



**PORT COLBORNE**

# CITY HALL NEWS

A newsletter for the residents of Port Colborne

**AUGUST 2023**

📍 66 Charlotte Street, Port Colborne, ON L3K 3C8 ☎️ 905-835-2900

📱 @cityofportcolborne 🐦 @portcolborne 🔗 portcolborne.ca ✉️ newsletter@portcolborne.ca

## Ways to #PORTicipate in July:

### Downtown Cruise Nights

The Downtown Cruise Nights are back and will continue to run every Thursday until August 24. Come visit the weekly car shows in our downtown core. Each night has a different theme. Visit @CruisersPC on Facebook for more information.



### Council Meeting Live Stream

Did you know that council meetings are now live streamed on our Facebook page as well as YouTube now? Our next council meeting is August 15, at 6:30 p.m. We hope you can tune in!



### New Community Logo

The City of Port Colborne is proud to announce the launch of its new community logo, a symbol designed to capture the essence of our vibrant city and honor its rich marine heritage. Intended to foster a sense of belonging and unity, the logo will be available for members of our community to wear proudly on hats, t-shirts, sweaters and more. Residents and visitors are invited to display their Port Colborne pride by wearing the new logo around town and beyond.

For a limited time, the City will be offering t-shirts, sweaters, and hats for sale with the new community logo displayed proudly on the front. The merchandise will be available for purchase at various City events, the weekly Port Colborne Farmers' Market, City Hall and more.

During Canal Days, the new community logo merchandise will be featured at "The Pilot House", the City's booth on West Street, located at the base of Charlotte Street.





**CANAL DAYS FESTIVAL**  
PORT COLBORNE · EST. 1979

**AUGUST 4th - 7th, 2023**

# Canal Days 2023

This year's festival features four full days of entertainment and tons of opportunities for residents and visitors to #PORTicipate. The main stage for the 45th Annual Canal Days Marine Heritage Festival is once again located in the beautiful H.H. Knoll Lakeview Park, with top-notch entertainment throughout the festival.

Friday, August 4, 2023 – The gates will open at 6 p.m. as we welcome The Glorious Sons with Elliot Brood and JIN, presented by media partner 97.7 HTZ-FM.

Saturday, August 5, 2023 – The gates will open at 6 p.m. as we welcome Sam Roberts Band with Skye Wallace and Texas King, presented by media partners 97.7 HTZ-FM and Move 105.7.

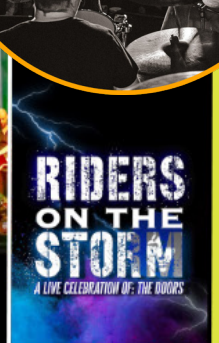
Sunday, August 6, 2023 – The gates will open at 6 p.m. as we welcome Pink Floyd Niagara, Canada's Premier Floyd Experience and Riders On The Storm: A Live Celebration of The Doors, presented by media partners 91.7 Giant-FM and Country 89.

Monday, August 7, 2023 – The gates at H.H. Knoll Lakeview Park will open at 11 a.m. as we welcome The Caverners, Canada's Premier Tribute to the Beatles and Tim E. Hendry and the Yes Men: King of The World, World Champion Elvis Tribute, presented by media partners 91.7 Giant-FM and Country 89.



**CANAL DAYS FESTIVAL**  
**LIVE MUSIC**  
CONCERT SERIES  
H.H. KNOLL LAKEVIEW PARK

**AUGUST 4 5 6 7**



**CanalDays.ca**



# CANAL DAYS **P**ARKING

## FREE PARKING DURING THE FESTIVAL IS AVAILABLE AT:

- The Vale Health & Wellness Centre, 550 Elizabeth Street, with shuttle service
- West Side Plaza Parking Lot, 53 West Side Road, with shuttle service
- Market Square, 59 Charlotte Street, with shuttle service at Charlotte and King Street

For more information about the shuttle schedule and route, visit [www.canaldays.ca](http://www.canaldays.ca).

## LOOKING TO PARK WITHIN WALKING DISTANCE? WE HAVE OPTIONS:

1. Port Colborne residents have access to free street parking when a PORTicipate Pass is displayed in their windshield. Non-residents or those without a pass can park in designated streets in Zone A, B or C and "pay as you park" using Honk Mobile. (\$20/day)
  - No app is required. A QR code corresponding to the zone you're in will be displayed on signage. Pay as you park!
2. Park after 5:30 p.m. Friday to Sunday at the H.H. Knoll Lakeview Park boat launch ramp parking lot.

