

City launches e-bill portal for water, property taxes

Feb. 10, 2020 – The City of St. Catharines is going paperless, offering residents the opportunity to receive their property tax and water bills in an environmentally friendly, simple and secure way.

The City has launched a water and tax e-bill portal, providing residents with access to their water and tax bill information anytime, anywhere, with just a few clicks. Residents will have the opportunity to receive their bills digitally instead of through the mail, and will also be able to access property tax instalment dates, assessments and transactions, as well as water consumption and transactions.

“Whether you’re paying bills on your couch from the comfort of your home, or wanting to check water consumption or view upcoming property tax instalment dates, it’s a chance for residents to quickly and conveniently access their information,” said Lisa Read, manager of revenue. “It also saves time, money and benefits the environment by reducing the use of paper.”

Residents will be provided an access code on their next water bill and interim tax bill. You will be able to use the access codes to register. Don’t have an access code yet? Simply find a copy of your last water bill or 2019 final tax bill, then head to the website for instructions on how to register for the portal. Additional details and a link to the e-bill portal can be found online at www.stcatharines.ca/ebilling.

Once you have created your account you will be notified by email when a new bill is ready for you to view. The e-bill will look the same as your current paper bill. The online portal also allows people who have multiple tax and water accounts to link their information under one login.

You will no longer receive a paper copy of your bill when you sign up for e-bills. Residents who are concerned about missing a payment can consider registering for the City’s pre-authorized payment program. You can select either an instalment plan or a monthly plan for both property tax and water bills. Only original bills will be sent via the e-bill service. Past-due notices will be sent via regular mail.

Anyone registering for the paperless e-bill program before June 30, 2020, has the opportunity to win a 32-GB iPad. Simply select to receive your bills online and you are eligible for the contest. See www.stcatharines.ca/ebilling for more details.

“We’re excited to make it easier and more convenient for customers to access their information,” said Read. “At the same time, we’re able to support objectives of the City’s

strategic plan by expanding online services, providing excellent customer service and promoting environmental sustainability.”

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