

Thursday, July 7, 2016

Public Service Announcement



CITY CONTINGENCY PLAN IN THE EVENT OF A POSTAL STRIKE

The City Welland will continue to provide excellent customer service to residents and stakeholders in the event of a Canada Post strike. A contingency plan is in place to hand deliver Water/Waste Water bills to account holders with a Welland mailing address. Water/Waste Water billings with a mailing address to a P.O. Box or outside Welland boundaries will not be delivered; however, during the strike customers may request a copy of their bill, free of charge, to be faxed or emailed to them by emailing the request to finance@welland.ca. Should customers prefer receiving a copy in person, one can be obtained at Civic Square, located at 60 East Main Street.

Customers are responsible for paying any balances owed to the City by the due date, regardless of any disruption in postal service. In order to avoid penalty charges, customers can contact the finance department for information regarding billing schedules at 905 735-1700 or by emailing finance@welland.ca.

Payments can be made in person at Welland Civic Square, located at 60 East Main Street, Monday to Friday from 8:30 a.m. to 4:30 p.m. After hours cheques can be left in the Civic Square drop box, located at the first set of doors of Civic Square (closest to Cross St) or through customer's financial institutions on or before the due date. Customers can also register their accounts with the Pre-Authorized Payment Program by downloading and completing the form at <http://www.welland.ca/Finance/pdf/WaterPACform.pdf>.

City of Welland parking tickets are also payable online through Paymentus or in person at Civic Square. Visit welland.ca for more information.

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