Reserve your spot in advance.

## USING HONK MOBILE

- Signs will be displayed throughout the festival with QR codes.
- Open the camera on your phone and point at the QR code provided on the sign.
- Tap the link to pay the associated fee (\$20/day)

## NEED A PORTICIPATE PASS?

- Issued to Port Colborne residents only, visit [www.portcolborne.ca/porticipatepass/](http://www.portcolborne.ca/porticipatepass/) to register for your PORTicipate Pass online.

## PARKING ISSUES?

- Email [customerservice@portcolborne.ca](mailto:customerservice@portcolborne.ca) or call 905-835-2900.
- Parking is at your own risk.
- By-law enforcement will be monitoring the festival grounds and the City, you may be subject to a parking violation fine and/or a tow.

## ACCESSIBLE PARKING

- Accessible parking is available at:
- City Hall on a first-come, first-served basis
- Market Square, 59 Charlotte Street on a first-come first-served basis
- H.H. Knoll Lakeview Park, to access the Canal Days Concert Series

# CanalDays.ca



@CanalDaysPC



@CanalDays

# CANAL DAYS FESTIVAL PARKING MAP

- Temporary parking permit required  
Display your PORTicipate Pass (free for Port Colborne residents)  
OR  
Purchase a HONK Mobile Day Pass (\$20 pay as you park)
- No parking
- Free parking; time limits
- Pedestrians only  
Motorized vehicles, bicycles, rollerblades, skateboards etc. are not permitted.



