

6 ways to pay your property taxes

- 1. Pre-authorized payment:** Monthly or due-date withdrawals. Visit norfolkcounty.ca/PAP to set up.
- 2. Bank:** Pay in person, phone, or online.
- 3. In person:** At ServiceNorfolk in Delhi or Simcoe.
- 4. Mail:** Send cheque and stub to 50 Colborne St. S., Simcoe ON N3Y 4H3
- 5. Credit card:** Visit norfolkcounty.ca/VCH. Fee applies.
- 6. Drop boxes:** At County Administration Buildings in Simcoe and Delhi.

For more information, visit norfolkcounty.ca/PayTax.

Go paperless with e-billing

eBilling allows property owners to receive their property tax bills by email.

Benefits of eBilling include:

- ✓ Receive your bills in a timely manner
- ✓ Increased security
- ✓ Save paper and help the environment
- ✓ Avoid reprint fees for lost bills



Sign up today! Scan the QR code or visit norfolkcounty.ca/eBilling to sign up online, or contact ServiceNorfolk at 519-426-5870 or 226-NORFOLK, extension 0.

Manage your property taxes online

Virtual County Hall (VCH) is a secure way to access your property tax information anytime, from anywhere.

With a VCH account, you can:

- ✓ Receive property tax bills by email with eBilling
- ✓ Make secure online payments
- ✓ View tax notices, payment history, and transactions
- ✓ Update your contact information quickly and easily

Getting started is simple. Visit norfolkcounty.ca/VCH for step-by-step instructions.

Need help with your account? Contact ServiceNorfolk.

Due dates



The first installment of your interim bill is due **March 31, 2026.**



The second installment of your interim bill is due **May 29, 2026.**

Late payments

If your tax payment is late, you'll be charged 1.25% on your outstanding balance, and a \$10.70 fee when we send you a reminder notice.

Tax arrears

If your property tax account is in arrears we want to work with you to find a payment option that fits your situation. Please contact us at 519-426-5870 or 1-866-NORFOLK, extension 1666 to talk about your payment options.

Supplemental tax bills

Changes, additions, or improvements to your property could result in a change to your property assessment and a supplemental tax bill. Supplementary taxes are in addition to the amounts already billed for property taxes and can apply to a maximum of three tax years. Supplementary bills are issued between August and December.

Reductions, cancellations or refunds

You may be eligible for a reduction, cancellation or refund of your property taxes based on certain circumstances or changes related to your property such as demolition or a building destroyed by fire.

To learn more, visit norfolkcounty.ca/Adjustment.

Looking for customer service? Contact ServiceNorfolk

Phone

519-426-5870 or
226-NORFOLK,
extension 0

Online

Submit non-urgent
requests online at
service.norfolkcounty.ca

In person

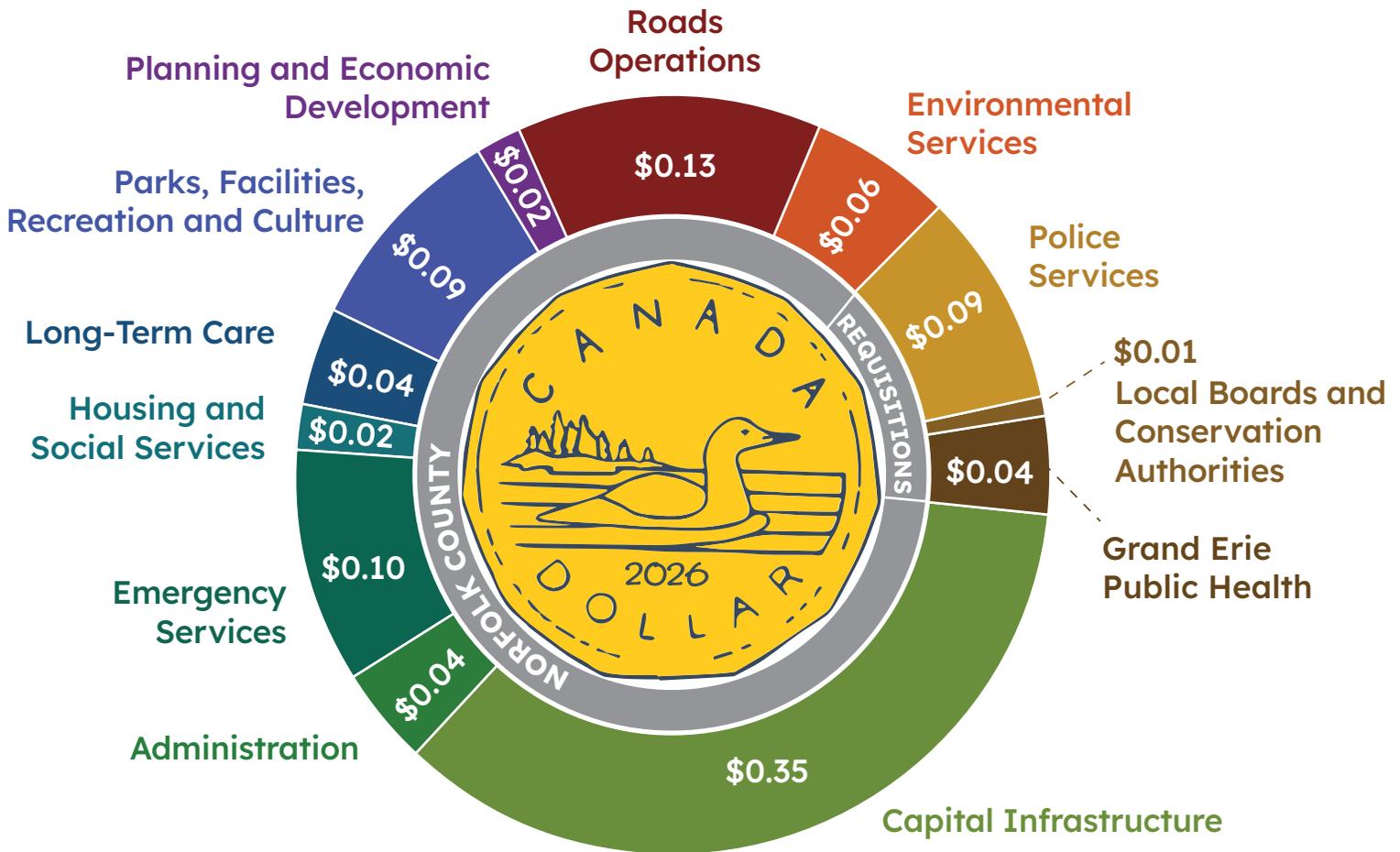
183 Main Street of Delhi,
Delhi, 8:30 a.m. to 4:30 p.m.,
Tuesday to Thursday

