down and in bundles.

- **Discarded Junk Mail**

## ***How do I get a recycling container?***

New residents will have a recycling cart delivered to their home by Nu-Way Disposal within four weeks after establishing their water and sewer service with the Village.

## ***How do I prepare items for recycling?***

Caps from both plastics and glass containers should be removed and placed in the regular garbage although rings can be left attached.

Labels can be left on cans and bottles, as well as plastic jugs.

Jars, bottles and cans should be rinsed out to avoid odors.

Newspapers should be either bound with twine or placed in a brown paper grocery sack.

## **What type of dwellings are included in the program?**

All single family homes, condominiums, and townhomes which currently set garbage at the curb for pickup.

## **Refuse is collected EVERY Tuesday and Recyclables are collected EVERY OTHER TUESDAY.**

Visit [www.nuwaydisposal.com/html/mo\\_schedule.html](http://www.nuwaydisposal.com/html/mo_schedule.html) to print a calendar of pick-up dates

*The Mokena Village Board respectfully requests citizens to participate in this curbside recycling program. In the long term, recycling is the only sound environmentally safe manner to currently conserve available landfill space. Most importantly, the Mayor and Village Board of Trustees would like to thank the residents for their support in this endeavor.*



# Vehicle Stickers

All residents within the corporate limits of the Village of Mokena are required to purchase Mokena vehicle stickers by June 30th of each year. Vehicle stickers go on sale May 1st, which allows residents 60 days to obtain their new sticker(s) before the old one(s) expires.

Application forms are annually mailed to existing residents. New residents may call the Village Administrative Office at (708) 479-3900 and request that the application forms be mailed to them. The form can also be accessed by going to [www.mokena.org](http://www.mokena.org), clicking on Residents, Vehicle Stickers, then printing it off. The cost of a full year sticker is as follows:

The fee for vehicle stickers purchased after July

Automobiles	\$13.00
Electric Driven Motor Vehicles	\$10.00
Motorcycles	\$10.00
Trucks with a total weight of up to 8,000 pounds	\$13.00
Trucks with a total weight of 8,001 pounds to 30,000 pounds	\$26.00
Trucks 30,001 pounds or more	\$50.00

1st is doubled. (The penalty is waived for new residents purchasing stickers within 60 days of moving in).

Senior Citizen (age 65 or better) households are eligible for up to two (2) free vehicle stickers annually for vehicles registered in the name of a Senior residing at the household's address

(maximum free senior stickers = 2). The Village's regular fees will be applied to any other vehicles registered at that address.

Effective January 1st of each year, the cost of a sticker is half price. The reduced price will be applied to new residents and for newly purchased vehicles.

Should you purchase a replacement vehicle after July 1st, a vehicle sticker transfer fee of \$1.00 will be charged for the new vehicle sticker (providing the replaced car had a current sticker and the old car has been traded or sold).

Vehicle sticker forms can be obtained at the Village Hall (11004 Carpenter Street) either in person, through the mail or by accessing the Village's website at [www.mokena.org](http://www.mokena.org). In order to complete the form, the following information is required: Name, Address, Year and Vehicle Make, Body Style, Color, License Plate Number, Vehicle Identification Number, Drivers License Number and Phone Number.

Village stickers may also be purchased at the Mokena Police Department located at 10907 W. Front Street, Monday thru Friday from 8:00 a.m. To 9:00 p.m. Further questions regarding vehicle stickers may be directed to the Village Hall Administrative Department at (708) 479-3900.

## Vehicle Sticker Form

# Cable Television

The current cable provider for the Village of Mokena is ComCast Digital Cable. Their main office is located at 1304 Marquette Drive, Romeoville, Illinois. If you would like to receive cable service or would like more information regarding cable, please call ComCast at (866) 594-1234.

AT&T U-Verse is currently available in some areas of Mokena. Residents can check their address for availability at [www.uverse.att.com](http://www.uverse.att.com) or by calling 1-877-827-5288.

## Pet Licenses

A Certification of rabies inoculation is required for all dogs and cats residing within *Frankfort Township* (Most of Mokena is within Frankfort Township). The animal tags are available at the Mokena Village Hall at a cost of \$5.00 each. Mokena residents residing in *New Lenox Township* are not required to register their pets with either Township.