**Permit Parking**  
5:30 p.m. - midnight  
Purchase online in advance.



**Staff, Vendor & Volunteer Parking**



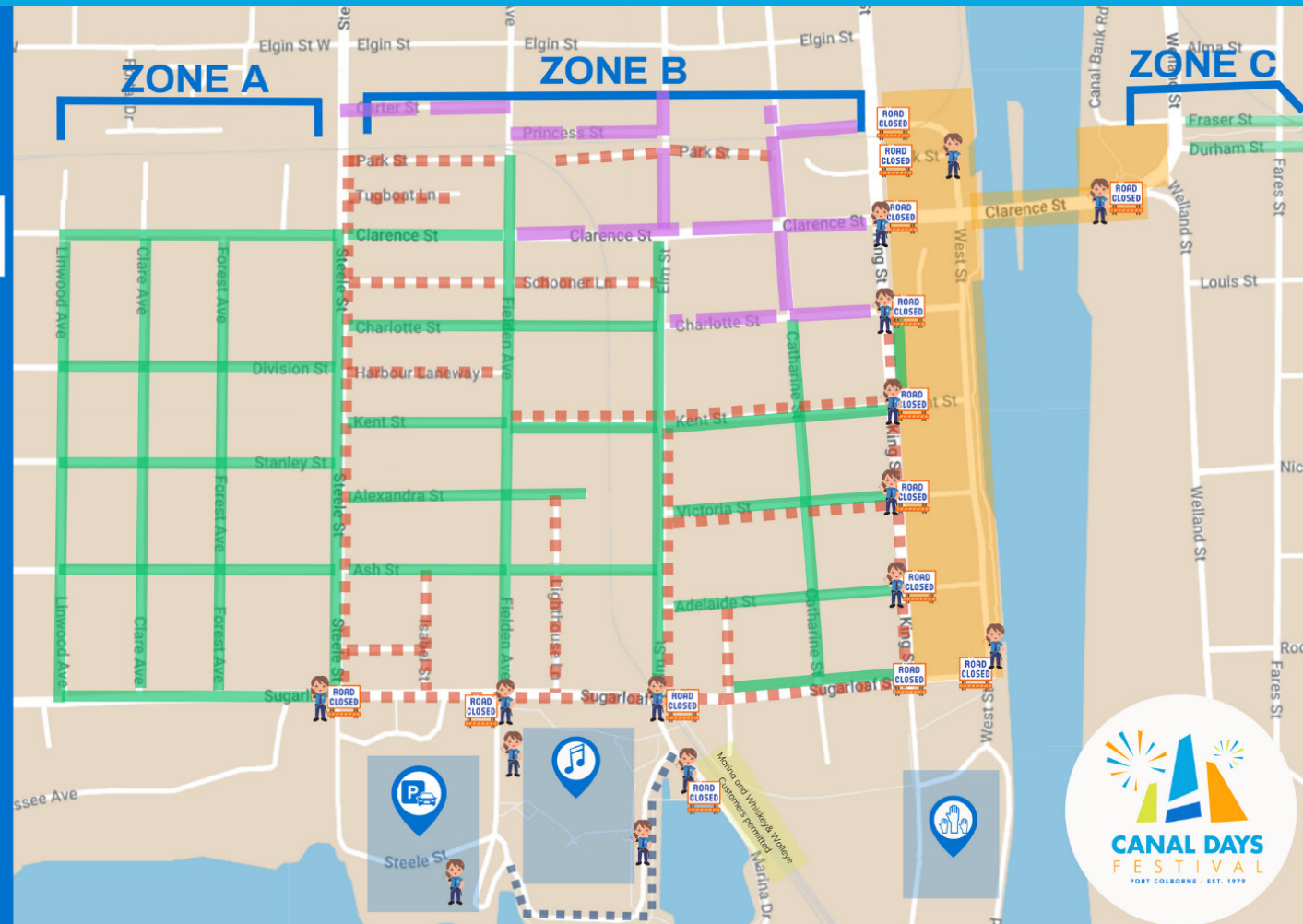
**Security Checkpoint**



**Road Closure**



**Canal Days Concert Series**  
Mainstage at H.H. Knoll Lakeview Park





## FRIDAY, AUGUST 4

### MARKET SQUARE

7 am - 12 pm Port Colborne Farmers' Market

### WEST STREET

12 pm - 10 pm Festival grounds licensed for alcohol, 19+. Take your drink 'to go' if you purchase it from a participating establishment. Presented by the Downtown Port Colborne BIA.

12 pm - 8 pm Retail vendors, food vendors, exhibits  
City of Port Colborne's Pilot House, Touch-a-Truck, Lost & Found  
Rec Zone in partnership with the Port Colborne YMCA  
Artisan Zone, presented by the Downtown Port Colborne BIA

### LABATT PATIO ON WEST

4 pm - 11 pm Live and local entertainment, presented by Giant FM and Country 89. Sponsored by Labatt.

### MARINE ATTRACTIONS ON WEST

12 pm (approx.) E.M. Cotter Fireboat arrives  
U.S. Brig Niagara arrives  
Lettie G. Howard arrives  
Empire Sandy arrives

6:30 pm Sunset cruise on the Empire Sandy  
Tickets required: canaldays.ca Bags subject to check.

### HISTORICAL & MARINE MUSEUM

12 pm - 5 pm Port Colborne Historical & Marine Museum open

2 pm - 4 pm Edwardian Tea at Arabella's Tea Room

### MIDWAY CARNIVAL

5 pm Midway rides and amusements.  
Located on Princess Street

### H.H. KNOLL LAKEVIEW PARK

4 pm Sugarloaf Marina boat launch ramp closes

6 pm - 11 pm Gates open for the Canal Days Concert Series at H.H. Knoll Lakeview Park. Gravely, Jin, Elliot Brood and The Glorious Sons, presented by 97.7 HTZ-FM

8 pm Playground and Discovery Spray Pad closes

### SUGARLOAF MARINA

10 am - 4 pm Lighthouse Tours. Presented by Friends of Port Colborne Lighthouses.

# WELCOME TO CANAL DAYS!

There's something for everyone!



## SATURDAY, AUGUST 5

### VALE HEALTH & WELLNESS CENTRE

10 am - 5 pm Craft show, presented by the Port Colborne Optimist Club (free admission)

### WEST STREET

10 am - 10 pm Festival grounds licensed for alcohol, 19+. Take your drink 'to go' if you purchase it from a participating establishment. Presented by the Downtown Port Colborne BIA.

12 pm - 8 pm Retail vendors, food vendors, exhibits  
City of Port Colborne's Pilot House, Touch-a-Truck, Lost & Found  
Rec Zone in partnership with the Port Colborne YMCA  
Artisan Zone, presented by the Downtown Port Colborne BIA

### LABATT PATIO ON WEST

12 pm - 11 pm Live and local entertainment, presented by Giant FM and Country 89. Sponsored by Labatt.

### MARINE ATTRACTIONS ON WEST

10 am Deck tours on the E.M. Cotter Fireboat, U.S. Brig Niagara, Lettie G. Howard (time subject to change)

10:30 am Empire Sandy morning cruise

1:45 pm Empire Sandy afternoon cruise

6:30 pm Empire Sandy dinner cruise

Tickets required: canaldays.ca  
Bags subject to check.

### MIDWAY CARNIVAL

10 am Midway rides and amusements.  
Located on Princess Street

### KIDS ZONE

11 am - 6 pm Featuring inflatables, activities, pony rides, face painting, and train rides across the bridge.

