

Tax and Water E Billing

The city's e-billing service keeps tax and water accounts and bills organized in one convenient location. Customers can access the self-service portal anywhere, anytime from a desktop or tablet device.

Tax and Water e-Billing delivers your bill, your way.

- Receive an email notification when your bills are ready to view
- View bills online
- Track Water consumption
- Access your account 24-7
- Download and print your bills
- Request customer service support

What is e-Billing?

e-Billing delivers your bill electronically through a secure customer portal. Electronic copies of your bills are saved and can be viewed at any time. When you register for e-Billing, you will not receive a paper copy of your bill through traditional mail.

What are the benefits of e-Billing?

e-Billing allows you to keep track of and manage all of your water and property tax accounts anywhere, anytime. For your convenience, bill notifications are delivered right to your inbox. You can also track your water usage over time. Plus, save paper and trees!

Is e-Billing secure?

Yes, the Tax and Water e-Billing portal is secure. All information is stored on the City of St Catharines network protected by several safety features.

Frequently Asked Questions

How to Log in to e-billing

Simply create a profile to view your water and property tax information

- Visit <https://ebilling.stcatharines.ca>
- To Register you will need an access code (located above the “**Notes**” box on the Water Bill and above the “**Legal Description**” on the Tax Bill)
- No access code “Click grab access code”
- Enter your full name exactly as it appears on your last bill (Owner 1 or 2) Last name first then first name
- Enter your account number (5 Digit water account number, or the first 15 digits of your tax roll number)
- Enter your email address (required)

- Select your street from drop down menu (Service Address)
- Click “I’m Not a Robot”
- Next
- **TAXES:** Enter the Amount of your “First Installment” on your final bill and “Total Amount Due” on your final bill
- **WATER:** Enter Consumption for Meter # XXXXXXXXX shown on your last regular bill and Enter “Amount Due” on your last regular bill
- Your access code(s) will be mailed to the email on file

Once your account is activated, you may login using the credentials used to create your account.

What Information do I need to register?

Register as a New User

With My Account, citizens can elect to receive an email notification when their e-bill is available by simply updating your user preferences in “My Account and check off the e-billing option.

Simply create a profile to view your water and property tax information

- Visit www.ebilling.stcatharines.ca
- Click “Register as a new User” To register you will need your 2019 Final Tax Bill or Last Regular Water Bill
- Enter your full name exactly as it appears on your last bill (Owner 1 or 2)
- Enter your account number (5 Digit water account number, or the first 15 digits of your tax roll number)
- Enter your Access Code (located above the “**Notes**” box on the Water Bill and above the “**Legal Description**” on the Tax Bill)
- Enter your email address (required)
- Enter your password (required)
- Your password must have a minimum of 6 characters, at least 1 upper case and 1 number.
- Confirm your password

Once your account is activated, you may login using the credentials used to create your account.

With My Account, citizens can elect to receive an email notification when their e-bill is available by simply updating your user preferences in My Account and check off the e-billing option.

How do I obtain my Access Code if I haven't received a water or tax bill?

You will need an access code to register your account. Your access code is your key to accessing your secure online services.

To obtain an access code you must:

- Click "Grab your access code here" on the registration page
- Enter your full name exactly as it appears on your last bill (Owner 1 or 2) last name first, followed by the first name
- Enter your account number (5 Digit water account number, or the first 15 digits of your tax roll number)
- Enter your email address (required)
- Select your street from drop down menu (Service Address)
- Click "I'm Not a Robot"
- Next
- **TAXES:** Enter the Amount of your "First Installment" on your 2019 final bill and "Total Amount Due" on your final bill
- **WATER:** Enter Consumption for Meter # XXXXXXXX shown on your last regular bill and Enter "Amount Due" on your last regular bill
- Your access code(s) will be mailed to the email on file

Where can I find my access code or account number? Located above the "Notes" box on the Water Bill and above the "Legal Description" on the Tax Bill)

With City of St Catharines "My Account" You can link multiple Water and Tax Accounts into this portal.

