City of Crystal Lake, Illinois
CITYLETTER



COMING SOON TO CRYSTAL LAKE: NEW BUSINESSES

Quisqueya Punta Cana Restaurant
35 Berkshire Drive, Unit 10
Come check out a new Dominican fast food restaurant that just opened offering empanadas, yaroa, chimi plates, and batidas (smoothies).

Nana's New York Deli
6220 Northwest Highway
Serving up New York style 1/2 lb corned beef, hot pastrami, Italian beef and turkey sandwiches; also specializing in homemade chicken salad, tuna salad, egg salad, chili and matzo ball soup. Opening soon!

Lizzy Lou Boutique
17 E. Crystal Lake Avenue
Women and baby boutique now located in Downtown Crystal Lake. Lizzy Lou Boutique is geared to help customers find something stylish, fun and unique.

Tropical Smoothie Cafe
5006 Northwest Highway
Opening mid-September to help customers focus on healthy eating with a wide array of smoothies and nutritious sandwich options.

Inside:

Electrical **Aggregation**
Electronics **Recycling**
Three Oaks **Updates**

POLICE DEPARTMENT

REMEMBERING SEPTEMBER 11, 2001



September 11th is a day that will forever evoke memories of an unimaginable event. Thousands of civilians and first responders lost their lives to this act of terror. We hold all victims of this tragedy close to our hearts as we come together as a nation to display unity and bravery.

Let us never forget.

CRYSTAL LAKE CHAMBER OF COMMERCE COMMUNITY RECYCLING DAY

On Saturday, July 25, 2020, the Crystal Lake Chamber of Commerce organized a Community Recycling Day. The Crystal Lake Police Department helped by holding a Drug Take-Back Event.

We collected approximately 120 pounds of expired or no longer needed prescription drugs from residents. By not properly disposing your medications, they can end up in our water supply and cause unintentional exposures to chemicals. Unused or expired prescriptions can also be a public safety hazard, leading to accidental poisoning, overdose, and abuse.

If you have medications that need to be disposed of, visit the lobby of the Police Department and place them in our prescription drop box.

We do not accept needles, gels, or liquids. Please take the pills out of the bottles and place them in a sealed sandwich bag before dropping them in the box. If you have any questions on how to dispose of needles, feel free to contact Officer Alfano at (815) 444-5956.



SOLICITOR INFORMATION

All solicitors are required to be registered with the City of Crystal Lake and must display a City-issued permit at all times. The City of Crystal Lake does not endorse nor work in conjunction with any door-to-door solicitors. If you should encounter any solicitor that does not have a permit displayed, uses questionable selling tactics, or does not acknowledge "NO SOLICITOR" postings, please contact us immediately at our non-emergency number at 815-356-3620.

If you feel you need immediate assistance, please do not hesitate to dial 911. While most companies abide by City licensing requirements, there are those that refuse. Please assist us in identifying these solicitors by getting a physical description of the person or vehicle they drive.

REMINDER:

Help Crystal Lake businesses by wearing masks when shopping and following social distancing guidelines. By staying safe, we can all help avoid additional restrictions.

Officer Sal Alfano - (815) 444-5956 or by email at salfano@crystallake.org

Crystal Lake Police Department (815) 356-3620

FIRE RESCUE DEPARTMENT

SEPTEMBER IS NATIONAL PREPAREDNESS MONTH!

Disasters can strike at any time without warning. It is important to have an "Emergency Preparedness Plan" in place for you and your family in case a disaster arises. These plans should be updated and reviewed annually to stay familiar and prepared.



To learn how to make a plan and build a preparedness kit, visit www.ready.gov.

APARTMENT FIRE SAFETY

Apartment fires are extremely dangerous because of how many people can be harmed at once. If you live in a communal area and are unsure how to plan your escape in the event of a fire, here are some helpful tips should that situation arise:

- Make sure your sleeping room has a smoke alarm as well as each living area.
- Test all of your smoke alarms monthly.
- Never remove batteries or disable the alarm.
- If your building has a fire alarm system, everyone in the building should know where to find the manual fire alarm boxes (alarm boxes on the wall with a pull bar). Most are found within five feet of an exit door.
- Speak to your apartment manager to learn your building's evacuation plan and practice all drills as if there were an actual fire.
- Always know two ways out of every room.
- Close all doors behind you while escaping, and pull manual fire alarm on your way out.
- Stay in the kitchen while cooking.
- Never leave candles unattended; blow them out when you leave or go to sleep.
- If your smoke alarm sounds, get out of the building quickly and stay out.



