



## Important Updates for City of Fort Saskatchewan Residents

In light of recent COVID-19 developments and at the recommendation of the Alberta Government for Albertans to stay home, we encourage you to use payment options that do not require direct person to person contact. As many City facilities have limited access, there are a number of payment options available. You can use the payment options listed below to pay utility bills, taxes, pet licences, and home support.

- Phone 780-992-6200
  - We accept: Visa, Mastercard, Visa Debit, Mastercard Debit
- Online/Phone Banking
- After Hour Mail Slot (located at City Hall main entrance)
- Mail (cheques payable to: City of Fort Saskatchewan)
  - City of Fort Saskatchewan  
10005 – 102 St.  
Fort Saskatchewan, AB, T8L 2C5
- All City online services for e-billing payments and pet licences can be found at [fortsask.ca/eservices](https://fortsask.ca/eservices)

To make utility and tax payments online, customers need a Virtual City Hall (VCH) account. If you do not have a VCH account please call 780-992-6178 for assistance with the set-up.

If you do not have internet access available to you, we also offer services over the phone, and are here to help you. Please call us at 780-992-6200 for any assistance you may need.

In an effort to support residents and businesses during the COVID-19 response, the City of Fort Saskatchewan is waiving late fees and penalties on utility bills (water, sewer and waste) for the next 90 days (March 23 – June 22, 2020). **We encourage all of our customers to keep accounts in good standing. We will continue to send the utility bills each month.** Please contact the City's utility billing staff at 780-992-6200 or by email at [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca) as soon as possible if you need to make these arrangements.

Anyone experiencing financial challenges is encouraged to access Provincial and Federal supports:

**Emergency Financial Support:** [alberta.ca/emergency-financial-assistance.aspx](https://alberta.ca/emergency-financial-assistance.aspx)

**Federal Economic Response Plan:** [canada.ca/en/department-finance/economic-response-plan.html](https://canada.ca/en/department-finance/economic-response-plan.html)