



GOOD THINGS ALL AROUND



**SFCN CUSTOMERS: NOTICE OF CABLE TV RATE INCREASE**

Each year, TV channels raise the rates they charge cable TV companies to carry their channel. SFCN's practice is to only increase its rates to you, equal to cable channels' increases in their rates to SFCN. The following monthly rate changes will be effective February 1, 2013. This adjustment does not increase any profits made by SFCN or Spanish Fork City.

	Old Rate	New Rate
Basic .....	\$12.47	\$12.94
Expanded Basic.....	48.54	50.49
Digital (Super) Basic..	57.67	62.29
Full Package.....	87.63	90.66
Triple Play.....	90.50	92.45
HD Set Top Box .....	8.00	10.00
New Enhanced HD DVR .....		15.00

Full details about these changes and SFCN's all digital conversion can be found at [www.sfcn.org/digiconvert/](http://www.sfcn.org/digiconvert/).

**NEW COMMUNITY ALERT TOOL**

Nearly everyday, a resident will say something like, "I wish I would have known...", or "Why didn't you tell us...". When those comments are made, the City takes note and tries to improve.

The City has deployed many tools over the years to overcome the communication gap, for example, this newsletter, its website, and a Facebook and Twitter profile. Not to mention channel 17. Adding to that toolbox, Spanish Fork City has partnered with a local company that will allow the City to quickly communicate with its residents by telephone, email or text message.

The Community Alert tool can be used to alert residents when the water will be shut off for repairs or when a street will be closed for paving. It will be used to communicate issues on a utility account or to inform about major events happening in your

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**CITIZENSERVE GRAND OPENING!**

Spanish Fork City is pleased to announce a new online development service software package, CitizenServe! This system will allow you to submit a variety of applications online. These include applications for business licenses, building permits and a variety of other development applications. This cutting edge technology will increase the city's ability to provide a higher level of service to the community.



The city will provide training sessions to help anyone who will use the new system. Dates and times for training sessions will be provided on the City's website. If you have any questions about building permits, business licenses or CitizenServe, call the Building Inspection Division at 801.804.4540.



**DEAR MAYOR AND CITY COUNCIL**

From Left to Right, Back Row: Steve Leifson, Mayor Wayne Andersen, Richard Davis, Keir Scoubes; Front Row: Brandon Gordon, Rod Dart.

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Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
 Email: \_\_\_\_\_ Address: \_\_\_\_\_

Please complete the form and return it with your utility bill. You can also send comments to the City from the City's website. Thank you for your comments.

**COMMUNITY CALENDAR**

- Christmas Tree Removal:  
January 2 thru January 14
  - Jan 1: City Offices closed for New Years Holiday. City Council Meeting also Cancelled this day.
  - Jan 2: Planning Commission Mtg, 6 pm. Live on Ch.17
  - Jan 7 & 8: Recycling Pick-up
  - Jan 15: City Council Meeting 6 pm. Live on Ch. 17
  - Jan 21: City Offices closed for Martin Luther King Jr. Day
  - Jan 21 & 22: Recycling Pick-up
- Full calendar at [spanishfork.org](http://spanishfork.org)

**...MORE ON COMMUNITY ALERT (CONTINUED FROM THE FRONT)**

area. The reasons to use the tool are limitless and the information will be specific to you and your family and area.

The Community Alert will also be extremely useful in the event of an emergency. Community Alert can call every home and even multiple numbers per home in about 5 minutes. This quick communication will be invaluable as the City sends out accurate and timely information after an emergency.

A communication tool is only as good as the

information in it. The City gets its contact information from the Utility Billing and Parks and Recreation databases. If it has been a while since you updated those files, contact the City and they can be updated. You can also create an online profile and input your address and contact information directly to the system. Information about this tool and how to update your contact information will be available on the City website.

The city will announce this tool shortly with a call to your home.

**GO WITH A PAPERLESS UTILITY BILL IN 2013**

How do I Sign Up for Paperless Billing?