The Village of Mokena and Frankfort Township Ordinances require all animals to be licensed. It is unlawful to permit any dog or cat to run loose in the Village at any time. Dogs and cats that are on any street, alley, sidewalk or other public place without being secured on a leash are to be deemed to be running loose. Dogs and cats which are running loose will be picked up and impounded by the Frankfort Township Animal Control Officer or Police Department. If you lose

your pet, or find a stray, call Frankfort Township Animal Control at (815) 469-4907.

## Pet Ordinance

Village ordinance requires pet owners to immediately remove their pets' excrement from any public or private property within the Village limits. The Ordinance also prohibits the owner of an animal from allowing excrement to accumulate on their own property to the extent that it would create a public nuisance.

Questions or comments regarding this Ordinance may be directed to the Mokena Police Department at (708) 479-3912.



## Voter Registration

Voter registration is available at the Mokena Village Hall (11004 Carpenter Street) and the Mokena Public Library (11327 W. 195th Street). Registration is fast & easy!

Two forms of identification are required to register. At least one of the two forms must show your name and current address. Only one form of identification may be a piece of mail addressed and delivered to you.

The second form must show your name. These forms of identification shall include, but not be limited to:

Driver's License	Social Security Card
Birth Certificate	Employee ID Card
Student ID Card	Credit Card
Library Card	Insurance Card
Utility Bill	Checkbook
Telephone Book	State ID Card

### You may register to vote if you are:

- A U.S. Citizen
- 18 years of age by the date of the next election and,
- A resident of your Will County precinct address for 30 days immediately prior to the next election.

Once the form is completed you will receive your card within (2) weeks.

### Registration hours are as follows:

#### Village Hall

Mon. - Thurs. 8:30-5 p.m.  
Friday 8:30-7 p.m.

#### Mokena Library

Monday 9 a.m. - 9 p.m.  
Tuesday 9 a.m. - 9 p.m.  
Wednesday 9 a.m. - 9 p.m.  
Thursday 9 a.m. - 9 p.m.  
Friday 9 a.m. - 6 p.m.  
Saturday 9 a.m. - 5 p.m.

Registrars at the library are Cathy, Dawn and Nancy.

**NANCY SCHULTZ VOOTS**  
County Clerk of Will County  
Will County Office Building  
302 N. Chicago Street  
Joliet, Illinois 60432

RETURN ADDRESS REQUESTED  
0482906

**VOTER REGISTRATION CARD**

DEAR VOTER:  
BY LAW, VOTER REGISTRATION CARDS MUST BE REPLACED EVERY TWO YEARS. THIS VOTER REGISTRATION CARD REPLACES ALL PREVIOUSLY ISSUED CARDS AND LISTS YOUR CURRENT NAME, ADDRESS, TOWNSHIP, PRECINCT, POLLING PLACE AND THE COUNTY OF GOVERNMENT IN WHICH YOU ARE ENTITLED TO VOTE. SHOULD THERE BE ANY ERRORS, PLEASE MAKE THE NECESSARY CORRECTIONS AND MAIL THE CARD BACK TO THIS OFFICE IMMEDIATELY.

YOU MAY ALSO USE THIS CARD TO CHANGE YOUR ADDRESS WITHIN WILL COUNTY. IF YOU HAVE CHANGED YOUR NAME, YOU MUST RE-REGISTER.

JUL 1 2011

THE POLLING PLACE FOR YOUR ADDRESS IS:  
OUR LADY OF ANGELS  
1501 N. WYOMING AVE  
\*YOU WILL BE NOTIFIED IF YOUR POLLING PLACE CHANGES\*

**Exercise your right to vote!**

VOTING DISTRICT: FEDERAL/STATE/COUNTY/TWP.: TAX CODE: 001  
SCH 06 AS 004 JC 000 JOLLET IL 60431  
CITY/ZIP: JOLLET PARK 0181 CD 000 PRECINCT:

VOTER'S CERTIFICATE OF REGISTRATION ISSUED BY NANCY SCHULTZ VOOTS, WILL COUNTY CLERK  
http://www.willcountyclear.com

Issued: JUL 1 2011 11:24/2011  
Name: VOOT, NANCY  
DOB: 06/01/53  
CITY: WYOMING  
PR: 000000  
JUL 1 2011 IL 60431

11 02 08 18

# Commuter Rail Service

Metra provides rail service (Rock Island) from Mokena to Chicago (LaSalle Street Station). Please check with Depot Master at the Front Street Station (708) 479-2169 or call Metra at (312) 836-7000 or visit [www.metrarail.com](http://www.metrarail.com) for train schedules and costs.