Source: www.nfpa.org

CRYSTAL LAKE FIRE RESCUE DEPARTMENT
(815) 356-3640

THREE OAKS RECREATION AREA

Three Oaks Recreation area is open daily from 6:30 a.m. to Sunset. The swim beach is closed for the season after Labor Day, Monday, September 7, 2020. Kayak and canoe rentals will be available in September, from 3:30 p.m. to 7:00 p.m. Monday through Friday and from 10:00 a.m. to 7:00 p.m. on Saturday and Sunday, weather permitting.

Visit the Three Oaks Recreation Area website at https://www.crystallake.org/three-oaks-recreation or call the Rainout Line at (815) 506-9333 for current park information.

CURBSIDE ELECTRONICS COLLECTION EVENT: WEEK OF SEPTEMBER 14-18, 2020

Prairieland Disposal will be conducting a curbside electronics collection during the week of September 14-18, 2020. Residents may set out a maximum of five (5) electronic items, including a limit of one (1) TV or one (1) computer monitor. The electronics will be collected on residents' regularly scheduled collection day. Prairieland Disposal will conduct the next electronics collection week in March, 2021.

The following table details which items may and may not be set out for electronics collection:

Accepted Electronics Items	Items NOT Accepted
One Television or One Computer Monitor	Air Conditioners
Cell Phones, Telephones and Tablets	Appliances
Cameras	Batteries
CD Players	Battery Operated Children's Toys
Computer Drives	Coffee Makers
Cords and Cables	Computer Disks
Electronics Mice and Keyboards	Dishwashers
Fax Machines and Printers	Hair Dryers and Hair Irons
Holiday Lights	Humidifiers
Modems	Liquid or Chemical Waste
Paper Shredders	Microwave Ovens
Satellite Receivers	Packaging Materials
Scanners	Refrigerators
Stereos	Smoke and Fire Detectors
Video Game Consoles	Water Softeners

Please contact Prairieland Disposal at (847) 381-9300 with any questions regarding the electronics collection event.

CENSUS

There is still time to be counted! Completing the information online at https://my2020census.gov/ only takes a few minutes, and benefits the Crystal Lake community. Census takers are also following up with homes that have not responded to the 2020 Census. All census takers will wear masks and follow safety protocols.



ELECTRIC AGGREGATION FAQS

The City of Crystal Lake has selected MC Squared Energy Services, LLC (mc2) to administer a Green Electric Aggregation Program. The selection of mc2 ensures that the power supply cost for participating residential and small business customers will not be greater than the ComEd rate. A significant portion of this electric supply will be from renewable sources at zero added cost to the residents or the City.

What are the advantages of electric aggregation?

- Program participants will never pay more than the ComEd rate.
- A significant portion of the program's electricity will be from renewable sources at no additional cost to you or the City.
- This new Green Electric Aggregation Program enables the City to be designated as an EPA Green Power Community at zero added cost to residents or the City.
- mc2 will provide residents and eligible small businesses with an electric supply price equal to the ComEd rate for a 24-month term beginning in October 2020.

What is the electric supply price for the program?

The price will equal the ComEd rate, including the Published Purchased Electricity Charge, Transmission Service Charge, and Purchased Electricity Adjustment charge. This price can change month to month. A historical price from last 12 months can be found at www.mc2energyservices.com/IL/HistoricalPricingPTC/P.

If you have any questions, please contact MC Squared at (888) 508-0297, or CrystalLake@mc2energyservices.com.

If you have additional questions, please contact Nick Hammonds at the City of Crystal Lake at (815) 356-3675.

where energy comes from

A GUIDE TO AVOIDING ELECTRICITY SCAMS

Many Crystal Lake residents receive their electricity supply through the City's electrical aggregation program. NIMEC coordinates the City's electrical aggregation program, and MC Squared is the current electricity supplier. It is important to beware of electricity scammers who will mail fraudulent information to residents, or go door-to-door promising to lower a resident's electric bill.

