



Posted on Wednesday, March 25, 2020



(<https://youtu.be/PyuHPAnjZk4>)

Kawartha Lakes – The City of Kawartha Lakes has outlined its operations between today and April 5, following the State of Emergency declared on March 24 (</en/news/covid-19-update-19-kawartha-lakes-declares-state-of-emergency.aspx>). The City is focusing its efforts on supporting our community front line responders and providing relief where possible during the COVID-19 pandemic.

While we continue to deliver the services that are critical to our residents, we recognize at this time the City is not running under normal business operations.

Please see important updates below:

Financial relief

- **Property Tax:** To lessen the financial burden on residents impacted by COVID-19, the City is **deferring the payment of property taxes for 60 days**. The installment due on April 29 will now be extended to June 27.
- **Water/Wastewater:** The City is **waiving penalty and interest** on

water and wastewater bills for the period of April 1 to June 30. Additionally, **water services will not be disconnected** during this period.

Preauthorized payments for both water/wastewater and property taxes will continue as scheduled. If you wish for these payments to be discontinued, please contact:

Utility Billing utilitybilling@kawarthalakes.ca

(<mailto:utilitybilling@kawarthalakes.ca>) Property Taxes taxes@kawarthalakes.ca

(<mailto:taxes@kawarthalakes.ca>)

Other critical services being maintained:

- **Emergency Services** (Fire, Police and Paramedics)
- **Water and wastewater operations**
- **Curbside waste collection** continues as scheduled. All landfills are closed to the public. Lindsay/Ops Landfill is open to commercial account holders only. Beginning March 30, revised hours are 10am to 4pm, Monday to Thursday.
- Roads remain safe and operational, however we can respond to critical and emergency situations only.
- **LIMO Specialized Transit** available for critical/essential transportation only, from 7am to 7pm by appointment.
- The City is working with our community partners to look after our most vulnerable and ensure food and shelter is available. Service inquiries for **Housing, Ontario Works and Children's Services** in Kawartha Lakes and Haliburton can be submitted to cklhumanservices@kawarthalakes.ca (<mailto:cklhumanservices@kawarthalakes.ca>) or by phone at 705-324-9870 during business hours.

For those with existing 2019 Trailer Park Licenses: Please be advised that we will extend licenses until further notice to allow facilities to open.

Reporting an issue or concern: Residents may continue to **report service requests online** (https://forms.kawarthalakes.ca/Report-an-issue-or-concern?_mid=20493). Please be advised that concerns will be responded to once normal operations resume.

Mayor Letham's Message. March 25:

"It is critical during the next couple of weeks that we focus our staffing and resources solely on the health and safety of our community. As a result, the municipality has allocated all available resources towards our front line

community response. Our staff are working day and night on this pandemic and we ask you do your part by holding off all inquiries unrelated to emergencies until normal operations can resume.

Providing essential services will still be maintained. For the interim, any penalties incurred for water and wastewater service charges between April and June will be waived. We are also providing a 60-day relief period for tax bills, which are now due at the end of June instead of April.

I want to acknowledge all of our staff and community partners who are helping maintain our services during this difficult time. Thank you to all our essential service providers; front line responders and those working behind the scene 24/7 to combat this chaos.

Thank you"

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[Media Inquiries \(/en/municipal-services/news-room.aspx\)](/en/municipal-services/news-room.aspx)

Contact Us

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[E-Mail the City of Kawartha Lakes](#)

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Toll free at [1-888-822-2225](tel:18888222225)

After-hours emergencies: [1-877-885-7337](tel:18778857337)

[Email Us](#)

With the support of the
Government of Canada through
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The logo for the Government of Canada, featuring the word "Canada" in a serif font with a small Canadian flag to the right of the letter "a".

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