What is required to link multiple services?

All you need is your account number and access code to link additional services into your portal.

- From the homepage, click **LINK** account
- Enter a 5-digit Water or the first 15 digits of your Tax Roll Number
- Enter your access code
- Enter password, confirm password
- Click I'm not a Robot
- Link Account

Email Notification Settings – Subscribe or Unsubscribe

- Billing Preferences- If you select eBill, email notifications will be sent to you when your bill is ready for viewing in My Account Info. Citizens who select "eBill" will no longer receive a bill in paper format in the mail

- An email will be sent to the email on file once a payment has been received for taxes or water

Sign in to My Account

- Enter your email address (required)
- Enter your password (required)

How many characters should my password have?

Your password must have a minimum of 6 characters, at least 1 upper case and 1 number.

Who can register for an account?

e-Billing is currently only available to Property Owners, tenants, third parties, such as property management firms, payment processors and other agents are not eligible for registration on behalf of an account holder under the terms and conditions of e-Billing. Any use of this service by someone other than the named Property Owners will result in the e-billing account being suspended and/or cancelled and regular paper billing will resume.

I just moved in! Can I sign up for e-Billing?

Yes, call 905-688-5600. We're open Monday to Friday from 8:30 a.m. to 5:00 p.m.

Forgot your password?

1. Visit the Login page and enter your email address.
2. Select Forgot Password
3. Enter the email address you registered for e-Billing with.
4. A reset your password link will be sent to your email.
5. Click the link, and you will be prompted to change your password.
6. Your new password must contain a minimum of 6 characters consisting of:
 - At least 1 upper case letter (A-Z)
 - At least 1 number (0-9)

I'm having trouble--who should I contact?

1. Call Citizen's First at 905-688-5600 (Monday to Friday from 8:30 a.m. to 5:00 p.m.)
2. Email us at Citizensfirst@stcatharines.ca

To help us serve you better, please include as much detail as possible, including:
Your account number and a detailed description of the trouble you are experiencing.

How will I receive a response to my question?

Yes, if you sent an email to Citizens' First or Ebilling you will receive a response via email.

What web browser should I use?

Windows

- Internet Explorer 11 or higher
- The latest version of the following browsers:
 - Microsoft Edge
 - Mozilla Firefox
 - Google Chrome

macOS - minimum version 10.8

- Latest version of:
 - Safari
 - Google Chrome
 - Opera

How do I view a PDF?

When opening a bill document in PDF format, the document may present differently based on the personal settings of your web browser. The document may open within a new tab of your browser or in Adobe Acrobat Reader.

If you are trying to view the PDF of a bill very recently generated and you have not yet received an email notification that it is ready for viewing the PDF may not be available yet. You will receive an email notification when the bill is ready for viewing.

Can't Login?

Below are a few tips to troubleshoot login issues:

1. You receive the message 'Please complete all required fields' but you have already entered your username and password.
 - a. If you are using Chrome, remove the saved password and disable saving passwords for www.stcatharines.ca/ebilling and then refresh the screen. Ensure the username and password fields are white, not highlighted in yellow and type in the username and password.

2. Passwords are case sensitive
3. If you are copying/pasting a password, ensure you do not have any extra spaces before or after the password.

How do I manage my account information?

You can manage your contact information, e-Billing settings and change your password through the “**Manage Account**” link. For other account changes contact Citizen’s First at 905-688-5600

What accounts will I have access to?

You will have access to all of your City of St Catharines Property Tax and Water accounts where you are the account holder. If you own properties in the City of St Catharines you will see information for them all through a single e-Billing login.

You will **NOT** have access to an account unless you are a property owner. Authorized parties or those who have signing authority cannot register for e-Billing.

How do I change my contact information?

1. From the homepage, click **Manage Account**.
2. Change your Preferences, change your Email Address and Password
3. Click Update Preferences. Your settings will update immediately.

How do I change my bill delivery settings?

