

CityNews



WINTER 2013

A PUBLICATION OF THE CITY OF APPLE VALLEY, MN

Apple Valley Residents Invited to Share Their Opinions in Local Surveys

Residents of Apple Valley are invited to share their opinions on City services and cable television service in two brief online surveys through December. The City Services survey consists of 11 questions and covers areas such as public safety, public works, and recreation services.

A link to the survey can be found on the City's website homepage www.ci.apple-valley.mn.us. The survey is part of the Minnesota State Auditor's Performance Measurement Program. Apple Valley is one of more than 100 cities that participate in the program. The survey helps the City to identify areas where service delivery can be improved.

The survey will be available online until December 31. The City will compile the results of the online survey and provide them early next year.

The City is also conducting a Cable Franchise Renewal process with Charter Communications. Current and former Charter cable TV subscribers are encouraged to respond to the Cable TV Survey through December 9.

Links to both surveys can be found on the City's website homepage HYPERLINK "<http://www.ci.apple-valley.mn.us>".

Your participation is appreciated!

Teen Police Academy

The Apple Valley Police Department will be offering its 9th annual Teen Police Academy starting Tuesday, February 5, 2013. The Academy will meet each Tuesday evening from 6:30 p.m. to 8:30 p.m. until March 19, 2013. There are no fees associated with the Academy. Limited registration is open to anyone attending high school in Apple Valley or anyone of high school age who lives in Apple Valley. Criminal background checks will be conducted on all applicants.

The Academy provides an inside look at the operation and services provided by the Apple Valley Police Department. Topics for the 7-week course will include DWI enforcement, use of force, Dakota County MAAG Team (SWAT), property and evidence processing, crime scene investigation, Dakota County Drug Task Force, K-9 and many more.

Registration for the Teen Academy will be available starting Wednesday, January 2, 2013 and will be posted on the City's website at www.cityofapplevalley.org. Registration must be done online via the link found on the City's website. For more information on the Teen Police Academy please contact the Apple Valley Police Department at 952-953-2706.

Coffee with the Cops

The Apple Valley Police Department "Coffee with the Cops" brings officers out to local businesses and Senior Housing communities to visit with citizens. The Neighborhood Collaboration Officer Program (NCOP) encompasses our Crime Prevention Unit, Retail Crime Unit, School Resource Officers and our Multi Housing Officer. Officers and staff from this unit visit a local coffee shop or senior housing facility to answer questions and interact with the citizens of Apple Valley. This is your chance to ask questions about the police department and about what is going on in the community. There will be handouts available covering a variety of safety and crime prevention topics as well as coloring books for the kids.

As an extra special bonus all attendees will have the opportunity to win an official Apple Valley Police coffee mug!

We invite you to join us. We advertise the time, date and location of Coffee with the Cops on the City of Apple Valley website at www.cityofapplevalley.org, Police Facebook page and on Twitter. Be sure to "Like" us on Facebook and follow us on Twitter and you will get notices for the next Coffee with the Cops.

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Thomas Goodwin
Ruth Grendahl
Clint Hooppaw



2013 City Budget Addresses Future Street Maintenance

The Apple Valley City Council has approved a preliminary property tax levy that sets in motion the strategy to finance the ongoing street maintenance program and the City's upcoming street reconstruction needs. Street surfaces require significant maintenance investment over time to maintain their condition and prevent significant deterioration. Eventually, streets reach an age at which reconstruction is necessary. Over the past year, the City Council considered a number of options to fund these upcoming street reconstruction projects. A common practice in many other Metro area communities is to levy special assessments on the abutting benefiting property owners, often resulting in costs exceeding \$5,000 to the property owner at the time of construction. The City Council chose a policy that would avoid special assessments for street maintenance.

Instead, the City Council chose redirect an existing debt levy towards the Street Maintenance Program. In essence, the street improvements will be funded through an existing annual property tax levy, avoiding the need to levy additional special assessments for these costs.

Levy Dollars Provided By	Levy Capacity Added
New Tax Base	139,000
TIF #13 Decertification	612,000
Additional levy increase from previous existing tax base	114,697
	865,697

Preliminary Budget Objectives

In light of the current economic climate, the City Council's overall 2013 budget goal was to meet the City's needs while minimizing the impacts on property taxpayers.

