

THE CRYSTAL CONNECTION

Fall
2014

ADOPT A FIRE HYDRANT THIS WINTER

Assume responsibility for shoveling out a fire hydrant after it snows.

You and your family can help West Metro Fire-Rescue District (WMFRD) by adopting a fire hydrant in your neighborhood. Keeping hydrants clear of snow plays an important role in keeping your neighborhood safe and helps firefighters at the same time.

The program is simple. First, adopt a hydrant. Then, every time it snows, shovel all the snow away from the hydrant. This allows firefighters immediate access to water through the hydrants in the event of a fire in your neighborhood.

To adopt a hydrant, a resident must complete and turn in an application to WMFRD by December 31. Applications are available at WMFRD Headquarters (4251 Xylon Ave N in New Hope) or online at



www.wmfrd.org. Once adopted, you'll be responsible for the hydrant throughout the following year.

Adoptive residents will be eligible to win a free gift. Beginning with the first major snowfall, firefighters will draw the names of two Adopt-a-Hydrant participants each week. They will visit each participant's hydrant to see if it is free of snow and ice and that it has at least a 3-foot radius shoveled out around it. If the hydrant passes this safety check, the adoptive resident will receive a gift that has been donated by a local business.

For more information, visit www.wmfrd.org or contact Deputy Fire Marshal Shelby Wolf at swolf@westmetrofire.com or 763-230-7006.

Turn Over for Recreation Brochure

PRSRRT STD
US POSTAGE PAID
PERMIT 30308
TWIN CITIES MN

City of Crystal
4141 Douglas Drive N
Crystal, MN 55422

Please help us to help you

The City of Crystal would like to know how you feel about your neighborhood and Crystal – what it looks like, how safe you feel, public safety services, street maintenance and snow removal, and overall quality of services. From August 20 – September 20, residents are encouraged to supply input through a link on the City’s homepage at www.crystalmn.gov. The quick 12-question survey will assist City staff in developing budget options.

For more information, please contact the city manager at 763-531-1140 or anne.norris@crystalmn.gov. Thank you for your participation!



On August 5, the City of Crystal and the Crystal Police Department partnered to celebrate Minnesota Night to Unite 2014. Block parties that registered for the event received visits from police officers, city council members, and firefighters.

While block parties were in full-force, the Police Department hosted its annual Open House, bringing in numerous visitors. With treats and refreshments in hand, guests were taken on a guided tour of the Police Department, including the jail. Visitors stopped to get an up-close-and-personal look at the displayed squad car, fire truck, and command truck in the parking lot.

The City and the Police Department aim to satisfy all Night to Unite block party requests. Although our goal is to attend each and every party, we are limited by what our staffing levels and time will allow. To help plan another successful Night to Unite in 2015, please send feedback to Officer Kwiatkowski at 763-531-1094 or sean.kwiatkowski@crystalmn.gov.

We extend a great big THANK YOU to the block captains for coordinating neighborhood involvement for this event, and we look forward to collaborating with community leaders in next year’s Night to Unite!

Citizens’ Police Academy again offering FREE 6-week course

An exciting way to learn more about your local police departments!

The annual Crystal/New Hope/Robbinsdale Police Department Citizens’ Police Academy kicks off on Thursday, September 11, at 6:00 p.m., and runs every Thursday night for six weeks, ending with a big graduation on October 16.

The Citizens’ Police Academy covers many different topics, including: What Makes Up a Police Department, How Do Police Departments Recruit, Crime Lab Demo, D.A.R.E., Drug Task Force, Juvenile Justice, Domestic Abuse Intervention, Investigations, DWI Arrests, Traffic Stops, SWAT Demo, Defensive Tactics, a K-9 Demonstration, and a field trip to the Hennepin County 911 Dispatch Center in Golden Valley.

The Academy is FREE, and is intended for those who live or work in the cities of Crystal, Robbinsdale, or New Hope. Space is limited to the first 30 applicants. To register, simply go to www.crystalmn.gov, and under “News”, click on 2014 Citizens Police Academy. Fill out the form and mail it back to Sgt. Mark Peterson, Crystal Police Department, 4141 Douglas Dr N, Crystal, MN 55422.

Questions? Contact Sgt. Peterson at 763-531-1033, New Hope Police Sgt. Doug Brunner at 763-531-5170, or Robbinsdale Police Sgt. Ryan Seibert at 763-531-1220.