### ROSELAWN CENTRE

11 am - 5 pm Discovery of the Titanic Exhibit from the Royal Ontario Museum. Free admission

### HISTORICAL & MARINE MUSEUM

11 am - 5 pm Historical demonstrations, ship and cannon shooting, medieval reenactors, heritage printing press, model boats, vintage fire trucks.

Family friendly games and activities, face painting, food and more. Free admission, sponsored by Lower Lakes Towing LTD.

12 pm - 4 pm Edwardian Tea at Arabella's Tea Room

### H.H. KNOLL LAKEVIEW PARK

4 pm Sugarloaf Marina boat launch ramp closes

6 pm - 11 pm Gates open for the Canal Days Concert Series at H.H. Knoll Lakeview Park. Texas King, Skye Wallace and Sam Roberts Band, presented by 97.7 HTZ-FM and Move 105.7

8 pm Playground and Discovery Spray Pad closes

### SUGARLOAF MARINA

10 am - 4 pm Lighthouse Tours. Presented by Friends of Port Colborne Lighthouses.

## SUNDAY, AUGUST 6

### VALE HEALTH & WELLNESS CENTRE

8 am - 4 pm 29th Annual Canal Days Car Show, presented by Sewell's NAPA.

10 am - 5 pm Craft show, presented by the Port Colborne Optimist Club (free admission)

### LABATT PATIO ON WEST

12 pm - 11 pm Live and local entertainment, presented by Giant FM and Country 89. Sponsored by Labatt.

### MIDWAY CARNIVAL

10 am Midway rides and amusements.  
Located on Princess Street

### KIDS ZONE

11 am - 6 pm Featuring inflatables, activities, pony rides, face painting, and train rides across the bridge.

### WEST STREET

10 am - 10 pm Festival grounds licensed for alcohol, 19+. Take your drink 'to go' if you purchase it from a participating establishment. Presented by the Downtown Port Colborne BIA.

12 pm - 7 pm Retail vendors, food vendors, exhibits  
City of Port Colborne's Pilot House, Touch-a-Truck, Lost & Found  
Rec Zone in partnership with the Port Colborne YMCA  
Artisan Zone, presented by the Downtown Port Colborne BIA

9:15 pm (approx.) Boat Parade of Lights

10 pm (approx.) Canal Days Fireworks over the Welland Canal

### MARINE ATTRACTIONS ON WEST

10 am Deck tours on the E.M. Cotter Fireboat, U.S. Brig Niagara, Lettie G. Howard (time subject to change)

10:30 am Empire Sandy morning cruise

1:45 pm Empire Sandy afternoon cruise

5:30 pm Empire Sandy dinner cruise

Tickets required: canaldays.ca  
Bags subject to check.

### HISTORICAL & MARINE MUSEUM

11 am - 5 pm Historical demonstrations, ship and cannon shooting, medieval reenactors, heritage printing press, model boats, vintage fire trucks.  
Family friendly games and activities, face painting, food and more. Free admission, sponsored by Lower Lakes Towing LTD.

12 pm - 4 pm Edwardian Tea at Arabella's Tea Room

### ROSELAWN CENTRE

11 am - 5 pm Discovery of the Titanic Exhibit from the Royal Ontario Museum. Free admission

### H.H. KNOLL LAKEVIEW PARK

4 pm Sugarloaf Marina boat launch ramp closes

6 pm - 10 pm Gates open for the Canal Days Concert Series at H.H. Knoll Lakeview Park. Pink Floyd Niagara and Riders on the Storm, presented by Giant FM and Country 89.

8 pm Playground and Discovery Spray Pad closes

### SUGARLOAF MARINA

10 am - 4 pm Lighthouse Tours. Presented by Friends of Port Colborne Lighthouses.

## MONDAY, AUGUST 7

### WEST STREET

10 am - 4 pm Festival grounds licensed for alcohol, 19+. Take your drink 'to go' if you purchase it from a participating establishment. Presented by the Downtown Port Colborne BIA.

10 am - 4 pm Retail vendors, food vendors, exhibits  
City of Port Colborne's Pilot House, Touch-a-Truck, Lost & Found  
Rec Zone in partnership with the Port Colborne YMCA

### LABATT PATIO ON WEST

1 pm - 4 pm Live and local entertainment, presented by Giant FM and Country 89. Sponsored by Labatt.

