

Services

City of Portage la Prairie



Water Department

If the water service in your home or business is leaking or frozen, please contact a plumber of your choice. If the leakage is from the water meter (excluding the connections) the City of Portage la Prairie will reimburse you for the repairs. The City of Portage la Prairie is not responsible for frozen water services on private property.

Water Connection Fee - An administration fee of \$35.00 is charged to have water "turned on" or transferred from one customer to another. A fee of \$40.00 is charged to have water turned on for construction use. The charge for after hours (after 3:00 pm) "turn on" is \$85.00

Discrepancy - Should there be a discrepancy with respect to consumption, at the request of the customer, the City will remove and test the meter at a cost of \$35.00 to the customer. If the meter tests within the prescribed limits, the \$35.00 is not refunded. Should the test show the meter is above the prescribed limits, the \$35.00 will be refunded and an adjustment made on the water bill.

Water Billing - The City of Portage la Prairie is divided into three billing areas:

Area 1: South side of Saskatchewan Avenue to City limits. Water meters are read in January, April, July and October

Area 2: North side of Saskatchewan Avenue to the railway tracks. Water meters are read in February, May, August and November.

Area 3: North of the railway tracks to City Limits. Water meters are read in March, June, September and December.

Billings are based on consumption in thousands of gallons. Meters are read quarterly. The readings are taken from a read out device on the outside of the house. Bills are mailed on the last working day of the month and payments are due 21 days after the billing date. A penalty of 1.25% is added to the unpaid balance on the day after the due date, the unpaid account will be added to the owner's property taxes.

Water & Sewer Rates - The City of Portage la Prairie is required to apply to the Public Utilities Board for any changes to water and sewer rates, and following any public hearings, final approval is authorized by the Board. For current rates contact the City of Portage la Prairie at 239-8370.

Payment Methods

Water bills may be paid at the front counter, by mail, online, through tele-banking, monthly budget plan, or pre-authorized bank payments. Applications for pre-authorized payments are available at the front counter of City Hall.

Operations Department

The City of Portage la Prairie operates a residential 5-day solid waste collection cycle, Mon to Fri from 7:00 a.m. to approximately 4:30 p.m. Following statutory holidays, our collection day moves ahead 1 day. A weekly limit of 2 bags/cans of solid waste will be picked up from the curb. Excess bags must have a Solid Waste Collection Tag affixed which may be purchased for \$1.00/each at various retail outlets within the City. Collection schedules may be obtained from City Hall or the Operations Department

Greenbox Recycling

The City of Portage la Prairie provides bi-weekly curbside collection of recyclables to single and multiple family dwellings on their regular solid waste collection day. Recycling is voluntary, but encouraged. First time recyclers will receive one free green box per residence, and additional green boxes can be obtained for a deposit of \$10.00. Green boxes as well as Recycling and Waste Reduction Guides are available at the Operations Department, 495 – 11th Street NW.

Street Sweeping & Snow Clearing

When required, street sweeping and snow clearing take place the day after garbage collection in your area.

Parking Ban

In the event of a major snow storm, the Mayor may authorize a city wide parking ban to allow the streets to be cleaned. Parking would not be allowed on any city street during this time. Several signs around the City display the status of the ban. You may also call 857-PARK for more information regarding the ban.

Parking Meters

Parking Meters are located in the downtown shopping area in order to maintain a flow of traffic and provide parking. Paid parking is between 9:00 a.m. and 6:00 p.m. Monday to Friday, excluding holidays

Citizen's Info Page

The Citizen Info page runs in the Daily Graphic the 2nd and 4th Friday of each month to inform residents of upcoming events, public notices, job postings etc.