ELECTION INFORMATION

General Election, November 4

The General Election is set for Tuesday, November 4. Polls are open from 7:00 a.m. to 8:00 p.m.

What's on the ballot?

The following municipal offices will be on the ballot this year (all carry 4-year terms):

- Section II Council Member (representing Wards 3 and 4)
- Ward 1 Council Member
- Ward 2 Council Member

Robbinsdale Area Schools District 281 will have four seats on the ballot, as well as two levy referendums. For more information on the school funding requests, visit www.rdale.org/pages/rdale/Referendum.

Sample ballots are posted on the City's website and at City Hall.

Where do I vote?

Voters may only vote at the polling place assigned to their legal residence. To save time, be sure to know your correct polling place before Election Day. To learn where you should vote, see the map on page 5, visit <http://pollfinder.sos.state.mn.us>, or call 763-531-1000.

Notice to voters living in Ward 3 Precinct 3

Ward 3 Precinct 3 voters have a new polling place at Brunswick United Methodist Church, which is located at 6122 42nd Ave N. Registered voters in this area should have received a postcard from Hennepin County with this information.

Am I eligible to vote?

You may register and vote in Minnesota on Election Day if you:

- are at least 18 years old on Election Day
- are a citizen of the United States

- have resided in Minnesota for 20 days immediately preceding Election Day
- have any felony conviction record discharged, expired, or completed
- are not under court-ordered guardianship where a court has revoked your voting rights
- have not been ruled legally incompetent by a court of law

Voter registration

You must register if any of these statements are true:

- you have never registered to vote
- you have changed your name or address since you last voted (including moving to another apartment within the same building)
- you have not voted in the past four years

Pre-registration is available by completing a Voter Registration Application and submitting it to City Hall or Hennepin County Elections by 5:00 p.m. on October 14. You may register online or fill out an application at <http://www.sos.state.mn.us/index.aspx?page=204>. Applications are also available at City Hall.

To find out how you can register to vote at the polls on Election Day, visit www.mnvotes.org.

Absentee voting

Absentee voting is available to all eligible voters at City Hall from September 19 – November 3, M-F 8:00 a.m.-4:30 p.m. (also open on Saturday, November 1, from 10:00 a.m.-3:00 p.m., and on Monday, August 11, from 8:00 a.m.-5:00 p.m.)