### MARINE ATTRACTIONS ON WEST

10 am Deck tours on the E.M. Cotter Fireboat (time subject to change)

10 am U.S. Brig Niagara & Lettie G. Howard depart from West St

1:45 pm Empire Sandy afternoon cruise  
Tickets required: canaldays.ca  
Bags subject to check.

### MIDWAY CARNIVAL

10 am Midway rides and amusements. Located on Princess Street

### HISTORICAL & MARINE MUSEUM

12 pm - 5 pm Port Colborne Historical & Marine Museum open

2 pm - 4 pm Edwardian Tea at Arabella's Tea Room

### ROSELAWN CENTRE

11 am - 5 pm Discovery of the Titanic Exhibit from the Royal Ontario Museum. Free.

### KIDS ZONE

11 am - 4 pm Featuring inflatables, activities, pony rides, face painting, and train rides across the bridge.

### H.H. KNOLL LAKEVIEW PARK

11 am - 5 pm Gates open for the Canal Days Concert Series at H.H. Knoll Lakeview Park. Tim 'E' Hendry and The Caverners, presented by Giant FM and Country 89.

### SUGARLOAF MARINA

10 am - 4 pm Lighthouse Tours. Presented by Friends of Port Colborne Lighthouses.

SEE YOU THIS CIVIC LONG WEEKEND,  
AUG. 4-7, 2023



## Holiday Hours

The library will be closed: Monday, August 7, 2023 (Civic Holiday).

## LET'S TALK ABOUT... Renting in Niagara: Housing Supports and Tenant Rights

Wed. Aug. 16, 6 – 8 p.m.

Venue: L.R. Wilson Archives, 286 King Street, Port Colborne  
Free. Call 905-834-6512 to save your spot.

1. Learn about housing programs in Niagara and how to access them.
2. Know your rights as a tenant.

Topics will include: maintenance and repair issues, common grounds for eviction, the process and amount of notice required, and when a landlord is permitted to enter a tenant's unit.

The sessions are offered in partnership with the Niagara Poverty Reduction Network, the Niagara Community Legal Clinic and local libraries.

## LET'S TALK ABOUT... Birchway Niagara Services (Formerly Women's Place)

Wed. Aug. 23, 6:30 – 8:30 p.m.

Venue: L.R. Wilson Archives, 286 King Street, Port Colborne  
Free. Call 905-834-6512 to save your spot.

Come out and join Birchway Niagara's Prevention and Public Education Manager, Alicia MacMillan, as she talks about the agency's recent rebrand. Alicia will also share information on healthy relationships and Birchway Niagara's Services.



## Adult Painting with Kyla: Flamingo Paradise

Thurs. August 17, 2023, 1 – 2:30 p.m.

In this acrylic painting workshop, learn how to paint two fantastic flamingos in their natural setting. You will learn brushwork techniques, shading and blending methods, as well as proportion. Cost: \$15. Pre-register.



## Summer Activities (\*Pre-register)

- \*Tues. Aug 1, 8, 15, 22 & 29, 10:15 – 11 a.m. – Baby Time.
- Tues. Aug. 1, 2 – 4 p.m. – Sidewalk Chalk. Drop-in.
- \*Wed. Aug. 2, 9 & 16, 10:30 – 11:30 a.m. – Tween BINGO.
- \*Wed. Aug. 2, 1 -2 & 2:30 – 3:30 – I Love Summer Wooden Sign.
- \*Thurs. Aug. 3, 5 – 6 p.m. – Painted Tote Bags for Teens.
- Fri. Aug. 4, 11, 18 & 25, 9 a.m. – 5 p.m. – Library of Things. Drop-in.
- Fri. Aug. 4, 2 – 3:30 p.m. – EarlyON Pop-Up @ Library. Drop-in.
- Sat. Aug. 5, 12, 19 & 26, 10:30 – 11:30 a.m. – Story Time with Shelly. Drop-in.
- \*Sat. Aug. 5, 12, 19 & 26, 2 – 4 p.m. – Intro to Music.
- \*Wed. Aug 9, 1 – 2 p.m. & 2:30 – 3:30 p.m. – Intergalactic.
- \*Thurs. Aug. 10 & 17, 10:15 – 11 a.m. – Summer Tot Time.
- Fri. Aug 11, 9 a.m. – 12 p.m. – Library Pop-Up @ Bell St. Fire Station. Drop-in.
- \*Mon. Aug. 14, 10 – 11 a.m. & 11:30 a.m. – 12:30 p.m. – Galaxy Hoops.
- \*Mon. Aug. 14 & 21, 2 – 3 p.m. – BINGO for Kids.
- \*Tues. Aug 15, 2 – 4 p.m. – Bilingual Films.
- Mon. Aug 20, 2 – 3 p.m. – Green Screen Photography. Drop-in.
- \*Wed. Aug 23, 10 – 5 p.m. – Ontario Planetariums @ Vale Health and Wellness Centre.
- Fri. Aug 25, 9 a.m. – 12 p.m. – Library Pop-Up @ Farmer's Market. Drop-in.

