

## Service Areas FAQs

### Corporate Services

#### Property Taxes

Q. How do I sign up for Pre-Authorized Payment Plans (PAP)?

A. The Township offers two types of pre-authorized payment plans which include:

- Monthly Based - this option automatically withdraws your annual taxes in equal monthly instalments on the first business day of each month.
- Instalment Based - the instalment amount due will be automatically withdrawn from your bank account on the first business date of the following month
- Please consult our [instalment](#) or [monthly](#) based pre-authorized information pages for more information.
- Forms can be submitted to [tax@wilmot.ca](mailto:tax@wilmot.ca) along with a copy of your void cheque/banking information.

Q. How do I change my banking information?

A. Please submit new pre-authorized payment plan form ([instalment](#) or [monthly](#)) must be submitted along with your new void cheque/banking information to [tax@wilmot.ca](mailto:tax@wilmot.ca)

Q. How do I cancel my plan?

A. Requests must be submitted in writing to cancel your payment plan at least five (5) business days prior to your next withdrawal. Please submit your request via email to [tax@wilmot.ca](mailto:tax@wilmot.ca)

#### Statement of Account or Copy of Tax Bill

Q. How do I obtain a statement of my property taxes or copy of my tax bill?

A. Please contact [tax@wilmot.ca](mailto:tax@wilmot.ca) to request a statement of account or copy of your tax bill. Please note this is subject to a \$5.00 fee and will be added to your property tax account. The amount is payable within thirty (30) days. Payment can be made online through your banking institution using your nineteen (19) digit property roll number (begins with 3018) to "Wilmot Taxes".

#### Account Changes

Q. I'm moving, what do I need to do?

A. In order to set up your tax account, the Township of Wilmot must receive legal documentation showing you as the owner of the property. In most cases this will come from your lawyer, or the Municipal Property Assessment Corporation (MPAC). Documents that you could provide would be a copy of the property deed showing you as the owner, or the Instrument from the Land Registry Office that shows you as the owner. These documents can be sent via email to [tax@wilmot.ca](mailto:tax@wilmot.ca). Please be aware that a \$35.00 Owner Information Change Administration Fee will be applied to your

account.

Q. How do I change or modify a name/owner (Adding an Owner, Marriage, Death)?

A. In order to modify names/owners on your tax account, the Township of Wilmot must receive legal documentation indicating the change. This information can be submitted via email to [tax@wilmot.ca](mailto:tax@wilmot.ca). Please be aware that a \$35.00 Owner Information Change Administration Fee will be applied to your account.

## **Water/Sanitary Billing**

Pre-Authorized Payment Plans (PAP)

Q. How do I sign up for a pre-authorized payment plan?

A. The Township offers a pre-authorized payment plans for water bills. The amount due for your bill is automatically withdrawn from your bank account on the due date. Please consult our [pre-authorized payment plan form](#) for more details.

Forms can be submitted to [water@wilmot.ca](mailto:water@wilmot.ca) along with a copy of your void cheque/banking information.

Q. How do I change my banking information?

A. A new [pre-authorized payment plan form](#) must be submitted along with your new void cheque/banking information to [water@wilmot.ca](mailto:water@wilmot.ca)

Q. How do I cancel my plan

A. Requests must be submitted in writing to cancel your payment plan. Please contact [water@wilmot.ca](mailto:water@wilmot.ca) to submit your request at least five (5) business days prior to your next withdrawal.

## **Account Changes**

Q. How do I change modify a name/owner (Adding an Owner, Marriage, Death)?

A. In order to modify names/owners on your water account, please advise our water department via email at [water@wilmot.ca](mailto:water@wilmot.ca)

Q. I'm moving! How do I setup/cancel my water account

A. Please complete our [online form](#) to setup a final water reading

## **Statement of Account or Copy of a Water Bill**

Q. How do I obtain a statement of my water account or copy of a water bill?

A. Please contact [water@wilmot.ca](mailto:water@wilmot.ca) to request a statement of account or copy of a water bill. Please note this is subject to a \$5.00 fee and will be added to your water account. The amount is payable within thirty (30) days. Payment can be made online through your banking institution using your ten (10) digit account number to "Wilmot Water".

## **Dog Tags**

Q. How do I register a new dog or renew an existing dog tag?

A. Please visit our [online payment form](#) to renew or pay for a new dog licence. For new registrations your dog tag(s) will be sent to you via Canada Post.

Q. I've lost my dog's tag, how do I obtain a replacement tag?

A. Please visit our [online payment form](#) and select the "Replace Tag" option. Your new tag will be sent to you via Canada Post.

Q. I no longer live in the Township or no longer have my dog, what do I do?

A. Please contact [tax@wilmot.ca](mailto:tax@wilmot.ca) to advise us. Please include your property address and name of the dog.