- The preliminary 2013 budget reflects this direction while accomplishing a number of important objectives:
- The City's portion of the property taxes on the median valued home is reduced by 1.6% (\$14).
- City property taxes will be lower than in 2009 when the 2008 voter approved park bond levy began.
- The annual street maintenance program will be fully funded by redirecting an existing park bond levy, avoiding the need for special assessments on property owners.
- Three long-term vacant staff positions will be reinstated: Police Sergeant, Police Officer and a Park Maintenance employee.

Proposed Property Tax Levy

Support of the proposed 2013 budget requires a total levy of \$22,890,946, an increase of \$865,697 or 3.9%. Even though the levy is going up, your city tax should go down. Within the levy, the annual street maintenance program funding increases by \$1,080,000 and the 2004 Park Bond Levy is cancelled with the remaining debt service paid by the Future Capital Projects Fund. The levy for all other Debt Service Funds increases to reflect the 2012 equipment certificates of \$178,000.

The table below shows a comparison of the property tax levy for the past three years. Note that the levy for the street maintenance program increases by \$1,080,000 to a total of \$2,755,000 in 2013. The street maintenance program represents over 12% of the 2013 property tax levy. Included in the City property tax is the tax impact of the annual street maintenance program of approximately \$93 for the median value home.

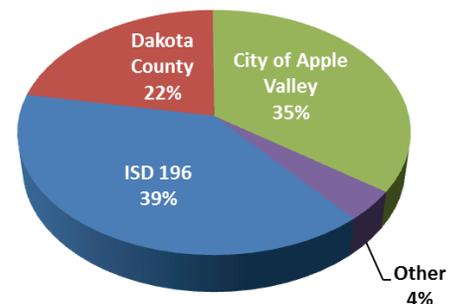
While the preliminary property tax levy for 2013 is \$865,697 higher than 2012, the City portion of the tax bill for the median valued home (which experienced a market value decrease of 5.9%) is expected to fall from \$866 to \$852, approximately \$14. This occurs because the tax base is also increasing, offsetting the levy increase. New construction adds approximately \$139,000 of levy capacity and the decertification of TIF District 13 adds approximately \$612,000 of levy capacity.

The City of Apple Valley will be conducting the City's Truth in Taxation hearing on December 13, 2012 at 7 p.m.

Levy Component	2011	2012	2013	Change (2012 to 2013)
General Fund	\$18,060,000	\$18,297,000	\$18,844,570	\$547,570
Street Maintenance Program	1,598,000	1,675,000	2,755,000	1,080,000
MV Homestead Credit Provide to Residents	1,120,000	-	-	-
Debt Service – Voter Approved	1,664,000	1,802,000	863,000	(939,000)
Debt Service – all other levy supported	258,000	251,249	428,376	177,127
Total	\$22,700,000	\$22,025,249	\$22,890,946	\$865,697



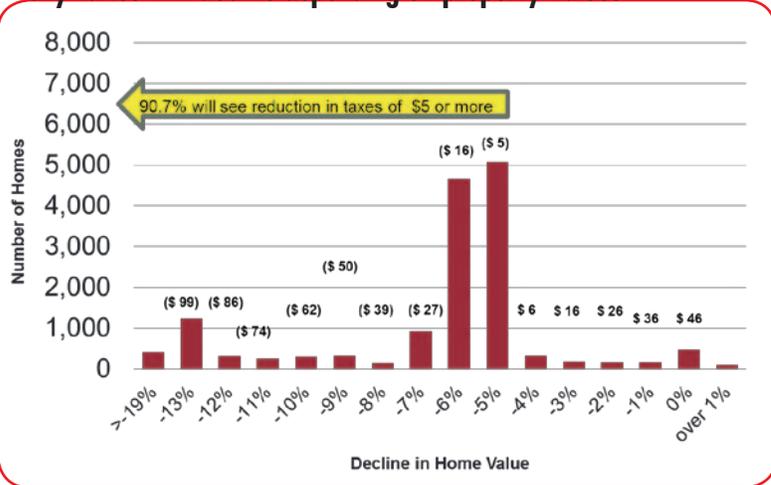
Property Tax Distribution for an Average Apple Valley Home