E-Newsletter

The City of Portage la Prairie offers a monthly immigration and tourism e-newsletter. The newsletters concentrates on what is happening in the Portage la Prairie area, including information regarding Immigration and our efforts to attract even more Newcomers to our community. To sign up for our monthly immigration or tourism e-newsletter send your email address to immigrate@city-plap.com

Services City of Portage la Prairie



Telephone Listing

City of Portage la Prairie - City Hall
97 Saskatchewan Ave E
Portage la Prairie, MB R1N 0L7
Phone: (204) 239-8337 Fax: (204) 239-1532
Web Site: www.city.portage-la-prairie.mb.ca
Tourism Web Site: www.tourismportage.com

ADMINISTRATION

General Inquiries 239-8337
Fax Line 239-1532
Mayor 239-8333
City Manager 239-8336
Manager of Administration..... 239-8337
Human Resources 239-8338

FINANCE

General Inquiries 239-8309
Fax Line 239-1532
Director 239-8305
Manager of Finance 239-8355
Tax Clerk 239-8308
Water Clerk 239-8370

RECREATION & LEISURE SERVICES

General Inquiries 239-8321
Fax 239-1582
Director 239-8323
Arena: 390-1st Street NW 239-8328
Southport Pool 428-6860
Splash Island 239-8399

ECONOMIC & COMMUNITY DEVELOPMENT

General Inquiries 239-8334
Fax Line 239-1532
Director 239-8330
Administrative Assistant..... 239-8334
Manager of Tourism 239-8326

PLANNING DISTRICT

www.ptgplanningdistrict.ca
General Inquiries 239-8345
Fax Line 239-8319
Building Inspector 239-8316

RCMP/PUBLIC SAFETY

General Inquiries 239-4445
Fax Line 239-0130

FIRE DEPARTMENT

General Inquiries 239-8340
Fax Line 239-5154

OPERATIONS DEPARTMENT

General Inquiries 239-8346
Fax Line 857-7275
Director 239-8350
Administrative Assistant..... 239-8384
Engineering..... 239-8349
Public Works 239-8352
Parks 239-8325
Water Treatment Plant..... 239-8374
Water Pollution Control Facility ... 239-8360
Animal Control 857-8900

Tax Department

Taxes are due on the last working day in July each year. Tax statements will be mailed on or before the last week in May. If you have sold the property, you are requested to forward the tax statement to the new owners. Taxes are at Par in July. Penalty at 1.25% per month commences August 1st.

Discounts are available for early payments of taxes commencing January 1st to June 30th.

Section 236(1)(b)(iii) of the Municipal Act authorizes unpaid accounts to be added to the property taxes by By-law.

Tax discounts and tax penalties applicable will be calculated on the date the cheque is received in our office. Postage date will not be used as payment date.

Payment Options:

We encourage you to pay your property taxes by telephone, internet banking, postdated cheque, preauthorized bank payments (TIPP), or www.telipay.ca. Applications for preauthorized payments are available at the front counter of City Hall or on the City Website. When paying taxes by telephone, internet banking, or on the City Website payments must reach City Hall prior to due date, therefore allow three business days for transaction. If mailing payment, address it to: City of Portage la Prairie, 97 Saskatchewan Ave E, Portage la Prairie, MB, R1N 0L8.

Virtual City Hall

On-line assessment information is now available through the City's website, link Virtual City Hall Property Search or view your own personal account information on-line. Anyone wishing to gain access to their personal account information may register in person at City Hall. Picture ID and a copy of your bill with the address on it or two pieces of ID plus a bill will be required to set up your account along with your email address. For further details call 239-8308.

Alarm Permits

If you have an alarm system, a permit with the city is required. There is no charge for the alarm system permit. However, failure to apply within 30 days of notification will result in payment of \$50.00. If there are three or more false alarms in a 12 month period at your premises, an excessive false alarm fee of \$50.00 will apply. Alarm permit applications are available at the front counter.

Pet Licenses

The owner of a dog or cat over the age of six months is required to obtain and renew annually, a pet license. If renewed between January and March there is no fee. Proof of a current rabies vaccination is necessary to acquire this license. No more than three pets per household are allowed in the city.

Fees are as follows:

- a) Dangerous animal \$250.00
- b) Non-fixed dog or cat \$30.00 (no charge if purchased between Jan 1 & Mar 31)
- c) Spayed or neutered dog or cat \$15.00 (no charge if purchased between Jan 1 & Mar 31)
- d) Replacement Tag \$5.00
- e) Dog or cat acquired after Aug 31 50% of above (excluding dangerous dogs)