

March 24 2020 - Municipal Office & Departments/Locations & Service Ontario Updates

Changes to Municipal Operations will be decided by Council as new information and recommendations from our Government and Public Health Agencies surrounding COVID-19 becomes available.

We are closely monitoring the COVID-19 situation and preparing for potential impacts to our community and workplace. The health and safety of the public and our employees is our main priority.

Municipal Office is operational between 8:30 and 4:30, Monday to Friday, however at this time, is not open to the public. Municipal staff can be contacted by email: westelgin@westelgin.net or telephone at: 519-785-0560.

Service Ontario is closed to the public. Please call 519-785-0560 ext 224. Visit www.ontario.ca/page/serviceontario to renew your Health Card, Driver's Licence and Licence Plate sticker.

West Lorne and Rodney Libraries are closed. Library due dates will be extended, and the Library will continue to offer a range of online tools and resources – please visit the County's website or call 519-631-1460 x. 148.

Recreation Facilities including the West Elgin Recreation Centre in Rodney, Community Room at the West Lorne Complex and West Elgin Community Centre (Arena) are all closed. No programs or events of any kind are being held until further notice.

Municipal Landfill at 20385 Downie Line, Rodney hours are reduced to Wednesday and Saturday from 9 am to 4 pm. Four Counties Transit: Four Counties Transit Service is cancelled until further notice.

Please Note: Water bills for the period of Jan 16, 2020 to Mar 16, 2020 is an estimate based on usage from the prior billing period. Your next water bill will be for actual consumption.

Making payments for Taxes, Water & Other Municipal Accounts

If you are paying your Taxes or Water through online banking, TeleBanking or at the Bank, for payments to be properly applied to your account/s, you need to:

1. Select the correct payee for the type of Municipal Account you are making a payment for when adding us as a payee in your online banking:
 - **WEST ELGIN, MUNICIPALITY OF - TAXES**
 - **WEST ELGIN, MUNICIPALITY OF - WATER**Note: How this appears may differ by Banking Institution. Never pay your Water Bill using TAX or vice versa.
2. Use the format below with the correct number of digits with no spaces and no dashes.
 - **Municipal Tax Account** (19 digit Roll # Required) 3434XXXXXXXXXXXXXXXXXX
 - **Municipal Water/Utility Account** (9 digit Customer # on Water Bill Required) XXXXXXXXX
3. Make separate payments to the appropriate payee (as listed above) for each different Roll # and /or Customer #.

Payments by Cheque are preferred (NO CASH unless absolutely necessary please) and can be made by:

- Cheques (not cash) can be mailed to the Municipality of West Elgin, 22413 Hoskins Line, Rodney, NOL 2C0
- Cheques or Cash can be placed in our secure drop box located to the right of the main entrance at 22413 Hoskins Line, Rodney.

Please include either the tear off portion of the invoice/bill or include the 16 digit Roll # or the 9 digit Customer # shown on the invoice/bill in the envelope with your payment.

How to make payments for All Other Municipal Accounts

Other Municipal Accounts include everything except Taxes and Water and include; landfill, animal licensing, etc.

Payments on Other Municipal Accounts can only be made by Cheque/Cash at this time by one of the methods above.

If you are interested in setting up PAP (Pre-Authorized Payments – either monthly or by due date) for Taxes and/or Water, please contact us at 519-785-0560 or westelgin@westelgin.net and we will send you the registration form.

If you have any questions or need assistance regarding payments, please contact us at 519-785-0560.