Home Values and Property Taxes Paid

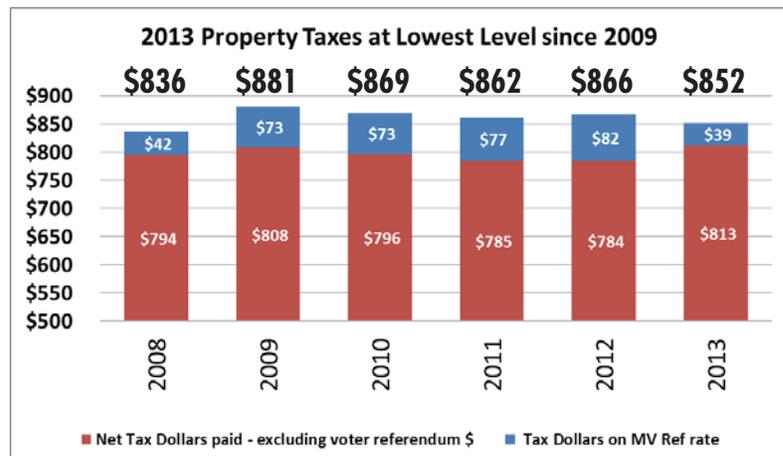
In 2013, residential properties in Apple Valley experienced an average decrease in median value of 5.88% from 2012. The median value home is now \$185,800. Under the proposed 2013 budget, the typical median value home will see a decrease in the City's share of the property tax bill of approximately 1.6 percent. Over 90% of homes should see a reduction in their city portion of the tax bill for 2013.

City Taxes will decline depending on property values



Tax Dollars paid in City taxes lower than 2009

The median valued home of \$185,800 experiencing the median 5.88 percent decrease in value would pay approximately \$14, or about 1.6%, less in 2013. The City taxes on this median value home are \$852 and will be at their lowest level since 2009 when the 2008 park bond levies began, despite the fact that the 2013 property tax reflects an additional \$46 (a total of \$93) to support the street maintenance program. Again, the objective in including the annual street maintenance program in the levy was to avoid the burden of special assessments for street improvements on the property owners. The trade-off for funding the program through the property tax levy and not using special assessments is that the City of Apple Valley's property tax rate will be higher than other communities.



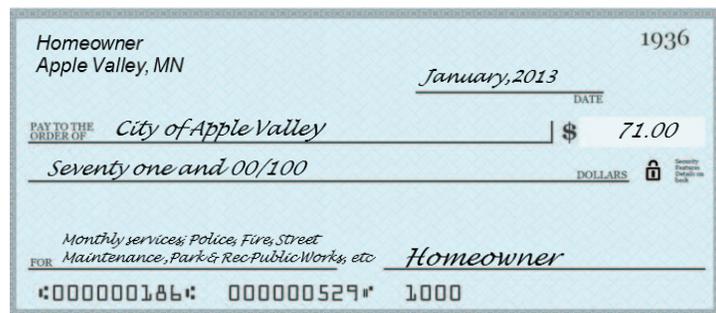
Everyone is invited to attend the City's Truth in Taxation Hearing that will be held December 13, 2012 at 7:00 p.m. at the City of Apple Valley City Hall. For more information visit the City's website at www.ci.apple-valley.mn.us

How are the City Tax Dollars Allocated?

The median valued home has a total monthly city tax bill of \$71. Of that total, \$59.58 (84 percent) is for general city operations, \$7.77 (10.9 percent) is for the support of the Annual Street Maintenance Program, and \$3.65 (5.1 percent) is for the total debt service needs of the city. The checkbook image below shows the breakdown of the \$59.58 city operations portion by department function. Of the total, \$22.13 covers the operations of the police department, \$10.48 is for public works which includes snow plowing, road maintenance and vehicle/equipment maintenance, and \$10.29 supports parks and recreation. The remaining \$16.68 (23 percent) represents the remaining department budgets and other unallocated costs.

