

RESIDENT GUIDE



Visit waconiamn.gov for more information about the City of Waconia!

Welcome to Waconia!

Waconia is a growing community of about 15,000 residents, that combines small town warmth with cosmopolitan sophistication. Waconia is located 30 minutes west of Minneapolis. We border the shores of Lake Waconia, the second largest lake in the Twin Cities Metro Area. Every day, you'll see people out on the lake ice fishing, boating, on a snow mobile, swimming, sailing, or wind surfing.

Waconia offers residents a healthy environment with 18 parks and many sidewalks and trails, as well as growing economic development, strong schools, and excellent health care facilities. We are glad you are here!

Vision

A thriving, connected community with deep roots; a great place to live for a lifetime.

Mission

A City that leads, serves, and governs to enhance the quality of life for all community members.

Values

The City Council has identified values that reflect the desires and expectations for our work:

- **Resiliency:** maintaining, reacting to the unexpected; being adaptable
- **Stewardship:** caring for our fiscal health, environment, and assets
- **Embracing Diversity:** providing a welcoming and engaging environment for all
- **Health & Safety:** encouraging and providing resources for healthy living and a safe environment
- **Innovation:** willing to try new things, managing risk, and celebrating success

Priorities

The City Council has identified priorities for the long-term health, strength, and vitality of the community:

- **People & Connections:** engaging people and maximizing the potential of our community and staff
- **Infrastructure:** managing, maintaining, and improving our current and future physical assets
- **Fiscal Responsibility:** managing and planning for short and long term needs
- **Environment:** protecting the quality of our land, air, trees, natural space, water, and lakes
- **Housing:** partnering to create housing for our evolving community
- **Development:** attracting, reimagining, and maintaining quality businesses and jobs while embracing change in the community.

City of Waconia Contact Information

City Hall

201 South Vine Street
952-442-2184 (main line)

- Licensing
- Administration
- Conference Room Reservations

Utility Billing - 952-442-3107

Planning & Zoning - 952-856-4478

- Building Permits

Public Services

310 10th Street East
952-442-2615 (main line)

- Snow Removal
- Streets/Sidewalks
- Streetlights
- Park Maintenance
- Utility Maintenance (Hydrants, Water Treatment Plant)

Waconia Fire Department

10451 W 10th Street
952-442-2316 (non-emergency)

Safari Island Community Center

1600 Community Drive
952-442-0695

Ice Arena

1250 Oak Avenue
952-442-7465

City Council Members

citycouncilmembers@waconiamn.gov

- Tim Litfin, Mayor
- Derek Siddons, Councilmember
- Nick Gleason, Councilmember
- Jeff Grengs, Councilmember
- Jacob Coleman, Councilmember

Community Phone Numbers

- Non Emergency Sheriff
 - 952-361-1231
- Waconia DMV
 - 952-442-4038
- Carver County Environmental Center
 - 952-361-1800
- Carver County Courthouse
 - 952-361-1500
- Chamber of Commerce
 - 952-442-5812
- Waconia Library
 - 952-442-4714
- Waconia School District 110
 - 952-442-0600
- Ridgeview Medical Center
 - 952-442-2191
- Lakeview Clinic
 - 952-442-4461
- Waconia Post Office
 - 952-442-2928
- Waconia Patriot (Newspaper)
 - 952-442-4414

Numbers to Know

Gas & Electric

- Gopher State One-Call (call before you dig)
 - 651-454-0002 or 811
- CenterPoint Energy (Gas)
 - 800-376-9663
- Xcel Energy (Electric)
 - 800-895-4999
- MN Valley (Electric)
 - 952-492-2313

Solid Waste Haulers

- Suburban Waste
 - 952-937-8900
- Republic Services
 - 952-941-5174
- Waste Management
 - 866-331-1993

Phone, Internet, & Cable

- Century Link (Phone/Internet)
 - 877-862-9343
- Mediacom (Cable/Internet)
 - 844-987-3260
- MetroNet (Internet)
 - 877-407-3224
- DirecTV (Satellite)
 - 888-777-2454
- Dish (Satellite)
 - 855-318-0572

Winter Parking

Waconia's winter parking regulations are in effect from November 1 through April 1 each year. Parking is not allowed on any street or public parking lot between the hours of midnight and 8:00 a.m. Any vehicle in violation will be ticketed and subject to towing.

Yard Waste/Compost Collection

The yard waste/compost site at Waconia Public Services is open on select days between April and November each year (weather permitting). We collect yard and garden waste and small brush. There is a fee charged with this service and the charge is per bag (\$1) or per truck/trailer load (\$10). The current schedule is available on the City's website at waconiamn.gov/compost.

