

Christmas Tree Removal

The city offers curbside Christmas Tree pick up beginning **Monday, January 5 thru Thursday, January 15**. In order to better provide this service, please observe the following considerations: No flock on the trees, remove all lights and decorations, and remove metal stands. Also, if there are several trees on your street, please try to gather them together so City crews will make fewer stops.

Prescription Drug Disposal Program

Spanish Fork Police Department has established a proper medication disposal program for you. Bring your unused prescription and over-the-counter medications for disposal to: 789 West Center Monday - Friday 8 am - 5 pm. More information about this program will be in the February newsletter.

New Office and Phone for Parks & Recreation

The Parks and Recreation office has moved to its new location at 775 N Main Street. As a part of this move, they also have a new phone number: 804-4600. Parks & Recreation will begin accepting reservations for the Water Park and the many park pavilions on **Friday, January 2, 2009** at 8:00 am. The Parks & Recreation office is open Monday thru Thursday, 8:00 am to 6:00 pm and on Fridays from 8:00 to 4:00 pm.

City Calendar

January 1—City Offices closed for the New Year Holiday

January 6—6:00 pm (live on Ch. 17) City Council Meeting

January 7—7:00 pm (live on Ch. 17) Planning Commission Meeting

January 20—6:00 pm (live on Ch. 17) City Council Meeting

Complete City calendar at www.spanishfork.org.



January 2009

SFCN Continues to Succeed

The Spanish Fork Community Network (SFCN) continues to be a tremendous success in the community. Several years ago, Spanish Fork City filled a void in the community for quality, reliable high speed internet and affordable television service and rates. Today, over 70% of Spanish Fork residents enjoy one or more of the services offered by the SFCN utility.

As our residents, you should be the first to know that this service is as solid as ever. SFCN has no plans to change service or to sell to a competitor. If you hear questions or concerns about the system and wonder if they are accurate, please contact the SFCN help line at 798-2877 or the office at 804-4503.

Digital Conversion
You are hearing a lot about the

digital conversion in the news and in advertisements.

The digital transition only affects those who use an antenna to receive their television channels. If you subscribe to SFCN, COMCAST, DirectTV or Dish Network you don't need to do anything. Of course, if you have a TV that performs best with a digital or even a high-definition picture, SFCN can provide that for you too. Just give us a call. The bottom line on the digital conversion is that if you use an antenna to watch TV please call SFCN at 798-2877 and they will explain all of your options to make sure the new digital age doesn't leave your TV in the dark.

Local Channel Cost Increase
In December, SFCN's director, John Bowcut, reported to the City



Council that local channels will begin charging SFCN to broadcast their signal. In the past, local channels, such as 2, 4 and 5 were available to the public for free. However, starting **January 1**, these and other local channels will begin charging SFCN over \$2.00 a month (a combined total for 7 channels) to transmit their signal. This will result in a cost increase to the customer. You will be notified in the February newsletter of any increases when that rate is discussed and approved by the Council. To learn more about this topic, please visit www.sfcn.org/presentation.

DEAR MAYOR AND CITY COUNCIL



From Left to Right, Back Row: Jens Nielsen, Steve Leifson, Wayne Andersen, Rod Dart. Front Row: Mayor Joe Thomas, Richard Davis

Name: _____ Email: _____ Phone #: _____

Please complete the form and return it with your utility bill. You can also send comments to the City via the internet at www.spanishfork.org. Thank you for your comments.

Community Branding Survey—Your input requested

Spanish Fork has partnered with North Star Destination Strategies to develop a community “Brand” for marketing the city to visitors, residents and businesses in the year 2009 and beyond. According to North Star CEO Don McEachern, at the heart of Spanish Fork’s brand will be the city’s competitive differentiator ~ in other words, what makes the city special so it can stand out in the marketplace. And one of the best places to find that figurative nugget of marketing gold is in the hearts and minds of the people who call Spanish Fork home.

Toward this end, North Star developed a customized Communitywide Online Survey. The questionnaire has been carefully crafted to determine the city’s strengths, weaknesses, challenges and opportunities. All residents are invited and encouraged to participate in this important community-wide initiative. The survey can be found on the City’s website at www.spanishfork.org. Surveys can be completed online and submitted electronically.