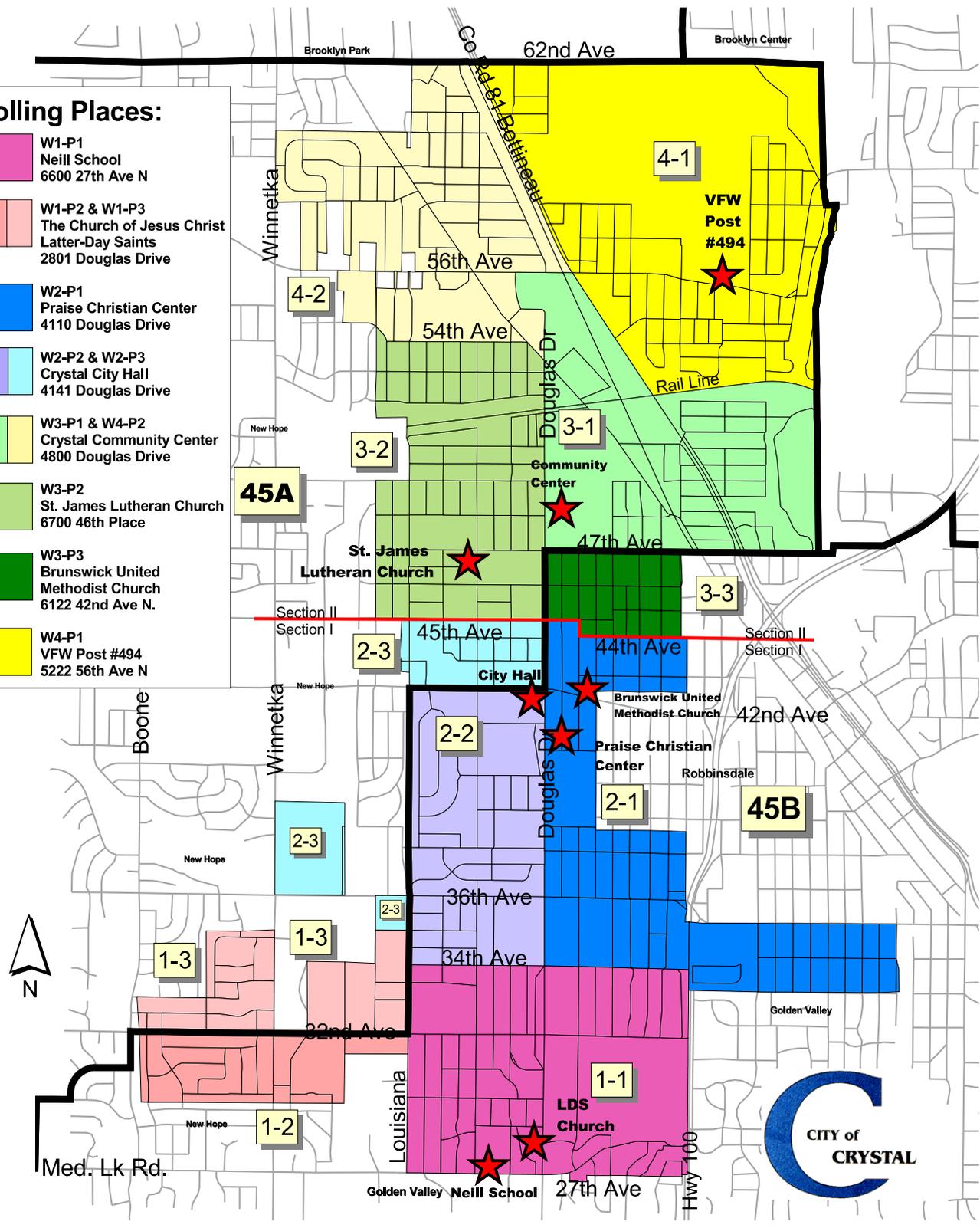
How to apply

Minnesota Absentee Ballot Applications are available on the City's website, at City Hall, or by calling 763-531-1000. You may also fill out an application online at www.mnvotes.org.

Where will election results be available?

Municipal election results will be posted on the City's website. You may also view election results on the Secretary of State's website at <http://www.sos.state.mn.us/index.aspx?page=4>.

- Polling Places:**
- W1-P1
Neill School
6600 27th Ave N
 - W1-P2 & W1-P3
The Church of Jesus Christ
Latter-Day Saints
2801 Douglas Drive
 - W2-P1
Praise Christian Center
4110 Douglas Drive
 - W2-P2 & W2-P3
Crystal City Hall
4141 Douglas Drive
 - W3-P1 & W4-P2
Crystal Community Center
4800 Douglas Drive
 - W3-P2
St. James Lutheran Church
6700 46th Place
 - W3-P3
Brunswick United
Methodist Church
6122 42nd Ave N.
 - W4-P1
VFW Post #494
5222 56th Ave N



Kids take note! You must attend school

Crystal Police officers are enforcing truancy laws because they see the importance of education for all youth. Education leads to happier and more responsible citizens. Police also enforce the truancy laws in order to support parents. We know that parents value education and want what is best for their children's future. The following laws (under Minnesota Statutes Sections 120A and 260C) apply to truancy:

Children must attend school until they reach the age of 18 years or graduate. **Students 17 years of age cannot legally drop out of school without the permission of their parents.**

- A child who is truant may be taken into custody by police.
- A juvenile who misses seven days of school or seven class periods on seven different days can be charged as a Habitual Truant under the CHIPS (Children in Need of Protection or Services) Court.
- It is the responsibility of parents or guardians to assure that their children acquire knowledge and skills that are essential for effective citizenship.

- A parent who contributes to a child's truancy from school may be charged with a misdemeanor that is punishable by up to 90 days in jail and/or a \$700 fine.
- A child is "educationally neglected" if the child is absent from school due to the failure of the parent to get the child to school.

When police pick up a child who is truant, the child will likely be transported to school. The child's parents will be called.

Business owners are encouraged to call 911 and report youth who appear to be under 16 years of age and who are in their establishments during school hours.

A youth who is suspended from school should not be out on the streets during school hours. They are to be at home while under school suspension.

Further information about truancy and educational neglect is available on the City's website or by contacting the juvenile specialist at 763-531-1023 or susan.carstens@crystalmn.gov, or Det. Sean Kwiatkowski at 763-531-1094 or sean.kwiatkowski@crystalmn.gov.

