



CITY OF SPRINGFIELD “WHO TO CALL” LIST

The City of Springfield has many departments that are ready to help and they're only a phone call away. Below is a list of concerns and commonly asked questions we get from residents and the numbers to call to get assistance. If you don't see your concern or question listed, please contact us at **217.789.2000** and we will direct you to the correct department.

Stay up-to-date by getting the City's weekly e-newsletter sent to your inbox every Friday evening. To sign up, visit www.springfield.il.us and click on the “Weekly E-Updates” button below the rotating banner.

I'd like to pay my CWLP bill.

217.789.2030

I want to talk to someone about my utility bill.

217.789.2030

I need assistance paying my utility bill.

217.789.2030

Are there programs to help me pay for my utility bill?

LIHEAP 217.535.3120 or CWLP's Project RELIEF opens December 1 at 217.789.2414

My power or water has been shutoff.

217.789.2030

There is a power outage in my neighborhood.

217.789.2121, option 1

I'd like to report a street light that is out.

217.789.2121, option 2

There is a traffic light that is out.

217.789.2121, option 3

I am having water trouble or water outage.

217.789.2323 ext. 2

Are there any rebate or energy efficiency programs to help with my CWLP bill?

217.789.2070

I have tree limb interfering with the power line/wires.

217.757.8520 ext. 1407

There is a vehicle on the street that has been parked there for weeks and has not moved.

217.788.8311

My neighbor's property is not being maintained or there is a property in my neighborhood that is not being kept up.

217.789.2167

I'd like to report tall grass or high weeds at a business or residence.

217.789.2167

Someone threw furniture or trash in an empty lot.

217.789.2167

I need assistance from the police, but it's not an emergency.

217.788.8311

There is a stray dog/cat in my neighborhood or there is a dead animal in the roadway.

Sangamon County Animal Control handles animal issues for the City, 217.535.3065

My home is in need of repairs, but I need assistance in paying for the work.

217.789.2377

I have large furniture that I need to get rid of.

Residents receive one (1) pick-up of up to six (6) large items a year or two (2) pick-ups of up to 3 items each, every year for free. To schedule your pick-up, call the City's contractor, Habitat for Humanity, at 217.523.2710.

Is there a way I can get rid of an old TV or other electronic items?

The City offers electronic recycling through BLH located at 1832 Stevenson Drive. There are various electronic items you can drop off. Information is available on the City website, www.springfield.il.us/recycling or call 217.789.2255.

When will my yard waste be picked-up?

The City's year-round curbside yard waste/leaf pick-up takes place every other week in your neighborhood. Stickers are not required. The pick-up schedule is pre-set and can be found on the City's website, www.springfield.il.us/recycling. You may also call 217.789.2255 to find out when your pick-up will occur. Yard waste must be placed in brown leaf bags or plastic containers marked "YW" or "Yard Waste."

When will my branches be picked-up?

Residential curbside branch pick-up takes place four times a year in the months of March, May, August, and November. Each neighborhood receives one pick-up during each pick-up month. The pick-up schedule is pre-set and can be found on the City's website, www.springfield.il.us/recycling. You may also call 217.789.2255 to find out when your pick-up will occur.

Residents may also take their branches to Evans Recycling for free year-round by showing your CWLP bill. Evans is located at 2100 J. David Jones Parkway.

A City tree needs to be trimmed or is dying and needs to be removed.

217.789.2255

A City tree between the sidewalk and the curb has a broken branch hanging over the street.

217.789.2255

A pothole needs to be filled.

217.789.2255

My street needs to be swept by a street sweeper.

217.789.2255

The sewer is backing up in my basement or another part of my home.

217.789.2255

I am a renter and need help handling an issue with my landlord.

217.789.2270

RESPONSIBILITIES OF A TENANT AND HOMEOWNER

To keep your property free from any violations:

- Keep your grass under 10 inches in height.
- Don't store inoperable vehicles on your property.
- Keep your alley clean. This means garbage is kept in trash containers and no litter around your property.
- Trim weeds, grass, and bushes in your alley.
- Keep garbage/trash/solid waste out of your yard.

Did you know the Lincoln Library has more than just books? It also offers a variety of services that are **FREE to Springfield residents**.

The following are just a few examples.



- Stream digital items such as **TV shows and movies**.
- Get **home delivery** of books, audiobooks, DVDs, CDs, and magazines if you're unable to come to the library.
- Check out a **mobile hotspot device** to connect to the internet with unlimited data. The device can be checked out for two weeks at a time.
- Make **black and white copies** of a document.
- Use **computers** during regular library hours.
- Check out items such as power tools, a pressure washer, yard games, musical instruments, exercise items and so much more from the **Library of Things**.

Visit www.lincolnlibrary.info or call **217.753.4900**.