The services the City of Apple Valley provides are necessary, essential, and quite diverse. In Apple Valley, resources are leveraged, services are efficient and economical, and we stand accountable for the product we deliver at the low-cost prices we have come to expect, typically take for granted, and rely on daily.

Description	% of total	\$ of Levy
Police	31.2%	\$ 22.13
Public Works	14.8%	10.48
Park and Recreation	14.5%	10.29
Annual Street Maintenance Program	10.9%	7.77
Fire	6.9%	4.92
City Council, Administration & Human Resources	5.7%	4.06
Debt Service	5.1%	3.65
Community Development & Code Enforcement	3.4%	2.39
Finance	2.6%	1.82
Information Technology	2.6%	1.82
Insurance / Contingency	1.7%	1.23
Legal Services	0.6%	0.44
Total per Month	100.0%	\$ 71.00



The City of Apple Valley makes up 35% of your property tax bill

While the City of Apple Valley has strived to lessen the impacts on property owners, the City has no control over levy decisions by other government entities serving Apple Valley. So while the City's portion of the taxes may go up slightly or go down, Apple Valley officials cannot guarantee the same will be true for a property owner's overall tax bill.

Attention Apple Valley Homeowners

The City of Apple Valley, in partnership with the Dakota County Community Development Agency (CDA) and the Dakota Area Resources and Transportation for Seniors (DARTS), is offering a variety of home maintenance and improvement programs for seniors and residents. They include:

DARTS Outdoor Chore Service Program

This program provides assistance to older residents with heavy chores and outdoor yard work such as raking leaves, snow shoveling, lawn mowing, cleaning gutters, touch-up painting, weeding gardens, packing boxes, and cleaning garages and basements. The Chore Service workers will perform work from a stepladder (6-foot ladder or smaller; no extension ladders). They will not use power equipment while on the ladder. Chore workers are not available to apply chemical treatment to lawns or gardens. The cost for this service program is based upon your income and type of work you request. Contact DARTS at (651) 455-1560.

CDA Home Improvement Loan Program

The Home Improvement Loan program assists low and moderate income homeowners with making repairs and improvements to their homes. Funds are commonly used for furnace replacement, electrical and plumbing repairs, adding insulation, exterior upgrades and special

needs improvements (such as ramps, bathroom and kitchen modifications).

Features of the program include 0% interest and no monthly payments. The loans are not forgiven and become payable when ownership changes or you move from the property. You may have to repay the loan if you refinance your home, or take out a home equity loan. The minimum loan amount is \$15,000, and the maximum is \$25,000.

Eligible applicants must own their home, have sufficient equity in the property, a satisfactory credit history and a gross annual income within the program income limits. The income limits start at \$45,500 (for a one-person household) and range up to \$85,800 (for an 8+-person household).

Additional information on the Home Improvement Loan program and applications can be found at "www.dakotacda.org". To obtain additional information, or to request an application by mail, please call Mark Hanson at (651) 675-4469.

Energy Assistance Program

This program is administered by the Scott Carver-Dakota CAP Agency, which provides grants to help income qualified homeowners pay their heating bills. For information or to request an application for the Energy Assistance Program, please contact the CAP Agency at 651-322-3500.

Weatherization Assistance Program

This program is administered as a joint effort between the CAP Agency and the CDA, and provides income qualified homeowners a grant to help make their home more energy efficient. Grant funds are used to insulate attics or walls or to upgrade furnaces. Households who have applied to and are eligible for the Energy Assistance Program are automatically referred to the Weatherization Program. The income limits are \$22,340 (for a one-person household) up to \$77,780 (for an 8+-person household).

If you qualify for the Weatherization Assistance Program, the CDA's Energy Specialist will conduct an energy audit on your home to determine solutions to improve your home's energy efficiency. The CDA will assist you in selecting a qualified contractor to complete the work. Payment is made directly to the contractor on your behalf when the work is completed and after the CDA has inspected the work. For information about the Weatherization Assistance Program, call 651-675-4554.