It Takes a Village – You can help!

The task of teenagers is to push and test the limits. By doing this, they find out what is acceptable in society and what is not. If there are no limits, youth begin to believe that all types of behavior are acceptable and this often results in a chaotic and sometimes delinquent lifestyle. As much as they might challenge rules and authority, young people really want adults in their lives who let them know when they have gone too far. They need to know that adults will hold them accountable for misdeeds and will redirect them along a path that is healthier for them.

Because it is crucial that youth know where the limits are, the Police Department has made enforcement of minor offenses committed by youth a priority. Police are vigorously enforcing the underage tobacco laws and the Hennepin County curfew ordinance. This fall, police plan to step up the enforcement of school truancy laws. The Police Department has a juvenile specialist and a juvenile officer who handle youth who have run from home or committed a myriad of other minor offenses.

You can help by noticing what is going on in your community. If you see youth out past curfew, call 911 at the time so officers can respond when the youth are present. You might prevent that youth from being harmed or from getting into more serious legal trouble. Similarly, if you see youth smoking or not in school when they should be, call 911. This is a way of helping youth learn what the limits are early in life so they are better prepared for adulthood. Stopping a youth

that might be headed down a self-destructive path is one of the more loving things we can do. Showing care and concern for youth might mean a 911 call to police.

Some citizens have let police know about particular areas where youth go to smoke, drink, or use drugs. Police officers appreciate this information and will patrol those areas more frequently. However, there is no guarantee that police will happen to be in the area at the exact time that the problem is occurring. That is why police need citizens to call when they see a problem. Police can generally respond within a matter of minutes so they can witness the problem and take immediate action.

Police also encourage neighbors to establish a friendly relationship with youth. Young people like to be acknowledged and recognized. It takes only one trusted adult who believes in a youth to guide him or her along a positive path. Letting young people know that they are valued helps them to value themselves, and people who have good self-worth make more responsible citizens.

If a problem arises in your neighborhood, call 911 at the time it is occurring. If you know of problem areas, contact the juvenile specialist at 763-531-1023 or susan.carstens@crystalmn.gov, or Det. Sean Kwiatkowski at 763-531-1094 or sean.kwiatkowski@crystalmn.gov. Police appreciate your assistance with helping the youth in our community.

FOCUS ON ENFORCEMENT

Fall clean-up

With fall fast approaching and summer projects coming to an end, please plan ahead to see that all construction materials are properly stored in a garage or storage shed. Materials and equipment not appropriate for permanent outdoor use must be stored in a garage or storage building. This includes bagged leaves, old lumber, household appliances, indoor furniture, and deteriorated or wrecked property left unprotected from the elements.



When performing yard work, keep in mind that it is unlawful to throw, spill, or leave sweepings, compost, grass clippings, leaves, or brush in a street, alley, or sidewalk. If not properly stored, wood, branches, leaves, and grass clip-

pings are considered litter and refuse and must be removed from the property.

Crystal residents may drop off yard waste at the Maple Grove Yard Waste Site at no charge. It is open Monday through Saturday from 8:00 a.m. to 7:00 p.m., and Sunday from noon to 7:00 p.m. Accepted materials include grass clippings, leaves, garden materials, and tree limbs up to 10 inches in diameter. The site is located at 14796 101st Ave N, and their website is www.mgyardwaste.com. They can be reached at 763-420-4886. The site closes for the season on November 30 and will not reopen until April 1.

Woodpiles

Woodpiles are permitted in rear yards in residential areas if the firewood is used on the premises where it is being stored. Each residential property may have up to 4 separate woodpiles, and each woodpile must meet the following requirements:

- Placed directly on a decay-resistant surface (such as concrete) or elevated at least 4 inches off the ground (such as on a pallet)
- No more than 5 feet high, 4 feet wide, and 10 feet long
- Screened with a wall or fence if within 5 feet of a property line
- Cannot consist of elm wood if bark is attached
- Cannot consist of oak wood if pile is uncovered or bark is attached

Composting

Composting must meet the following requirements:

