



PUBLIC NOTICE

City of Port Colborne moves to monthly water bill cycle

June 11, 2021

To better serve the community, the City of Port Colborne will adjust water and wastewater billing cycles starting July 2021. Currently Port Colborne residents receive water and wastewater bills quarterly and after reviewing several options, City Council determined the most efficient way to manage this moving forward would be on a monthly bill cycle.

This will be a phased approach, with the new water and wastewater bill schedule being staggered across the City. Port Colborne residents will be notified of this change with their next monthly bill. Information, including new billing cycles and when to expect your new monthly water bill, will be outlined and more information can be found on the City's [website](#).

The City is offering a \$25 credit to anyone who is already using or, signs up for Pre-Authorized Payments. This will be credited to the October 2021 water bill. Please note Pre-Authorized Payments must stay active for one year to avoid a charge back to a future water bill. Residents who are currently receiving a Guaranteed Income Supplement can apply [online](#) for a onetime GIS rebate credit to your water bill.

Questions? Please contact Customer Service at 905-835-2900 or email customerservice@portcolborne.ca.