## Ontario Planetarium @Vale Health and Wellness Centre

Wednesday, August 23, 2023, 10 a.m. – 5 p.m.

Registration Opens: Monday, July 31, 2023

Our end-of-summer party is going to be out of this world! Celebrate your summer reading with an immersive experience with Ontario Planetariums at the Vale Health & Wellness Centre. Learn about stars, constellations, and the galaxy from an astronomy expert inside a 360-degree dome theatre. Be sure to reserve your timeslot for this very special show. For families. Free. Pre-registration is required.





**PORT COLBORNE**  
HISTORICAL & MARINE MUSEUM

# MORE THAN A MUSEUM...

280 King Street, Port Colborne, ON | 905-834-7604 | portcolborne.ca/museum | museum@portcolborne.ca



@PortMuseum



@PortColborneHistoricalMarineMuseum



@PortColborneMuseum

## Music on the Lawn: Toronto All-Star Big Band

We are excited to introduce a new free concert series featuring a variety of music groups. The third and last installment will be the Toronto All-Star Big Band on August 27 from 1-3 p.m. Bring a chair and enjoy great live music in the shady gardens! This is a family-friendly event.

## MUSIC ON THE LAWN



**FREE  
ADMISSION**

August 27  
1 - 3 pm

**ROSELAWN CENTRE**

296 FIELDEN AVE, PORT COLBORNE

Bring a chair! Enjoy great live music in the shady gardens!

Sponsored by Friends of Roselawn Centre



Ontario

**MUSEUM & GROUNDS TOURS**

Available Monday-Friday by Appointment Only

Explore our latest exhibits, marine park, and heritage village on a private tour with Public Programmer, Sloane McDowell! Walk through history and learn more about Port Colborne's history.

**\$5.00/PER PERSON**

FOR FURTHER INFORMATION

sloane.mcdowell@portcolborne.ca 905-834-7604

## Museum & Grounds Tours

Visit the Museum at 280 King St. and enjoy a private tour of our newest exhibits 'Old School: Port High's 100th Anniversary' and 'British Home Children: Local Stories' as well as an exploration of our heritage village and marine park. Want a private tour? Call 905-834-7604 or email Sloane.mcdowell@portcolborne.ca to book now.

Passengers left to right: Mrs. James Braxator, Mrs. F.C. Douglas, Mr. Ouligg Braxator

**DISCOVERY OF THE TITANIC**

July 16 - August 27

Dive into the depths of the sea and rediscover the Titanic in this exhibition. See photographs from when the wreck was first discovered and learn about Great Lakes shipwrecks from this same era.

2023

Donated by the Royal Ontario Museum.

Wed-Sat, 100-3:00pm Free Admission Roselawn Centre - 296 Fielden Ave.

## Roselawn Presents: Discovery of the Titanic

This summer dive to the depths of the sea and rediscover the Titanic in this exhibition. You will see numerous photographs of the Titanic, taken when the wreck was first discovered, and learn about Great Lakes shipwrecks from this same era. This exhibit was donated by the Royal Ontario Museum. Opens July 15 until August 27. Visit 296 Fielden Ave., Wednesdays-Saturdays from 1-3 p.m. FREE Admission.





**PORT COLBORNE**  
HISTORICAL & MARINE MUSEUM

# MORE THAN A MUSEUM...

## Urban History Walking Tours

Looking for a fun and educational activity this summer? Lace up your walking shoes and discover the history of our town on an Urban History Walking Tour.

Provided by the L.R. Wilson Heritage Archives, the tours explore historic locations around the city and provide an insight into how Port Colborne has grown.

Pre-registration is required - Call 905-834-7604 or email [archives@portcolborne.ca](mailto:archives@portcolborne.ca) to book now.