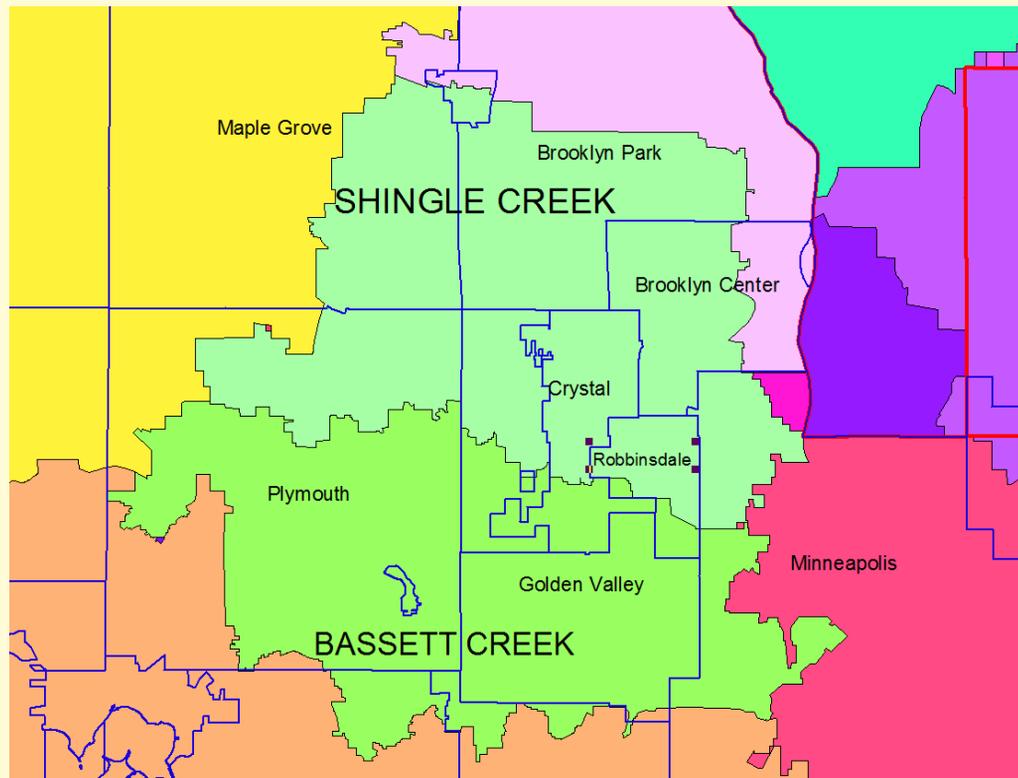
- A compost structure may not be placed closer than 5 feet to a property line and may only be located in the rear of the property
- Grass clippings, weeds, leaves, small twigs, herbaceous garden debris, evergreen cones and/or needles are permitted contents of compost
- Garbage, refuse, rubbish, waste matter, fecal material, and any matter of animal origin is not allowed in compost
- Compost cannot become a habitat for insects or rodents or create objectionable odors

Remember – a well-kept neighborhood increases the livability of our community and the value of your property.

For code enforcement-related questions or to report a possible code violation, please contact the code enforcement specialist at 763-531-1143 or jason.zimmermann@crystalmn.gov.

Just what is a “Watershed” Anyway?

You hear some talk these days about watersheds, but just what is one? A watershed is an area in which all the surface water has a common destination. They can be at very large scales, such as the watersheds of the U.S. which flow to the Atlantic or Pacific Ocean, Hudson Bay, or the Gulf of Mexico. These very large areas can be divided into smaller and smaller sub-areas. Minnesota itself is part of 8 large and approximately 80 smaller sub-watersheds.



Crystal is in the “Upper Mississippi Basin”, which itself is further divided into 15 smaller areas, and that is again divided into 11 more. This division process can continue on and on.

Watersheds don’t follow any boundaries but their own, so watersheds can be in multiple countries, states, counties, or cities. Because of this, agencies have set up “Management Organizations” which have the power to work across these political boundaries to manage surface water. Crystal is a member of both the Bassett Creek and Shingle Creek Watershed Management Organizations. Their mission is to protect the watershed surface waters by promoting good runoff controls and enforcing regu-

lations established for the design and maintenance of these controls. Large development projects must pass a watershed board review as part of the construction permitting process.

While all the water in Crystal eventually gets to the Mississippi and the Gulf of Mexico, water in Shingle Creek gets there through the Twin Lakes chain, while the southern portion flows to Bassett Creek and on through Golden Valley and Minneapolis to the river.