50 Colborne Street South,
Simcoe, 8:30 a.m. to
4:30 p.m., Monday to Friday

How County tax dollars are spent

The budget shows how the County plans to spend money on programs and services that residents use. Careful planning helps make sure tax dollars are used wisely, now and in the future.

The diagram below shows you how Norfolk's 2026 Levy Operating Budget, known as the Tax Budget, is divided up across all municipal services. Learn more at norfolkcounty.ca/PropertyTax.



Understanding government roles: Who to contact for what

Issues are best managed when everyone understands the roles and responsibilities of different levels of government. For example, a Member of Parliament (MP) cannot make decisions about property taxes, just as a Mayor cannot make decisions about employment insurance.



Canada

Federal government is responsible for national and international affairs, including things like postal service and employment insurance. Contact your Member of Parliament (MP).



Ontario

Provincial government is responsible for regional issues and providing services like healthcare and education. Contact your Member of Provincial Parliament (MPP).



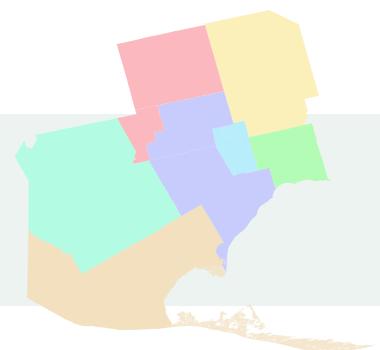
Norfolk County

Municipal government, made up of Council, led by the Mayor, is responsible for infrastructure, such as roads and water, and local services like garbage collection and building permits.

The Councillor for your Ward plays a role in shaping the community. Contact your Councillor to share feedback on municipal issues or community priorities.

Municipal staff help deliver services and programs. For questions about your property tax payments or other day-to-day, municipal services, contact ServiceNorfolk.

Visit norfolkcounty.ca/Government to find the Norfolk County Councillor for your Ward.



Coming in 2027: Changes to water and wastewater billing



Starting February 1, 2027, Norfolk County will begin handling water and wastewater billing in-house instead of using ERTH Solutions.

This change will include all water and wastewater billing (including bulk water) and customer service.

Bringing this service in-house will help Norfolk County work more efficiently, lower costs, and provide clearer information to residents.

Over the next few months, water and wastewater customers will receive more details about what to expect and step-by-step instructions to help make this change easy and smooth.

For updates and more information, visit norfolkcounty.ca/WaterBilling.

What you need to know about the 2026 Municipal election



NEW! **Online voting**

Monday,
October 12 to
Friday, October
23, 2026



In person voting

Monday,
October 26,
2026



Nomination period begins May 1, 2026

For instructions and resources,
call 519-426-5870 or
226-NORFOLK,
extension 6269



Confirm you're on the voters list

To confirm or to
register to vote, visit
registertovoteon.ca

Questions? Visit norfolkcounty.ca/Vote or call 519-426-5870 or 226-NORFOLK, extension 6269.