For Contact:

DARTS Chore Service Program: (651) 455-1560

Home Improvement Program: (651) 675-4469

Energy Assistance Program: (651) 322-3500

Weatherization Assistance Program: (651) 675-4554

Can I Recycle This? More Items Can Now Go In Your Recycling Bin

Did you know that many garbage haulers are now accepting more materials for recycling such as yogurt cups, juice boxes and more? As processing technology has changed, materials that were previously not used for recycled-content products are now sought after by manufacturers. The items that you can recycle will depend on the garbage hauler, so call your hauler for more information.

Things that can now be recycled by your hauler include:

- Paper: Mail, magazines, newspaper, boxes, cardboard
- Cartons: Milk cartons, juice boxes, soup cartons
- Plastic: Bottles, jugs [cups, tubs, containers and lids are also now accepted by many recyclers—check with your hauler]
- Metal: Food and beverage cans
- Glass: Bottles and jars

For a downloadable poster with the full list of items accepted in your recycling bin, including the "maybe" list, go to www.DakotaValleyRecycling.org and search "can I recycle it."

New technologies, new recycled-content products and growing recyclable markets are expanding the types of things you can recycle at the curb. But not all recycling facilities are equipped to handle the new recyclables, so what you can and cannot put in your recycling bin depends on where your hauler takes it. For detailed information on materials currently accepted by your hauler, how the materials should be sorted, and when they will be picked up, call your garbage hauler. Apple Valley's hauler directory can be found at www.DakotaValleyRecycling.org/haulers/apple-valley.

Recycling markets are rapidly growing in the Twin Cities area, so the materials collected through residential curbside recycling programs are subject to change. Stay tuned! Dakota Valley Recycling, Apple Valley's city recycling department, provides up-to-date information on recycling, composting and waste disposal on its Web site, www.DakotaValleyRecycling.org.



Keep Warm Keep Safe

- Keep or maintain a three-foot (one-meter) clearance between all heating equipment and anything that can burn.
- Do not use your oven to heat your home.
- Inspect and maintain heating equipment regularly for safety.
- Portable space heaters should be turned off every time you leave the room and before going to bed.
- When buying a new space heater, make sure it has the label showing it is listed by a recognized testing laboratory. Be sure to have fixed space heaters installed by a qualified technician, according to manufacturer's instructions or applicable codes. Or make sure a qualified technician checks to see that the unit has been properly installed.
- Make sure your fireplace has a sturdy screen to prevent sparks from flying into the room. Allow fireplace and woodstove ashes to cool before disposing in a metal container.
- Have heating equipment and chimneys inspected and cleaned every year.
- Install smoke alarms in every bedroom, outside each sleeping area and on every level of the home. For the best protection, interconnect all smoke alarms throughout the home. When one sounds, they all sound. Test smoke alarms monthly.
- Install and maintain carbon monoxide alarms to avoid risk of carbon monoxide poisoning.

Additional Safety Tips

Heating

- Make sure your heating equipment has the label showing that it is listed by a recognized testing laboratory.
- Install stationary space heating equipment, water heaters or central heating equipment according to the local codes and manufacturer's instructions.
- If possible, have a qualified professional install the equipment.
- Make sure all fuel-burning equipment is vented to the outside. Make sure the venting for exhaust is kept clear and unobstructed. This includes removal of snow around the outlet to the outside.
- Supervise children when open fires and space heaters are being used and install a non-combustible screen around the appliance to prevent burns which are even more common than fire injuries.

Portable Space Heaters

- Plug power cords only into outlets with sufficient capacity and never into an extension cord.
- Inspect for cracked, frayed, or broken plugs or loose connections. Replace before using.

Wood

- Clean chimney yearly.
- Make sure damper is open and working before starting fire.
- Maintain 36" in front of them.
- Keep glass doors closed or make sure screen is in front of them.
- Dispose ashes into a metal container with a lid on it. Ashes can stay hot for 48 hours.
- Gas type:
 - Maintain a clearance around them of 36"
 - Know where the gas shut off valve is located.