If you are approached by someone claiming to be from "the electric company," they may represent an alternative electricity supplier that could increase your bill. Do not provide any information regarding your electric account to someone who comes to your door, since that person could be trying to sign you up without your permission. Make sure to get the name of the company the person represents, along with the individual's name and phone number.

To ensure you are not paying additional fees for your electricity, make sure to check your electric bills to verify the company listed on the supply section of your bill. If you see a strange company on your bill, you could be paying additional costs for an alternative power supplier. If you believe you have given out information to an unknown electric service provider, or if you see an unknown company listed as a power supplier on your bill, please call Sharon Durling of NIMEC at (847) 607-1804 to make sure you are not getting charged additional amounts for your electric supply.

Resources:

NIMEC: Sharon Durling, (847) 607-1804.

Illinois Commerce Commission (ICC) Consumer Services Division complaint line: 800-524-0795, or online at http://www.icc.illinois.gov/consumer/complaint.

If you have additional questions, please contact Nick Hammonds at the City of Crystal Lake at (815) 356-3675.

"NUMBER, PLEASE."

BY DIANA KENNEY

For decades, one had only to pick up the receiver on the telephone to hear the words, "Number, please." On the other end of the line, a telephone operator worked in front of a switchboard filled with a maze of sockets, plugs, and cords to connect the call to the correct party. For forty years, Laura Calbow Citizen worked as and supervised the switchboard operators of Crystal Lake.

Laura Calbow was born on her father's farm in Algonquin Township in 1905. She attended the public school in Algonquin. After graduating 8th grade in 1917, Laura's formal education ended when her father retired, sold the farm, and moved his family to Crystal Lake. The family lived on Illinois Street. In 1920, Laura began her career with Illinois Bell Telephone Company where she was hired as a switchboard operator. At that time, records show there were 567 telephones in service in Crystal Lake.

Laura soon met Edgar D. Citizen, who had recently moved to Crystal Lake. Edgar was working with his brother Frank, operating the Citizen's Yellow Cab Company from the Bauer Building on Woodstock Street. The distinctive green glazed brick Bauer Building is occupied today by Aroma Coffee & Wine and Blush Salon & Spa.

Laura and Edgar married in 1923. The couple lived in a rented a house on Pomeroy Avenue and later Maple Street. By 1926, Edgar left the taxi cab business, taking a job with Western United Gas & Electric Co. of Crystal Lake. Three years later, Laura was junior supervisor of the switchboard operators who were now working on the second floor of the new Cohn Commercial Building on Williams Street. Western United Gas & Electric Co. had offices on the first floor of the same building.

Life for Laura and Edgar seemed to be going just fine. They were both successful in their chosen careers. A 1930 newspaper article tells us of Edgar's flower gardens including his prize dahlias. Unfortunately, people aren't always as happy as they seem. In May 1931, Laura went home from work at lunchtime, only to discover Edgar had committed suicide by turning on all the gas jets and sticking his head in the oven. And so, at age 26, Laura Calbow Citizen became a widow.

Life goes on. Laura moved out of the rental house and back in with her parents on Illinois Street. She continued her work at the telephone switchboard. With approximately 1,000 phones in service in Crystal Lake, the operators were handling between 4,000 and 5,000 calls per day. In January 1936 it was reported sub-zero weather and significant snowfall created a surge in telephone usage. The operators reported handling over 9,000 calls per day! Soon after, Laura was promoted to chief operator.



Laura Citizen, 1949

By 1950, records show there were 3,147 telephones in service in Crystal Lake. Telephone technology was ever-changing, but still the phrase "Number, please" was heard on every call. By 1957, the coming of direct dial service was announced for Crystal Lake. But first, a new phone building must be built to handle the new technology. A one-story brick building with basement was built on the north side of Virginia Street opposite Lake Shore Drive. Two years later, "GLencourt" was chosen as the neutral prefix (459) for Crystal Lake telephone numbers effective with dial conversion.

In 1960, Crystal Lake's population was 8,314, making it the second largest city in McHenry County. In June of that year, Laura Citizen, chief operator, celebrated 40 years of service with Illinois Bell. Two months later, Crystal Lake was ready to make the change to direct dialing. Articles in the newspaper offered detailed instructions, including: "Lift phone to ear and listen for the dial tone. This steady humming sound indicates the equipment is ready for your call." And, "Place your finger firmly in the opening for the figure or letter (first two letters of exchange name) desired. Be sure to pull the dial around until your finger strikes the metal stop. Then, release the dial and allow it to return without interference." Finally, "Repeat this procedure until all the figures have been dialed in proper sequence."

