



PORT COLBORNE

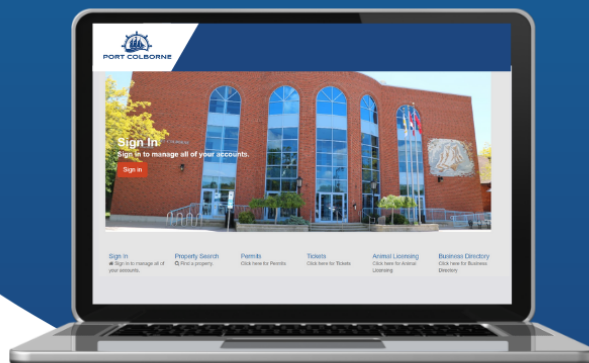
CITY HALL NEWS

A newsletter written by staff for the residents of Port Colborne

FEBRUARY 2022

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

@cityofportcolborne @portcolborne portcolborne.ca newsletter@portcolborne.ca



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 end date of the incentive will be March 31, 2022. 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 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.



Stay connected – subscribe to our News Channel!

Did you know city news, including media releases, public notices, and news articles, can be delivered to your email inbox immediately after it is posted to our website? Stay in the know with everything happening in the city by subscribing to our news channel! Visit www.portcolborne.ca/subscribe or scan the QR code.



COVID-19

To stay up-to-date on the latest restrictions and impacts of COVID-19 for Port Colborne, visit our webpage at www.portcolborne.ca/covid19.

Are you a local business? Information about grants and support programs are also listed on our COVID-19 webpage.

Our Customer Service Team is here for you!

Our Customer Service Team is here to support you, Monday to Friday from 8:30 a.m. to 4:30 p.m.

Call 905-835-2900

Email customerservice@portcolborne.ca

Online www.portcolborne.ca/requestaservice

After-hours Public Works emergency? Call 905-835-2900 and press '9' to reach dispatch.

2022 Council Meeting Schedule

For 2022, Council meetings will be moving to the second and fourth Tuesday of each month. Council members will return to council chambers virtually and residents can stream live, or watch at a more convenient time, on the city's YouTube channel. Council meetings are also aired on Cogeco's YourTV, channel 10, the Thursday following a council meeting at 9 a.m. To access the council calendar, download a council package (available the Thursday prior to a council meeting), or to subscribe to receive the council package directly to your email inbox, visit www.portcolborne.ca/councilmeetings.

Reminder: 2022 is an election year, with the 2022 municipal election scheduled for [Monday, Oct. 24, 2022](#). More information about the election will be provided soon.

NRT OnDemand

Transit in Port Colborne is now provided by NRT OnDemand.

Hours: Monday to Saturday, between 7 a.m. and 10 p.m.

Book a trip: Use the NRT OnDemand mobile app (download from the App Store or Google Play store) or call 289-302-2172. Individuals without access to a smartphone can purchase transit passes at City Hall and Vale Health & Wellness Centre. For more information, visit www.portcolborne.ca/transit.



SnowPORTant Information

During a snow event operations staff maintain all 279 kms of roads on a priority system, plowing primary roads first before moving to secondary roadways and laneways. To learn more about the City's winter control operations, parking restrictions, and important areas to keep clear around your home, visit our webpage at www.portcolborne.ca/wintercontrol.

Preventing Frozen Water Pipes

Port Colborne residents are reminded to take steps to prevent frozen pipes as temperatures drop below zero.

To avoid frozen water pipes in your home, consider the following:

- Open kitchen, bathroom, and laundry cabinet doors to allow warm air to circulate around plumbing.
- Outdoor faucets are the first to freeze. Disconnect, drain, and shut off any outdoor hoses and faucets.
- Insulate pipes most prone to freezing with a pipe sleeve, especially near outside walls and in crawl spaces, attic, and garage.
- Leave a tap open enough for a pencil-thin stream of flowing water, so there is some movement of water in pipes that might be vulnerable to freezing.

For more tips about how to prevent frozen water pipes, read our article at www.portcolborne.ca/frozenwaterpipes.

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

[@PortMuseum](#) [@PortColborneHistoricalMarineMuseum](#)
[@PortColborneMuseum](#)

Ontario Heritage Week

Just in time for [Heritage Week](#), we're preparing a new online exhibit featuring some of the earliest photographs in the collection, a series of stereoscopic views of the canal and Port Colborne, dating back to the 1870s. These will be featured as part of our online presence on Our Ontario. For more information, call the Museum at 905-834-7604.

GooseChase

To celebrate Ontario Heritage Week, the Museum has created a GooseChase scavenger hunt for you to enjoy! Spend a safe and fun afternoon discovering our local heritage with the "Humberstone Hunt" scavenger hunt. Details on how to play will launch [Feb. 21, 2022](#) on our social media accounts! Be sure to like and follow us on social media! Prefer to do an offline version? No problem! Call the Museum at 905-834-7604 to arrange for a paper copy.

History Chasers

The Museum's History Chasers Club is inviting you to go back in time with us! For each month of 2022, members of the History Chasers Club will receive a letter describing the history of 1911 for our residents. Our narrator, Jennes Johnston, the wife of a ship captain, will tell the story of Port Colborne that museum staff have uncovered through research of the museum's collection, archival records, census data, and newspaper reports.

Interested in joining the Museum's History Chasers Club? Call 905-834-7604 or email abbey.stansfield@portcolborne.ca.



310 King Street, Port Colborne, ON | 905-834-6512 | portcolbornelibrary.org | library@portcolborne.ca

[@PortColborneLib](#) [@PortColbornePublicLibrary](#)

Subscribe

Subscribe to our monthly newsletter, Off the Shelf, by visiting www.portcolborne.ca/subscribe. To read the latest edition, visit www.portcolbornelibrary.org.

Contactless curbside pick-up only

(no in-person programs or services)

Monday to Saturday from 10 a.m. to 4 p.m.

To place your order, or for library assistance to make a suggestion, call, email, or visit the library's website.

Note: Your library will be closed for [Family Day, Mon. Feb. 21](#).

Reminder: the book drop is open 24/7 to return your books and library materials. And don't forget, your library is now fine-free!

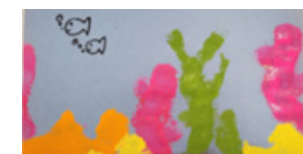
FREE Take and Make

This is My Family Card
(All Ages)
Available [Tues. Feb. 1](#).

FREE S.T.E.A.M. Activity Kits

Under the Sea
(Ages 6-12)
Available [Mon. Feb. 14](#).

No registration required for kits. Available while supplies last.



Freedom to Read Week - Feb. 20 – 26, 2022

Freedom to Read Week is an annual event that encourages Canadians to think about and reaffirm their commitment to intellectual freedom, which is guaranteed under the Charter of Rights and Freedoms. Order a frequently challenged or banned book through our curbside pick-up, borrow an e-book or audiobook using the Libby App or Hoopla, or check our online catalogue for a list of options.

NEW Introducing: Library of Things

[Launching Fri. Feb. 18](#), just in time for Family Day, we are excited to introduce our new Library of Things kits! Kits can be checked out for one week with an adult card and include LEGO® Kits, DUPLO® Kits, Code-a-Pillar™, Magformers®, Magic Kits, Sticky Block Monsters™, Bells and Shakers, and Interactive Movie Kits.