“We have partnered with more than 90 cities in more than 20 states nationwide and I can’t emphasize enough the importance of insights gleaned from community members,” stressed McEachern. “To learn what makes a city special, you have to go to the people who spend more than just their money and time there. You have to go to the people who spend their lives there.”

Is Your Water Off Or Frozen?

During the cold winter months, some residents may experience a frozen water line. This can cause obvious inconveniences to the home, however, many times the City will receive calls for a frozen water line, when in fact something else may be happening. The following are a list of questions you can ask or things you can do before calling the City:

Are you behind in your billing?

You should have received a notice from the City that you are behind in your bill. If you are, there is a chance your water has been shut off for non-payment.

Is your neighbor’s water, off or is it just yours?

If your neighbor’s water is also off, there may be a scheduled or emergency water shut-off in the area that you didn’t know about. City crews will typically notify residents if the water is planned to be off. However, in the event of an emergency, water may need to be shut off with out prior notice.

Is the cover on your water meter and is the area around your water meter covered with snow?

Snow covered meter pits usually will not freeze because the snow will actually act as an insulation, keeping the temperature slightly higher than freezing. There may be a problems inside your home.

Chances are the problem is within your own home.

Take a look at where the water line enters your home. Is the area warm? Can you feel the pipe, is it cold or extremely cold (Icy cold)? Is the water line behind a wall? Make sure there is insulation between the outside (concrete) wall and the pipe. Can you feel a draft (cold air blow-

ing)? Is it just a particular area, i.e, under a sink? Can you turn the valve off and on, or is it frozen? Does the water line pass an air gap to the outside (along joists or a window) or run along the cold air return of the furnace? Is there an unsealed area around the outside tap?

These are some areas of concern. These problems are intensified when the weather gets into the low 20’s and below and increase when the wind has been blowing and the temperatures have been low, usually for more than three days.

Take a hair dryer and run it along the suspect areas. NEVER use an open flame to thaw pipes within your home. This may take a few minutes. Make sure there is a tap open, i.e, kitchen sink or tub. If it thaws, you will heat the water until it start to run. If you find the problem, DON’T forget to insulate the pipe along that area.

Make sure if you do not get the problem found, to turn off all taps. Should it thaw, you don’t want to leave the water running, because you can possibly overflow and flood your home if you are away. You may need to call a plumber.

When the temperature is very low, the wind has been blowing etc, you may want to open the cupboard or closet doors where your pipe is, you may need to turn the heat up a little extra, or leave a trickle of water running (at least a broken stream) in a sink or tub. Running water usually will not freeze.

If you can’t figure the problem out, call the Water Division at 804-4451

New Communication Tool

Spanish Fork City has a new Reverse 911 tool that will allow us to quickly alert residents in the event of an emergency such as a chemical spill or water line break. This tool can identify home phone numbers as listed in the phone book, based on address and location. However, if you have an unlisted number or only use a cell phone, this tool will be unable to call you. To overcome this, the City has created a webpage where you can input your phone number and address that we can then use in the event of an emergency. All you have to do is log on to www.spanishfork.org/news to give us your name and address and then the number(s) you’d like us to call in an emergency. We will not use this information for any other purpose.

Power Testing and Upgrades

The Power Department is in the final stages of the installation of a new SCADA (Supervisory Control and Data Acquisition) system. Final testing of the system will be done the week of **January 12 thru January 16**. This has been a multiyear project and will help serve the city with an even more reliable power system. The SCADA system uses the city’s fiber optic cable to communicate with each substation. This gives the city a secure and reliable way to monitor electrical loads and forecast needs for the future. To complete this project, crews will take each substation off line for testing. While we don’t foresee any interruptions of services to the citizens but would like you to be aware of the project.

Library News

We invite you to come warm up with some great books this winter at the Spanish Fork Public Library.

Beginning in January we will have the following story time schedule:

- Mother Goose Time (for toddlers) every Monday and Tuesday at 11:15.
- Story time for 3 and 4 year olds every Tuesday and Thursday at 10:15.
- Music and Movement class for toddlers is every Wednesday at 11:15.
- Story time for all ages is every Wednesday at 3:00.

Our next Family Night Story time will be held **Monday, January 12, at 6:30**. Grab your p.j.’s, pillows, and teddy bears and join us for some fun bedtime tales!

Movie night will be held every Thursday at 6:00, with the YA Games (at 4:00) and YA Movie Night (at 6:00) every 2nd Thursday.