## L.R. WILSON HERITAGE ARCHIVES URBAN HISTORY WALKING TOURS

### Fridays 10 am

June 2	West St. History Walking Tour
June 16	Main St. Humberstone Village History Walking Tour
June 23	Tennessee Ave. Humberstone Club Walking Tour
July 7	West St. History Walking Tour
July 14	Main St. Humberstone Village History Walking Tour
July 28	Tennessee Ave. Humberstone Club Walking Tour
Aug 11	West St. History Walking Tour
Aug 18	Main St. Humberstone Village History Walking Tour
Aug 25	Tennessee Ave. Humberstone Club Walking Tour

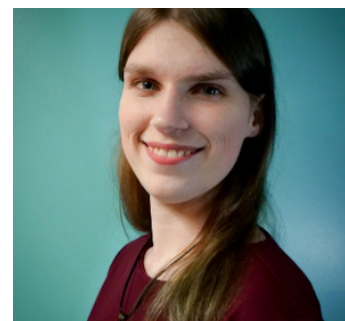
## Fire Station Pop Up

On August 11, the Museum and Port Colborne Public Library will be having a programming pop-up at the Bell St. Fire Station. Visit from 9 a.m. to 12 p.m. to see what fun programs and activities both sites can offer to the public.



## Plus... A Special Presentation from Kayla Martin

On July 29, deep water diver Kayla Martin will be offering a special presentation about her experiences exploring the underwater remains of shipwrecks in the St. Lawrence River, Steamship Waome in Lake Muskoka, and a special first look at photos from the Royal Canadian Geographical Society's expedition to the Oliver Mowat in Picton, Ontario. The event runs from 2-4 p.m. at the Roselawn Centre. Call 905-835-2900x561 or email [Fallon.Gervais@portcolborne.ca](mailto:Fallon.Gervais@portcolborne.ca) to RSVP.



## Join the History Chasers

Go back in time with the History Chasers. Sign up for our free monthly letter series and follow the story of William Turner, a British Home Child in 1912 Port Colborne. Email [Sloane.mcdowell@portcolborne.ca](mailto:Sloane.mcdowell@portcolborne.ca) or call 905-834-7604 to join now.

## Centennial Art Show

Calling all past and present blue bears! This fall, in honour of the 100th anniversary of Port Colborne High School, we will be having a Centennial Art Show at the Roselawn Centre from September 23 to October 23.

Are you an artist? Submit a photo of your work to be a part of this juried exhibition to [museum@portcolborne.ca](mailto:museum@portcolborne.ca) and call 905-834-7604 for more information. Deadline for submissions is September 6.

CALLING PORT COLBORNE HIGH SCHOOL ARTISTS

## Centennial Art Show Roselawn Centre

In honour of the 100th anniversary of PCHS

Sept. 23 - Oct. 23

This juried art show is open for submissions for current and former Port High students

Email pictures of artwork to:  
[museum@portcolborne.ca](mailto:museum@portcolborne.ca)

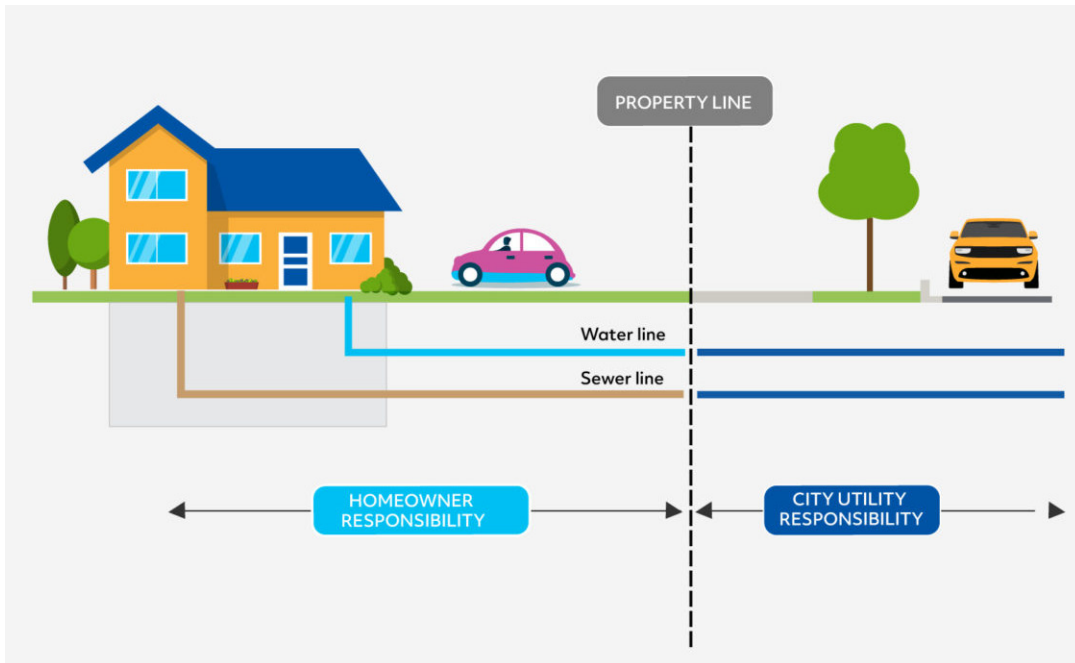
Deadline for submissions September 6th  
Any Medium & Ready to Display