Gone were the days of operator assistance on every phone call. Laura Citizen retired from service from Illinois Bell in October 1960, two months after the phrase, "Number, please" retired from service as well.

About the Author: Diana Kenney is Executive Director of Downtown Crystal Lake/Main Street, is an appointed member of the City of Crystal Lake's Historic Preservation Commission, and is President of the Crystal Lake Historical Society.

IMPORTANCE OF PROPER SUMP PUMP CONNECTION

Have you ever wondered where all that rain water goes? It flows to places like drainage ditches and ponds, street drains, downspouts and gutters, as well as nearby storm sewers. Did you ever wonder what keeps the groundwater from entering your basement? A stormwater sump pump.

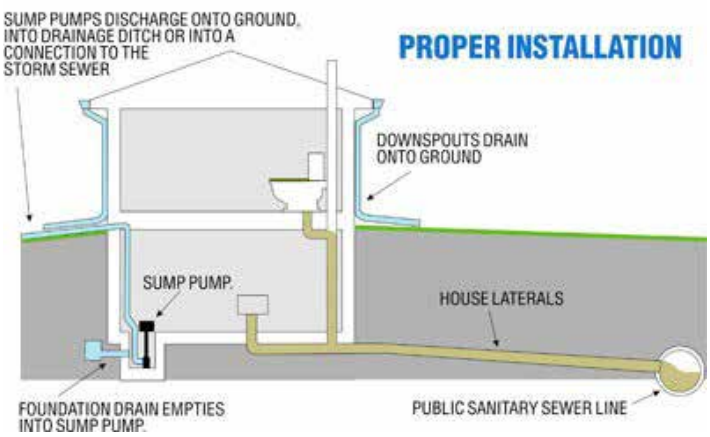
Modern homes are constructed with what is commonly referred to as a stormwater sump pump. This piece of equipment is responsible for keeping rising groundwater surrounding your foundation from entering your home and causing flooding or property damage.

Where does the stormwater sump pump take all that groundwater? The common places for a stormwater sump pump to discharge are either outside on the ground itself, drainage ditches and ponds, or a storm sewer connection. One place the groundwater should never be discharged to is the sanitary sewer.

Sanitary sewers are a closed pipe system that should not be affected by rainfall or groundwater, but when stormwater sump pumps are connected to the sanitary system, thousands of gallons of additional water are directed into the sanitary sewer system. This connection is a violation of State and Federal environmental regulations, as well as City Ordinance. This can compromise the sewer's capacity, which can contribute to wastewater backups and flooding inside homes and businesses.

A connection of this type also causes more water to flow to our wastewater treatment plants. When the plant must process this additional water, its ability to effectively process all of the wastewater could be compromised and operating costs increase.

The City is asking for help from its residents and business owners to relocate all stormwater sump pump connections from our sanitary sewer system. Make sure that your stormwater sump pump is discharging to an approved connection and not your sanitary plumbing. If you are unsure and need assistance with identifying the connection point of your stormwater sump pump, then please feel free to contact the Public Works Water & Sewer Division at 815-356-3614.



CALENDAR | September 2020

Monday, September 7

- City Offices Closed for Labor Day

Tuesday, September 15

- City Council Meeting, 7:00 p.m. (City Hall)

Wednesday, September 16

- Planning & Zoning Commission, 7:00 p.m. (City Hall)



City of Crystal Lake, Illinois

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Haig Haleblian

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Cathy A. Ferguson
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Cameron Hubbard
Mandy Montford
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Nick Kachiroubas

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Emergency Only

911

All Other Departments
(Non-Emergency)

815-459-2020
www.crystallake.org

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Crystal Lake, IL 60014

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WE VALUE YOUR OPINION

The City of Crystal Lake values the opinion of its residents. If you have any concerns or comments about the City Letter, please express them in the space provided below. (If you need more space, please attach a separate piece of paper). Clip this and mail to: City Letter, City of Crystal Lake, 100 W. Woodstock Street, Crystal Lake, IL 60014. Questions or comments can also be sent to comments@crystallake.org.