Wood-burning Stoves and Fireplaces

- Burn only dry, well-seasoned wood.
- Use artificial logs according to manufacturer's recommendations.
- Use only newspaper and kindling wood to start a fire. Never use flammable liquids, such as lighter fluid, kerosene or gasoline to start a fire.



Clear Snow

As the snow piles up, remember to keep fire hydrants clear. Any resident with a hydrant adjacent to their property should make sure snow is cleared at least three feet around the hydrant. If a fire should occur, you don't want firefighters wasting precious time locating and digging out a fire hydrant encased in ice and snow.

Citizens should also keep the front and rear entrances to their homes clear in case of an emergency. And don't forget to assist those who can't help themselves. If you have a neighbor because of age, illness, or mobility issues that isn't able to keep their own doorways clear, give them a hand. Businesses also need to keep all fire hydrants and exits clear of snow and ice.

City Information on Channel 16

Apple Valley Government Access Community Television features useful City information on the Channel 16 Bulletin Board as part of its regular program day. The Bulletin Board lists a variety of City Meeting Schedules and Agendas, Hotline Numbers and gateway information for City Services, special announcements and events, and daily program guides.

Live, Gavel-To-Gavel, Televised Meeting Coverage

Apple Valley Government Access Channel 16 telecasts all of the City Council and Planning Commission meetings live. Meeting coverage is also replayed on a variety of days and times to provide more opportunities for citizen involvement in their local government.

The City Council meets at 7:00 p.m. on the 2nd and 4th Thursday of the month. In addition the meeting is replayed on Thursdays & Saturdays at 2:00 a.m., 11:00 a.m., & 7:00 p.m.

The Planning Commission meets at 7:00 p.m. on the 1st & 3rd Wednesday of the month. Replays are on Wednesdays at 2:00 a.m., 11:00 a.m., & 7:00 p.m. and Sundays at 2:00 p.m.

Apple Valley Programs On CH. 16:

"Valley Beat" and "Hook & Ladder" share information about, give a look inside, and highlight the excellent work and members of the Police and Fire Departments in Apple Valley. Six new episodes of each program are produced annually.

Valley Beat:

Sunday.....	8:00 a.m. & 8:00 p.m.
Monday.....	1:00 a.m.
Tuesday.....	8:00 a.m. & 5:00 p.m.
Wednesday.....	1:00 a.m.
Thursday.....	8:00 a.m. & 6:00 p.m.
Friday.....	1:00 a.m. & 5:00 p.m.
Saturday.....	8:00 a.m. & 6:00 p.m.

Apple Valley Hook & Ladder:

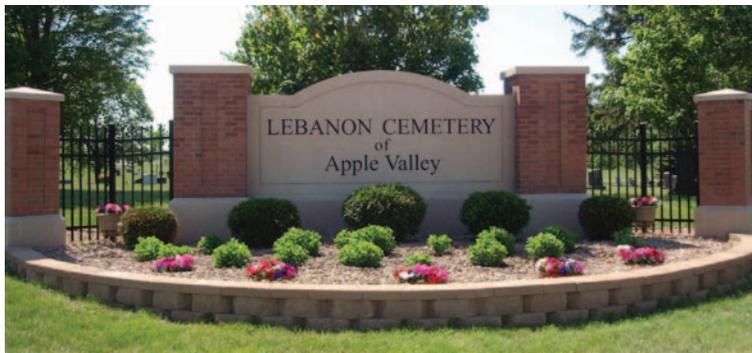
Sunday.....	8:30 a.m. & 8:30 p.m.
Monday.....	1:30 a.m.
Tuesday.....	8:30 a.m. & 5:30 p.m.
Wednesday.....	1:30 a.m.
Thursday.....	8:30 a.m. & 6:30 p.m.
Friday.....	1:30 a.m. & 5:30 p.m.
Saturday.....	8:30 a.m. & 6:30 p.m.

Programs and telecast times are also listed on the Channel 16 Bulletin Board Program Guide, and the City Web site at: www.cityofapplevalley.org

Lebanon Cemetery: A Place for Remembrance

More and more people in the United States are choosing to be cremated. Deciding on cremation is a very personal choice. If that is your choice, have you also decided how you wish to be memorialized? Having a place for remembrance can be a gift for your loved ones. A physical place to visit can provide closure to a life and help with the grieving process.