Snow Removal

The City relies on its residents to clear their own driveways and the sidewalks adjacent to their property. Snow must be cleared within 24 hours of snowfall. Residents are also required to clear an area for trash cans and and to clear around mailboxes, delivery tubes, and fire hydrants. These areas must be cleared without depositing snow back into the street or alley.

The City of Waconia's goal is to have maintenance activities completed within 24 hours of a snow event, however sometimes weather conditions are beyond our control and take extra time. The City's Winter Maintenance Policy provides details on how winter maintenance operations are provided to the public and the City's goals for snow removal following snow events. You can find this policy on the City's website under "Public Services." For questions, please contact Public Services at 952-442-2615.

Recreational Fires

The City of Waconia does allow outdoor recreational fires without a permit under conditions set forth in Chapter 710.04 of the City Code. The City encourages residents to be respectful of neighbors by being cognizant of where the fire smoke is traveling. Highlights of the regulations include:

- The fire may be no larger than 3x3x3
- Burning of trash, leaves, treated wood or hazardous material is prohibited
- Fires that generate noxious or irritating smoke should be extinguished immediately
- Fire pits cannot be closer than 15' from any structure or 10' from any property line

Invoice Cloud - Pay Your Utility Bills Online

As a Waconia resident, you can always securely pay your Utility Bill or other invoices electronically via InvoiceCloud. InvoiceCloud payments come with no additional fees.

Customers are able to make one-time payments via a credit card or checking account, set up autopay, schedule future payments, pay by text, enroll in paperless billing, and view historical payments all online. Visit invoicecloud.com/waconiamn for more details.

Water Conservation

Watering Allotment

Up to 30,000 gallons of water is permitted for outdoor watering per household each month. 4th tier rates apply in the summer months for any watering over 30,000 gallons.

Time of Day Conservation

To conserve water resources and prevent the wasteful and harmful effects of irrigation during the mid-day hours, irrigation is not permitted between the hours of 9:00 a.m. and 7:00 p.m.

Odd/Even Watering

Odd/Even watering restrictions are also in effect year round. If your address ends in an odd number, you may water during the appropriate hours on odd numbered calendar days. Even numbered addresses may water on even numbered calendar days.



Utility Billing Information

- For residential accounts, the water charge is based on actual water usage each month. The sewer charge is based on the actual water usage during November-April (winter months). For the months of May - October (summer months), the sewer charge is based on the average usage of the preceding winter months.
- The base rates are made up of four utilities: water, sewer, storm water, and streetlight.
- Late fees of 10% are charged on the outstanding balances monthly if not received by the due date.
- Water meters are read monthly around the 22nd of the month. Once imported and processed, the bills are sent via the customer's preference. Bills are always due the 21st of the month.
- Water revenues are used to fund water production, treatment, water storage facilities, and maintain the City's infrastructure. Sewer revenues are used to fund wastewater treatment and maintain local infrastructure and lift stations. Storm water revenues are used to fund maintenance of storm water infrastructure and holding ponds.
- The Streetlight Utility funds electricity for streetlights and maintenance and replacement of existing streetlights throughout town.

Community Newsletter

Waconia Wavelength, the Community Newsletter, is published monthly. The newsletter includes important information on City-wide projects and events, as well as reminders and updates for our residents. Waconia Wavelength is included in your Utility Bill. You can always view the newsletter online by visiting waconiamn.gov/wavelength, which will download a PDF of the newsletter.

Prescription Drug Drop-Off

The Carver County Sheriff's Waconia substation has a prescription drug drop-off available to residents. It is located in the vestibule area at the City Hall side door substation entry. The drop-off is a pull out box on the wall where you can dispose of one prescription bottle at a time. Sharps containers are not accepted at this location.

Building Permits

Building permits are required for most home improvement projects. There is a penalty for starting construction without a permit. Building permits help ensure that your project meets building code and safety standards. For permit questions or information, call 952-856-4478 or email permits@waconiamn.gov. You can also visit waconiamn.gov for details on how to obtain a building permit and for copies of permit applications.

UTV/ATV Permitting

The City of Waconia permits ATVs, UTVs, and mini trucks on City streets with appropriate permitting. The rules are different based on the vehicle class, but all are allowed in some capacity.

To obtain a permit to drive a UTV/ATV on a City street, please visit:

waconiamn.gov/specialvehicles

Pet Licensing

The City of Waconia does not require pet licensing, but does enforce other pet ordinances. Please see Chapter 560 of the City Code for more information.

Chickens & Bees

The City has an ordinance to allow the keeping of chickens and honey bees with a license. License applications are available at City Hall or at waconiamn.gov/chickens.

City Facebook Page

The City regularly updates the City of Waconia Facebook page with updates on projects, council meetings, and other events happening around town. To stay up to date, like our page at facebook.com/cityofwaconia.