## Water Service and Sewer Lateral Replacement Grants and Loan Program:

As part of the 2022 Water and Wastewater Budget, City Council approved a grant and loan program to assist residents with the cost to replace their water line and/or sewer line. As shown in the picture below, the City is responsible for the water and sewer lines extending from the watermain or sewermain in the road to your property line; however, property owners are responsible for the water and sewer lines that run from your property line to your home.



### Why replace a water or sewer line?

While the private water and sewer lines are the responsibility of the property owner, when any of the issues listed below become known on the section which is owned and maintained by the City, the City or one of their approved contractors, will repair or replace the City's side of the line(s).

**There are many different reasons a property owner may need to replace their water or sewer line:**

- When a water or sewer line is found to be damaged, leaking, deteriorating, or undersized
- If the water line is constructed with lead pipe

All residential property owners who receive a water/wastewater bill are eligible to apply for and receive the following grant(s) and/or loans:

### Replacement Grants:

Water Line	\$1,000
Sewer Line	\$1,000

### Replacement Loans:

Water Line	\$2,500
Sewer Line	\$2,500

If you are interested in learning more about the program and the eligibility requirements, please visit [www.portcolborne.ca/watergrantsandloanprogram](http://www.portcolborne.ca/watergrantsandloanprogram), scan the QR code, or request a hard copy information and application package by calling our Customer Service Representatives at 905-835-2900 or by visiting City Hall.

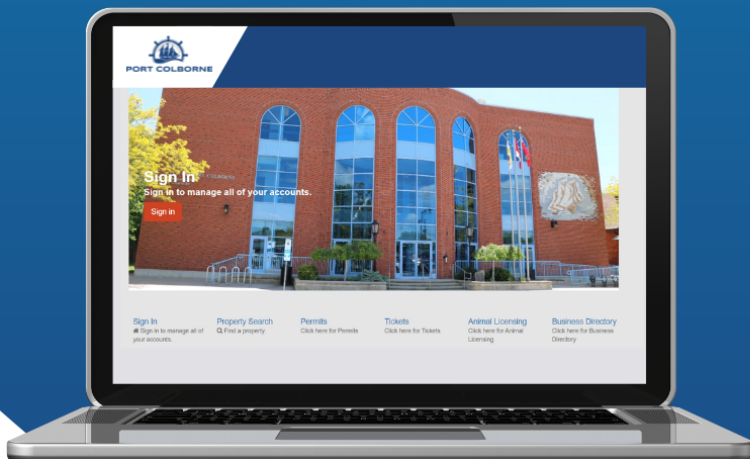






PORT COLBORNE

# VIRTUAL CITY HALL



## CITY HALL IS NOW AVAILABLE VIRTUALLY!

You can manage property taxes, water and wastewater bills online with the City's launch of Virtual City Hall.



### 24-HOUR ACCESS

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.



### GO PAPERLESS

Sign-up for paperless billing. Anyone who activates paperless billing will receive a one-time credit up to \$25 (\$10 for property taxes and \$15 for water/wastewater). The incentive has been extended until Dec. 23, 2023. Also, if you set up pre-authorized payments for your property and water/wastewater accounts you can also receive an additional one-time credit up to \$25.



### ACCESS PROPERTY INFORMATION

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.

**Note:** When creating your account, please use the name exactly how it appears on your bill.



### NEW PAYMENT METHOD

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).



### REGISTER FOR PRE-AUTHORIZED PAYMENTS



### UPDATE INFORMATION

Update mailing address and contact information.

To get started creating your account, or for more information, including 'how to' videos, visit our website [www.portcolborne.ca/virtualcityhall](http://www.portcolborne.ca/virtualcityhall) or scan the QR code.

Require assistance? The City's customer service representatives are available Monday to Friday from 8:30 a.m. – 4:30 p.m. either by phone at 905-835-2900 or by emailing [customerservice@portcolborne.ca](mailto:customerservice@portcolborne.ca).