In your memorialization planning, please consider Lebanon Cemetery of Apple Valley, located on the southeast corner of Pilot Knob Road and County Road 42. Lebanon Cemetery can provide for cremation memorialization through in-ground burial or columbarium interment. For information, call Public Works at 952-953-2400 or visit the City's web site at cityofapplevalley.org.



Winter Lake Aeration Systems

Lake aeration systems will again be operated this winter in Alimagnet and Farquar Lakes to prevent winter fish kill. Public Works staff will monitor dissolved oxygen in each lake beginning in December when ice is safe to walk on. Aeration systems are operated when dissolved oxygen levels decline to 4-5 mg/l, the point when game fish begin to be stressed. Preventing winter fish kill helps maintain a balanced predator and prey fish population, and has a positive effect on water quality.

Aeration systems operate on the concept of moving warm water from the bottom of the lake (around 39 degrees) to the surface (less than 32 degrees) which creates an open water area for oxygen exchange with the atmosphere.

Operation of an aeration system is regulated by the Minnesota DNR and requires an annual permit. Warning signs will be posted and maintained around the perimeter of the aerated area to alert lake users.



Prevent Water Pipe Freeze-Up

Each winter a number of customers experience water pipe freeze-ups. Some result in pipes bursting and damage to residences. Following are suggestions to help prevent freeze-ups.

- Turn your water supply off to outside hose bibs.
- Check heat tapes to ensure they are plugged in and working properly.
- Check the cold air intake for your furnace to ensure the cold air does not come into direct contact with the concrete floor, water meter, or pipes.
- When leaving on vacation, avoid turning your thermostat down as far as it will go. The temperature could fall too low in some areas of the home.
- Turn off the water supply line and water heater when going on extended vacations. You may also want to consider temporarily discontinuing your water service.
- If you have or are in the process of remodeling your home, make sure water pipes and the water meter are accessible and not isolated behind walls where they may be susceptible to freeze-up.

If you are aware of a vacant or foreclosed property in your neighborhood, please contact Public Works at 952-953-2400 so we can investigate and determine if the water should be shut off to prevent water damage if the pipes freeze.

Free Gardening Workshops

If you are looking for more environmentally (and wallet) friendly solutions to some of your landscape problems, we have the workshop for you. In An Introduction to Planting for Clean Water, you will learn about gardening projects that beautify your yard and help local waterbodies.

Farmington	April 1, 2013
Apple Valley	April 4, 2013
Other locations	To Be Determined

Attendees will be invited to workshops where they will learn more about available grants, design their gardens, and receive technical assistance. To register, call the Dakota County Soil and Water Conservation District at 651-480-7777.

Blue Thumb™ is a public/private partnership that aims to improve water quality by making it easy for residents to plan, purchase, and plant beautiful native gardens, raingardens and shorelines. Learn more by visiting www.BlueThumb.org.

The workshop is free to Dakota County residents and will be offered evenings at the following locations and dates from 6:15 p.m. to 8:00 p.m.



Sewer and Water Emergencies

In the event of a sewer or water emergency, please use the following contact numbers.

952-953-2400 (Public Works)

Monday – Friday 8:00 a.m. to 4:30 p.m.

952-322-2323 (Dakota Communication Center)

After hours, weekends and holidays

Snow and Ice Control

New Plowing Website

The City's website, cityofapplevalley.org, is your source for news on snow and ice control. At your convenience, you can access current operations, plowing procedures, and related topics. Updates on snow plowing operations are posted under Timely Topics on the home page. To sign up to receive email and text messages when an update is posted, go to Email Updates on the home page.

Plowing Facts

City streets are cleared of snow by Public Works crews. For a full snow plowing operation, 30 pieces of equipment are utilized. Usually all 173 miles of City streets and 329 cul-de-sacs are cleared within 10 to 12 hours after the snow stops falling.

Sod Damage

The City will repair/replace sod damaged by City snowplows. Damage from the current plowing season must be reported to the Public Works Department by May 1. The City will not repair/replace sod damaged due to the application of sand, salt, or other deicing chemicals.