The **Front Street Lot** (located just east of Wolf Road, between Front and McGovney Streets) provides approximately 265 parking spaces.

The **METRA/Hickory Creek** parking facility is located east of LaGrange Road and north of 191st Street. The capacity of Hickory Creek is 1,133 spaces.

Additionally, there are 60 daily parking spaces available at the **Village Hall lot**, located on Division Street - between Carpenter and Third St. You will have approximately a 2-3 block

walk to the Front Street station from the Village Hall parking lot.

The **Willowcrest Lane Parking Lot** provides parking that is within three blocks of the train station near the corner of Wolf Road and Willowcrest Lane.

All commuter parking spaces (Front St., Hickory Creek, Village Hall and Willowcrest) are available on a first come, first serve basis.

A numbered fare box is conveniently located at each parking facility. Each parking space has a corresponding numbered slot on the fare box.

Only daily parking rates are available (no monthly or weekly passes).



**The cost for  
Daily Parking  
at all four lots is  
\$1.00 (per day)**

## Frankfort Township Van Service

Residents in need of transportation for medical appointments outside the Frankfort Township boundaries can now call the Township Office at 815-469-4907 to schedule a ride. Drivers are not medically trained and cannot go into a residence or medical facility therefore, if your family member needs that kind of service you will need to make arrangements to have a caregiver go with them.

The van service will provide transportation to the following facilities:

- w Silver Cross Hospital (Joliet)
- w St. Joseph Hospital (Joliet)
- w Will County Community Health Center (Joliet)
- w St. James Hospital (Olympia Fields)
- w Pronger Smith Medical Center (Tinley Park)
- w Midwest Physicians Center (Orland Park)
- w Palos Community Health Center (Orland Park)
- w Renal Care Group (Orland Park)

If you require transportation to a facility not listed, the Township will include facilities that are no more than 35 minutes driving time from the Township Office.

The fare is \$5 each way or \$10 for a round trip. Van service will operate Monday through Friday 8 a.m. to 3 p.m. No pickups will be made after 3 p.m.

For further information, please contact the Township Office at 815-469-4907.



**New Lenox Township** offers van service to their residents through Para-Transit. For information call the New Lenox Township office (815)485-6431 or visit their website at [www.newlenox.org](http://www.newlenox.org).

# Garage Sales

Summer is the time when many residents clean garages, attics, and closets of items that are no longer of practical use. Many residents choose to have a "Garage Sale" as a way to dispose of these items. Garage sales are a supported activity and are a common occurrence in Mokena as well as in other communities. However, residents are requested to use some neighborly etiquette and good common sense while conducting a garage sale. Below, you will find some simple guidelines required by the Village of Mokena. Questions regarding garage sales should be directed to the Mokena Village Hall at (708) 479-3900.

- w Residents should obtain a permit from the Village prior to holding a Garage Sale. Not only is the permit free of charge, your sale will automatically be advertised on Channel 6 and on our website ([www.mokena.org/What's New](http://www.mokena.org/What's New)).
- w Garage sales should not begin prior to 9 a.m. Or go beyond 8 p.m. And shouldn't be conducted for more than three (3) consecutive days.
- w Please do not place garage sale advertising signs on utility poles, trees, street light poles or in the public right of way. They will be removed.
- w Only ground signs located on the property where the garage sale is conducted are allowed.
- w Garage sale signs that are placed in public right of way or off site from the location of the garage sale will be picked up by the Village's Public Works or Code Enforcement Staff.
- w All garage sale signs should be removed by the resident after the sale.
- w Two (2) garage sales per year are allowed on the same premise.



Garage Sales are advertised on Cable Channel 6 and are posted on the Village of Mokena's website @ [www.mokena.org/calendar/garage sale calendar](http://www.mokena.org/calendar/garage sale calendar)