To edit the setting for an individual account:

1. From the homepage, click **Manage Account**.
2. Select or deselect the checkbox to Subscribe or Unsubscribe to payment notifications
3. Select or deselect the checkbox in the e-Billing column which will change the setting for all accounts you are the bill recipient for.
4. Click Update Preferences. Your settings will update immediately.

How do I change my password?

1. From the homepage, click **Manage Account**.
2. Click the **Change Password** tab.
3. Enter your **Current** password.
4. Enter your desired new password in the **New Password** and **Confirm New Password** fields.

Your new password must contain a minimum of 6 characters consisting of:

- At least 1 upper case letter (A-Z)
- At least 1 number (0-9)

5. **Click Update Password.** You'll receive a message confirming that your password has been changed.

Can I still receive a paper bill for one of my accounts?

1. Yes, you can manage bill delivery methods under **Manage Account.**
2. Click **Manage Account** and under **Preferences** click ebill or paper bills beside each account that is linked to your profile

How do I find my account balance?

1. From the homepage, click **"Your Dashboard"**
2. The current balance for all of your linked accounts will be displayed

What details can I view for Property Tax and Water Billing?

For all services, you can view the following:

Account Details Dashboard

- Current Active Accounts with running balances
- Water Consumption
- Tax Breakdown

For Water and Taxes, you can view the following:

- My Bills
- My Transactions
- My Assessments for current and prior year
- My Consumption

How do I view my consumption history?

1. From the homepage, click **Water.**
2. Select **My Consumption**
3. Select the account you want to view from the **Water Account** drop-down menu.
4. For the selected account, the associated consumption is presented in a chart.

How do I view my bills?

1. Log into ebilling.stcatharines.ca
2. Click Water or Taxes
3. Select the Tax or Water Account from the drop down list (top right hand corner)
4. Select My Bills
5. Interim and Final bills are available under Bill. The portal holds at least three years of billing history.

6. Click on the **Adobe PDF View Bill icon** beside the bill you wish to view.
7. The PDF bill will download to your computer or open in a new tab or in Adobe Acrobat depending on your web browser.

Note: If you are trying to open the PDF of a recently generated bill and you have not yet received the email notification to let you know your bill is ready, the PDF may not be ready for viewing. You will receive an email notification when your bill is ready for viewing.

Can I save and/or print my bill?

Yes, when you click on the PDF it will either open in a new browser tab or in Adobe Acrobat. Use the Adobe Acrobat functionality to print or save the document.

I moved--will I see bill information for my old account?

Not available at this time

Can I make a payment through Tax and Water e-Billing?

Payments **CANNOT** be made through Tax and Water e-Billing at this time. The following payment options are available:

1. Pre-Authorized payment (monthly or instalment)
2. Online or telephone banking through your financial institution
3. In person at City Hall, 50 Church Street Citizens' First Counter 2nd Floor (cash, cheque or debit)
4. Deposit your cheque in the afterhours box payment boxes located at
5. By mail addressed to:
City of St. Catharines
Citizens First, CSS Department
PO Box 3012 Stn Main
St. Catharines ON L2R 7C2

Where can I view payments I've made?

1. From the homepage, click **My Transactions** from Water or Taxes
2. Select the account you want to view from the drop-down menu. You can view by transaction type or processed last. You can view transactions for the last two years.

When will payments be visible in Tax and Water e-Billing?

Payments are visible as soon as they are processed by the City of St Catharines (generally two business days after they are submitted).

Can I change the notifications presented to me?

Yes, under **Manage Account**, click **Preferences, subscribe or unsubscribe** to the notifications.

What are notifications?

Notifications are used to notify customer of important account information: The following alerts are currently presented:

1. Payment notification –You will receive an email letting you know your payment has been received and processed.
2. Billing preferences - If you select "eBill", email notifications will be sent to you when your bill is ready for viewing in My Account Info. Citizens who select "eBill" will no longer receive billing through the mail or in paper format

NOTE: Notifications are delivered by email.