Crystal is seeking an alternate commissioner on both the Bassett and Shingle Creek Watershed Management Organizations. See page 12 of this publication for more information on these positions.

RECYCLING NEWS YOU CAN USE...AND REUSE!

Fall Special Material Drop-Off Day

Saturday, October 11
8:00 a.m. to 3:00 p.m.

Operations & Maintenance Facility
8300 Noble Ave N, Brooklyn Park
Phone: 763-493-8006
www.hrg-recycling.com

No charge

electronics (TVs, VCRs, DVDs, MP3 players, stereos, printers, computers, monitors, cell phones, etc.); anti-freeze, motor oil, and oil filters; household and vehicle batteries; bicycles (for reuse); scrap metal (remove non-metal parts); and paper shredding

Charge

appliances (\$10/each), residential air conditioners (\$15/each), tires (\$2 to \$15/each, based on size), mattresses or box springs (\$15/each), carpet and padding (\$10/load)

Yard waste site closes November 30

Monday-Saturday, 8:00 a.m. to 7:00 p.m.
Sunday, noon to 7:00 p.m.

14796 101st Ave N, Maple Grove
763-420-4886; www.mgyardwaste.com

Before you know it, the leaves will start falling again, so don't forget to bring your leaves, grass clippings, and tree branches up to 10-inches in diameter to the yard waste site before it closes on November 30.

Vietnam Vets of America (VVA) accepts working items at no charge

clothing, shoes, jewelry, holiday decorations and artificial trees, cooking utensils, small appliances, dishware, books, *National Geographic* magazines, towels, bedding, sewing and office equipment and supplies, camping equipment, eyeglasses, computer software, electronics, clothes irons and ironing boards, games, home decorations, luggage, musical instruments, telephones, and tools

Items NOT accepted by VVA

furniture, carpet, mattresses, garbage, wheelchairs, hospital beds, walkers, child car seats, cribs, strollers, high chairs, baby walkers, commercial and gas air conditioners and refrigerators, glass windows and window treatments, pianos, bathtubs, sinks, vanities, paints, chemicals, auto parts, car-top carriers, and construction debris

*Note – Many usable household items can be disposed/exchanged for free through an online bulletin board at www.twincitiesfreemarket.org.



HOME IMPROVEMENT ASSISTANCE

HousingResource Center
 2148 44th Ave N, Minneapolis
www.housingresourcecenter.org
 612-588-3033

Do you have technical questions about a potential home repair or remodeling project? Are you looking for financial assistance, incentives, or rebates for home improvements? The HousingResource Center is available to help! Office hours are 9 a.m.-5 p.m. Monday-Thursday, and 9 a.m.-1 p.m. on the 4th Saturday of each month. Services are free of charge to residents of Crystal and some adjacent communities.

Interest Rate Buy-Down for Community Fix-Up Fund Loans

Crystal homeowners may also take advantage of a discounted interest rate for home improvement loans made through the Community Fix-Up Fund administered by the HousingResource Center. Maximum household income is approximately \$66,000. Minimum loan is \$2,000; maximum loan is \$50,000. Maximum loan-to-value ratio is 110% of the after-rehab value. Maximum term is 10 years for loans up to \$10,000 or 20 years for loans over \$10,000. For more information, contact the HousingResource Center.

Home Improvement Incentive Rebates

Most Crystal homeowners are eligible for an EDA-funded rebate for a percentage of home improvement project costs.

- To qualify, the property must be owner occupied and the project must have a total cost of at least \$2,000.
- Rebate percentages are on a sliding scale depending on household income, with a maximum income of approximately \$99,000.
- A property may not receive more than \$10,000 from the program per year.
- **To receive the rebate, you must submit an application and receive approval from the HousingResource Center before you start your project.**
- For more information, contact the HousingResource Center.

Deferred Home Repair Loans

This program is administered by Hennepin County and offers deferred, no-interest home repair loans to homeowners below 50% of metro area median income (approximately \$41,000). These loans are forgiven after 15 years unless the homeowner sells or moves out of the property. Also available are deferred loans with a modest interest charge for homeowners between 50% and 80% of AMI (approximately \$41,000-\$66,000). For more information, contact Jim Graham at 612-348-2235 or James.Graham@hennepin.us.

