



City Hall is now available virtually for Port Colborne residents

Port Colborne, ON (Dec. 15, 2021) – Port Colborne residents can now manage property taxes, water, and wastewater bills online with the city’s launch of Virtual City Hall.

Virtual City Hall is a web-based platform that will allow residents to:

- Create a secure and confidential online account, that can be logged into 24 hours a day/seven days a week, to manage property tax bills, water, and wastewater bills, in addition to account receivable invoices in real time. Watch this [video](#) to learn how to activate an account.
- Update mailing address and contact information.
- Sign-up for paperless billing. Anyone who activates paperless billing will receive a one-time \$25 credit. The end date of the incentive will be February 28, 2022. Watch this [video](#) to learn how to go paperless.
- Register for pre-authorized payments.
- Use a credit card to make full or partial payments directly to property and utility accounts (a convenience fee will be charged for any online payments made with a credit card through the third-party merchant Paymentus). Watch this [video](#) to learn how to make a payment.
- Access property information that is provided to the City by Municipal Property Assessment Corporation (MPAC), including searching for properties to view assessments and tax information.

“We’re committed to continuously enhancing the customer service experience for our residents and business by moving our financial services to a convenient, online location,” said Jonathan Wright, manager of customer service.

This is one of the many upgrades the City of Port Colborne is taking to be a leader in providing a convenient, user friendly customer focused service. This new digital system also promotes paperless billing to reduce environmental impacts and the costs associated with processing/mailling statements to property addresses.

Require assistance? The city’s customer service representatives are available Monday – Friday, 8:30 a.m. – 4:30 p.m. either in person, by phone at 905-835-2900, or email customerservice@portcolborne.ca.

For more information, including ‘how to’ videos, visit our [website](#).

About City of Port Colborne

Located on the south coast of the scenic Niagara Region, Niagara’s Port of Call has found the perfect balance – successful industrial and commercial sectors, comfortable and scenic residential areas, white sand beaches, unique culinary choices, the world class Sugarloaf Marina, fishing, golfing, trails, shopping districts along the historic Welland Canal and an energized festival and entertainment scene that includes live theatre – truly a community that adds to the overall Niagara Experience.



PORT COLBORNE

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