

## **Contact Information Related to Village Services**

The Village of Lombard's Municipal Buildings are closed to the public, due to prevention of community spread of COVID-19/coronavirus. However, Village Staff continue to work to provide services to residents and businesses via phone, e-mail and the Village website ([www.villageoflombard.org](http://www.villageoflombard.org)). Please note that non-essential public meetings have been cancelled.

Below please find a list of services, contact information, and website links that can assist you in your needs.

- **Water Billing**

**\*IN CONJUNCTION WITH OTHER UTILITIES IN ILLINOIS, THE VILLAGE WILL NOT BE TERMINATING WATER SERVICE OR PENALIZING CUSTOMERS WHO FALL BEHIND ON WATER BILL PAYMENTS. THE VILLAGE WILL WORK WITH RESIDENTS AND BUSINESSES DURING THIS DIFFICULT TIME.**

- Pay bills online at [www.villageoflombard.org/watersmart](http://www.villageoflombard.org/watersmart).
- Pay bills with the drive-thru drop box at Village Hall, northeast of the flags
- Contact the Water Billing Department
  - Email: [waterbilling@villageoflombard.org](mailto:waterbilling@villageoflombard.org)
  - Phone: (630)620-5920

- **Permitting**

- You can apply online at [www.villageoflombard.org/buildingpermits](http://www.villageoflombard.org/buildingpermits)
- Contact the Building Department at (630)620-5750

- **Code Enforcement Concerns**

- Access the Citizen Serve Portal at [www.villageoflombard.org/reportaconcern](http://www.villageoflombard.org/reportaconcern)
- Contact Code Enforcement:
  - Email [codeenforcement@villageoflombard.org](mailto:codeenforcement@villageoflombard.org)
  - Call (630)620-5757

- **Licensing /Freedom of Information (FOIA)**

- Contact the Licensing Department at (630)620-5913
- Information is available at [www.villageoflombard.org/licensingdepartment](http://www.villageoflombard.org/licensingdepartment)
- Email Deputy Village Clerk at [downerj@villageoflombard.org](mailto:downerj@villageoflombard.org)

- **Yard Waste and Recycling Information**

- Waste Management will continue to provide services as regularly scheduled, however their call center is currently closed due to staffing.

- To report a Waste Management service issue, fill out the form at [www.villageoflombard.org/WMissue](http://www.villageoflombard.org/WMissue).
- More information at [www.villageoflombard.org/solidwaste](http://www.villageoflombard.org/solidwaste).

- **Parking**

- Visit [www.villageoflombard.org/parking](http://www.villageoflombard.org/parking)
- Overnight parking requests may be made online at [www.frontlinepss.com/lombard](http://www.frontlinepss.com/lombard).

### **When to Call 9-1-1**

- When you feel unsafe or witness an unsafe situation
- For a general well-being check

### **CORONAVIRUS/COVID-19 UPDATES**

- Updates and Information Related to COVID-19 are available on the Village's website at [www.villageoflombard.org/covid19](http://www.villageoflombard.org/covid19).
- News will also be shared on Lombard's Facebook ([www.facebook.com/villageoflombard](http://www.facebook.com/villageoflombard)) and Twitter ([www.twitter.com/lilacvillage](http://www.twitter.com/lilacvillage)) pages.

### **Additional questions?**

- **Call the main phone line (630)620-5700 to access the department of your choice or to talk with a staff person during regular business hours, Monday – Friday, 8 a.m. – 4:30 p.m. If no staff person is available, please leave a voicemail and your message will be responded to.**

<b>Main Line</b>	620-5700
<b>Community Development</b>	620-5749
<b>Code Enforcement</b>	620-5757
<b>Building Division</b>	620-5750
<b>Finance Department</b>	620-5700
<b>Fire Department</b>	620-5738
<b>Fire Station 1</b>	620-5736
<b>Fire Station 2</b>	620-5734
<b>Bureau of Fire Prevention</b>	620-5750
<b>Police Department</b>	873-4400
<b>Public Works Department</b>	620-5740
<b>Village Clerk's Office</b>	620-5741
<b>Village Manager's Office</b>	620-5712
<b>Human Resources</b>	620-5929