Little Free Libraries



Through a generous donation, the Crystal Fund for Community Progress (CFCP) will install several “Little Libraries” in Crystal parks. Two of the Libraries are already installed at Yunker Park and Fair Park. Addition-

al libraries are scheduled to be located at these parks:

Bassett Creek	Becker
Crystal Highlands	Lions Valley Place
Kentucky	Memory Lane
North Lions	Twin Oak POW-MIA
Welcome	Crystal Community Center

Little Free Libraries (LFL) are waterproof shelters that contain approximately 25 used books for all ages. Any individual is encouraged to take books from the library in the hopes that they will donate a book in return. LFLs promote literacy and bring a sense of community, intimacy, and pride to a neighborhood.

The LFL’s kits are provided by the CFCP and purchased

from the official website at <http://littlefreelibrary.org>. The libraries will be registered through this official organization. Stewards assemble the kits, supply the initial books, check on the LFLs monthly, re-stock books when needed, and stay in contact with the CFCP on any maintenance that may be needed.

Thank you to our stewards:

Fair Park	Sandy Dolan
Yunker Park.....	Carrie Schaffer
Welcome Park	Carol Flom
Lions Valley Place Park	Becca Pitan
Crystal Highlands Park.....	Christine Yaeger
Forest Park	Kara Johnson
Becker Park.....	Maryanne Galadja
Memory Lane Pond	Michael Bishop
North Lions Park	Krista O’Neill
Community Center	Park Commission
Bassett Creek Park	CFCP
TBA	Joe Marcuson

Additional park locations may be added by the CFCP if stewards are found. Anyone wishing to be a steward or wanting more information may contact the Recreation Department at 763-531-0052.

ECONOMIC DEVELOPMENT AUTHORITY (EDA) UPDATE

Scattered Site Redevelopment – Lots for Sale

For many years, the EDA has been buying blighted houses from willing sellers, clearing the lots, and making them available to builders for construction of new single family homes. The EDA sold 44 lots in 2010-2013, plus six lots sold or optioned so far in 2014. Most of these new homes are built for specific buyers but some may be available and listed for sale on the MLS by the builder. As of July, the EDA had the following lots available:



Lot for sale at 5255 Edgewood



New house at 5332 50th

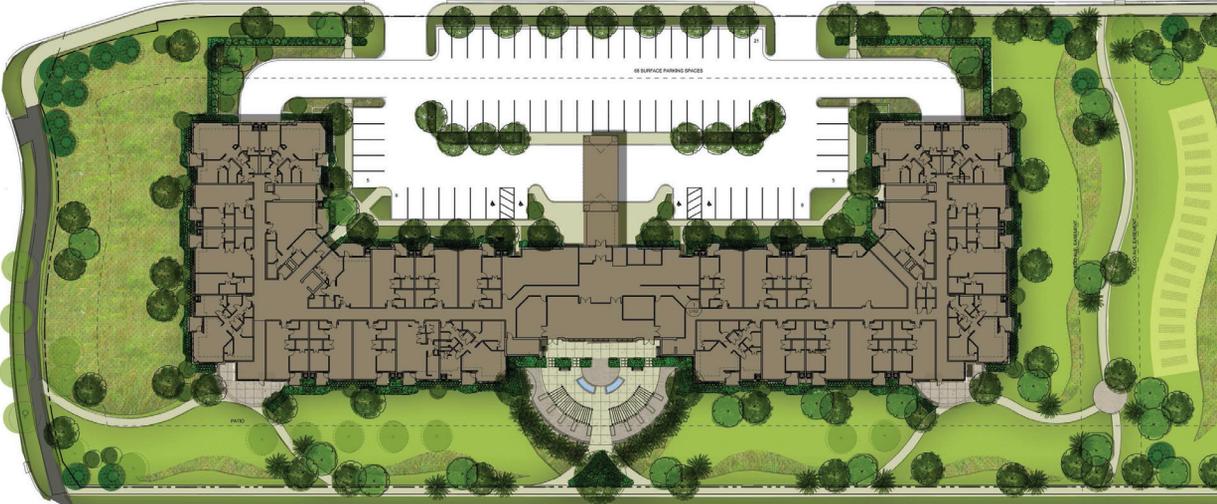
3533 Lee	\$40,000
5924 Elmhurst	\$50,000
4901 Vera Cruz	\$50,000
6601 62nd	\$50,000
4331 Vera Cruz	\$50,000
5626 Vera Cruz	\$50,000
5255 Edgewood	\$50,000
5715 Regent	\$50,000
5824 Regent	\$55,000

For more information about the available lots, visit the City’s website and click on “EDA Lots for Sale” under “What’s Happening”. To receive the lot list by mail or email, leave your name, phone number, postal address and/or email address with the city planner at 763-531-1142 or john.sutter@crystalmn.gov.