## **General Bills**

Q. How do I pay a bill with the Township (excludes Property Taxes or Water)

A. Please contact <https://forms.wilmot.ca/Finance/eCommerce/General-Payments-Form> or phone 519-634-8519 x224.

## **Parking Tickets**

Q. How do I pay my parking ticket?

A. Please visit our [online form](#) to pay for a parking ticket. If your parking ticket was issued more than thirty (30) days ago, please contact 519-634-8519 x223 or [tax@wilmot.ca](mailto:tax@wilmot.ca) for more information.

## **Information and Legislated Services**

### **Obtaining Marriage Licence or Lottery License or Commissioning?**

For information regarding commissioning, lottery applications, marriage licenses and burial permits contact Information and Legislative Services at 519-634-8444.

## **Bylaw**

Q. How do I contact Bylaw?

A. Wilmot By-law Enforcement is available Monday – Friday 8:30am-4:30pm by contacting 519-634-8444 ext. 257 and weekend coverage by contacting the Region of Waterloo (519) 575-4400 or Region of Waterloo Police (519) 570-9777.

## **Public Works / Engineering**

Q. Where can I report a general road, water or sewer issue or request?

A. Email questions or inquiries to [Publicworks@wilmot.ca](mailto:Publicworks@wilmot.ca)

Q. Where can I get a right of way work permit, reforestation tree request or entrance application?

A. Email questions or inquiries to <https://www.wilmot.ca/en/doing-business/engineering-services.aspx> or email [engineering@wilmot.ca](mailto:engineering@wilmot.ca)

Q. Where can I submit issues for the Rogers Fibre Uplift project?

A. Email questions or inquiries to <https://www.wilmot.ca/en/township-office/public-works-and-engineering.aspx> under the capital projects dropdown.

Q. What if I have a road, water or sewer emergency that impacts public safety or property damage?

- For after-hours service hazard response, please contact:

Roads On-Call Phone at 519-778-0471

Utilities On-Call Phone at 519-998-1862

Q. How do I pay my bill for a work permit, entrance application, or other engineering service?

A. If it's under \$2000, you can pay online. If it's over \$2000, you must pay at the Administration Complex.

## **Development Services**

### **General Inquiries**

All planning and building inquiries are via [planning@wilmot.ca](mailto:planning@wilmot.ca) and [building@wilmot.ca](mailto:building@wilmot.ca)  
All applications are filed online via the planning and building portals at [www.wilmot.ca](http://www.wilmot.ca)

### **Fire Department**

#### **Q. How do I obtain a burn permit?**

A. Two types of burn permits are available: a contained site permit for backyard fires and an open-air burn permit for larger fires (only available for properties zoned agricultural). Apply for a burn permit online at <https://forms.wilmot.ca/Fire-Department/Burn-Permit#>. Please read the information carefully before applying to ensure you qualify for a burn permit. Once the application has been submitted, an inspector will contact you to arrange a site visit. Following site approval, the inspector will provide you with online payment options.

#### **Q. How do I request a fire inspection?**

A. To request a fire inspection for your property (residential and commercial), please contact the Fire Prevention Officer at 519-634-8519, ext. 248 or [andrew.mechalko@wilmot.ca](mailto:andrew.mechalko@wilmot.ca)

**Q. How do I request a file search from the Fire Department?**

A. To request a file search of a property, send a letter along with written authorization from the current owner giving permission to conduct the search. File searches are \$150.00 and payment is accepted by cheque only, made payable to the Township of Wilmot. Contact 519-634-8444, ext. 234 to get the process started.

**Q. Who do I contact with a general inquiry for the Fire Department?**

A. If you have a question about the fire department, please contact the fire department office at 519-634-8519, ext. 234 or send an email to [fire@wilmot.ca](mailto:fire@wilmot.ca)

**Castle Kilbride**

The museum is now closed to the public. However, Castle Kilbride staff invite you to stay engaged with us by visiting our [website](#) or [Facebook page](#) to keep up to date virtually with!

**Q. Can I still access the archives for research?**

A. Currently staff will have limited access to the archives. Depending on the nature of your request we will try our best to assist you.

**Q. How do I contact the museum curators?**

A. Please contact staff with any questions you may have at [castle.kilbride@wilmot.ca](mailto:castle.kilbride@wilmot.ca)

**Recreation Services**

Wilmot Recreation Complex, including pools, walking track and arenas and Township owned community centres, will be closed until further notice and all programs and rentals cancelled.

- All Township parks, playgrounds, trails, the off-leash dog park, outdoor rinks and other park amenities remain open, however there is no winter maintenance and no sanitizing.
- Dog park and outdoor rinks have a maximum capacity of 10 people.
- Cemeteries sales and services are available by appointment only and burials are permitted with physical distancing measures and 10 people maximum.
- For a list of fun and safe indoor, outdoor and online activities visit: #RecFromHome - Wilmot Township.