Follow these 5 simple steps:

1. Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)
2. Login or Create an Account
3. Click 'Paperless Billing'
4. Click the box next to your account
5. Click Update

You're now set up to receive your Utility Bill and City Newsletter by email.



You will no longer receive a paper bill or City Newsletter in the mail.



**WATCH OUT FOR POTHOLES**

Potholes can form when the asphalt freezes and cracks. They develop quickly and with-

out warning. With almost 30 linear miles of streets, City crews cannot know about all potholes and cannot always repair them immediately.

If you see a pothole, report it to the City so crews can fix it. The City is not responsible for damaged caused by hitting a pothole. Potholes are a natural hazard of driving on any street, especially during the winter months.

Be careful and report any potholes to Public Works at 801.804.4500.

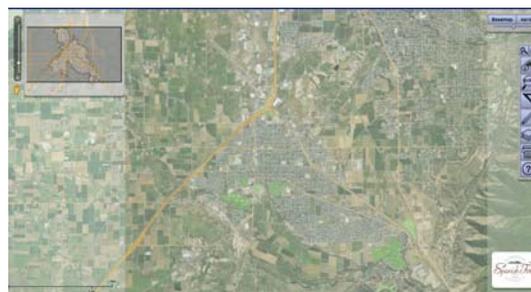
**INTRODUCING THE NEW, EASIER TO USE INTERACTIVE INTERNET MAPS**

Great news Spanish Fork residents! By now you have had a chance to work with some of the City's interactive mapping sites. As you may have found, the sites could be cumbersome to use or understand. A new interactive mapping experience has been created that will be easier with more useful information.

You can access the site several ways:

- click the 'Interactive Map' link on the home page
- find a link to the maps under the 'E-Services' tab
- [www.snurl.com/NewMap](http://www.snurl.com/NewMap)

For help on how to use the site, click on help icon on the bottom of the tool bar. Check the website often because more new tools and information will be added



in coming months. This website will be a continually improving work in progress.

Use the maps and share your input and ideas. Your questions, comments and suggestions will make the site better. Send them to [sbeecheer@spanishfork.org](mailto:sbeecheer@spanishfork.org).

If you have general questions about Spanish Fork maps and GIS, visit the mapping homepage [www.snurl.com/MapsHome](http://www.snurl.com/MapsHome). Here you will find more pre-built maps and information about GIS.

**CHRISTMAS TREE PICKUP**

Spanish Fork City crews will begin picking up Christmas Trees on Tuesday, January 2 and will continue to pick up trees through Monday, January 14. Trees must be placed at curbside and all lights, stands, and decorations must be removed and trees should not be placed in any type of bag.

**VOLUNTEERS NEEDED TO SERVE THE ELDERLY**

There are a variety of volunteer opportunities to serve the elderly:

- Volunteer Ombudsman: a friendly visitor to observe the overall care of those residing in a nursing home.
- Friendly Visitor Volunteer that provides a break to family caregivers.
- Meals-on-Wheels volunteers deliver meals to homebound seniors the community.

For more information, visit [www.mountainland.org/volunteer](http://www.mountainland.org/volunteer) or call 801-229-3821.

**LIBRARY NEWS**

Warm up your January by checking out some great books and movies. New this year, the children's department is offering a "Winter Family Fun Program" which can help fill some long, cold days with great reading, crafts, movies, and fun programs. More information about these and other activities are available at the library, or on the website.

**RECREATION CALENDAR**

Register for youth programs online at [reconline.spanishfork.org](http://reconline.spanishfork.org).

Jan 2: Begin accepting Water Park & Park Pavilion Reservations for 2013.

Jan 8: Winter Session Little Hoopsters early registration ends.

Jan 22: Winter Session Little Hoopsters begins.

Spanish Fork Parks & Recreation is located at 775 North Main Street.

Office Hours:  
Monday through Friday  
8 am to 5 pm  
Phone: 801.804.4600