Construction of The Cavanagh is Underway

In June, the EDA sold the west 4.3 acres of the former Cavanagh School property to Dominion, a private developer who has started construction on a 130 unit senior citizen apartment building (“The Cavanagh”) at 5401 51st Avenue North. Construction started in

July and is scheduled to be completed in fall 2015. For rental information, please contact Dominion’s marketing director Tracy Bolton at (763) 354-5512 or tbolton@dominiuminc.com.



Site plan for The Cavanagh

Boards and Commissions Volunteer Opportunities

Serving on a board or commission is an excellent way for citizens to get involved in their local government by dealing with issues that affect the city and its residents and making comments and recommendations to the City Council. The following volunteer positions are currently open.

To apply:

Applications are available on the City's website or by contacting the administrative services coordinator at trudy.tassoni@crystalmn.gov or 763-531-1131.

Watershed Management Organizations – Bassett Creek (BCWMO) & Shingle Creek (SCWMO)

Jointly manages the water resources to improve surface water quality within its watersheds

- **One alternate vacancy** from Crystal exists on both the BCWMO & SCWMO
- Staff liaison tom.mathisen@crystalmn.gov or 763-531-1160

Bassett Creek (comprised of 1 commissioner and 1 alternate from nine member cities – Crystal, Golden Valley, Medicine Lake, Minneapolis, Minnetonka, New Hope, Plymouth, Robbinsdale, & St. Louis Park)

- Meetings are held monthly on the 3rd Thursday at 11:30 a.m. at Golden Valley City Hall, 7800 Golden Valley Rd. Visit www.bassettcreekwmo.org for more information.

Shingle Creek (comprised of 1 commissioner and 1 alternate from nine member cities – Brooklyn Center, Brooklyn Park, Crystal, Maple Grove, Minneapolis, New Hope, Osseo, Plymouth, & Robbinsdale)

- Meetings are held monthly on the 2nd Thursday at 12:45 p.m. at Clubhouse at Edinburg USA, 8700 Edinbrook Crossing, Brooklyn Park. Visit www.shinglecreek.org for more information.

Employee Review Board

Hears and rules on non-organized employee grievances as defined in City Code Section 315 after normal grievance procedures have been completed.

- Meets the 1st Thursday in April at 7:00 p.m. and as needed at the call of the chair
- **One vacancy** exists on this 5-member commission
- Staff liaison kim.therres@crystalmn.gov or 763-531-1132

Environmental Quality Commission

Studies issues and advises recommendations on the conservation of environmental resources and resolving environmental issues

- Meetings are held monthly on the 3rd Thursday at 7:00 p.m.
- **One vacancy exists** on this 10-member commission
- Staff liaison kim.therres@crystalmn.gov or 763-531-1132

Planning Commission

Designated as the planning agency of the City in accordance with Minn. Stat. Sec. 462.354.

- Meetings are held monthly on the 2nd Monday at 7:00 p.m.
- **One vacancy exists** in Ward 4 on this 9-member commission
- Staff liaison john.sutter@crystalmn.gov or 763-531-1142

Ask the Utilities Department

Who do I call if water comes up the floor drain?

If the problem is in your own line, the water will not rise unless you use it; therefore, do not use any water or flush any toilets. This will prevent the water from rising at the floor drain or from overflowing. However, if the problem is in the city's main line, the water will continue to rise regardless if you use the water or not. This is why it is so important to call the Utilities Department first and as soon as possible at 763-531-1166. After hours, please dial 911.

When does the Utilities Department clean the main sewer lines? – Every main sewer line is cleaned at least once every two years.

What should I do if my sewer line was cleaned?

After you have had your sewer line cleaned, call the Utilities Department at 763-531-1166. The city's main line will be checked for any roots or debris.

I'm experiencing a sewer gas odor in my home. What should I do?

– Pour at least a gallon of water down your basement floor drain. The water in the drain's trap will act as a barrier to block the sewer gas from entering your home.