Mailbox Damage

Mailboxes installed and maintained to Postal specifications which are damaged as a result of direct contact by City snow removal equipment will be temporarily repaired within 48 hours of receiving notification of such damage or a portable mailbox will be set in place so mail service will be continued. The City will replace the damaged mailbox structure the following spring with a standard No. 1 black, white, or silver mailbox mounted on a 4 x 4 inch treated post. Residents may request reimbursement with prior approval to replace the mailbox structures themselves, relieving the City of any further obligation. In such cases, the City will provide portable, temporary mailboxes until the following spring.

Mailboxes that are not installed to City and Postal specifications or are damaged due to snow deposited from plows (versus being hit by City

snow removal equipment) will not be replaced. The City is not responsible for damage to media or paper boxes and will not repair them. Mailbox damage from the current plowing season must be reported to the Public Works Department by May 1.

Other Damage

All other damage within the public right-of-way, which extends approximately 13 feet beyond the curb, is the responsibility of the property owner including but not limited to trees, shrubs, bushes, landscaping materials, decorative rock, and lawn/landscaping irrigation systems.

Priorities

Streets are prioritized for plowing:

1. Arterial and collector streets
2. Commercial streets
3. Residential streets
4. Cul-de-sacs and City parking lots
5. Downtown sidewalks

For more information, please call Public Works at 952-953-2400.

We need your help!

Removing snow and ice is a time-consuming and dangerous job. To do it safely and efficiently, we need the cooperation and assistance of our residents. You can help by following these guidelines:

1. Leave 75 feet between your vehicle and a snow plow in front of you.
2. Please do not park your vehicle on the street after a snowfall of two inches or more until the street has been cleared curb to curb.
3. Please do not park your vehicle on the street any day between 3:00 a.m. and 6:00 a.m., regardless of the weather. This restriction is in effect all year.
4. Please do not throw snow from your driveway onto the street or sidewalk. If you have a contractor plow, make sure they place the snow on your property.
5. Remove snow and ice from sidewalks within 48 hours after its accumulation.
6. Remove snow from around a fire hydrant to save firefighters' time.

Water Service Questions

Should I have the City turn off my water when I go out of town?

That depends on your preference. There is always a chance of a hose or pipe leaking in the house while you are gone. During winter months, pipes could freeze if water is not turned off.

Is there a charge to have the City turn the water off?

There is no charge to turn your water off. However, there is a \$30 charge to have water service restored. The fee will appear on the first billing received following your return. Please note that you will continue to be billed for base services while your water is off.

What is involved in having the water service turned off by the City?

The City will turn your water on or off Monday through Friday between 8:00 a.m. and 2:30 p.m. Please note that property owners are required to sign a form relieving the City of any responsibility if a line was left open in the house or the service does not get turned off. The form can be picked up or mailed to you from the Billing Department or can be printed from the City website, www.cityofapplevalley.org. Please schedule with the Billing Department 24 hours in advance of required turn on/off, (952) 953-2522.

How will I get my water bills when I am gone?

The City will send your bills to the address you currently have set up for your utility account. If you set up a temporary forwarding at the post office, your water bills should automatically be forwarded on to you. If you prefer, you can call us to have bills mailed to a temporary address. The City offers the option to pay your utility bill through automatic deduction from your bank account on the due date. Call the Billing Department at (952) 953-2522 to get an enrollment form or to change your mailing address. The form also can be found on the City website, www.cityofapplevalley.org. Another option is to sign up for online services. You can make payments, receive an e-bill by email, and have access to your account online. Simply go to the website and navigate to City Services/Utility Billing to get started.

Why do I receive letters about a problem with my meter every year while I am gone?

Public Works tracks water meters showing unusual usage patterns and sends letters when it appears the meter could be malfunctioning. No use of water is an unusual pattern. If you have your water turned off by the City, we know the reason for no usage. Otherwise, we do not and would rather send a letter and find nothing is wrong than to ignore a possible problem. If you do not have the City turn off your water when you are gone for an extended time and want to avoid receiving a letter, please notify Public Works at (952) 953-2400.