

Municipal Service	Impact	Action
Building Department	Building permit applications can be dropped off at Townhall via dropbox, emailed or mailed into Townhall and will continue to be processed. Staff will contact the applicant when a permit is ready, for those applicable types of construction, to be issued to coordinate an appointment to pick up the permit. Building permit inspections can be coordinated by appointment for same day inspections if called in by 11 am where possible. We request that as much advance notice as possible be given in order to ensure a timely inspection.	The Building Department can be contacted by email or by phone at 705-549-2673 for more information.
By-Law Complaints	By-law staff are available by phone at 705-549-7453 or by email. Complaint forms will be accepted by mail, email and Townhall drop box.	The online complaint form is available here .
Fire & Emergency	The Fire Hall is closed to the public.	Fire and emergency services will remain functional for response and request for fire inspections will be reviewed on an individual basis; however, access to the fire stations remain closed to the public. 2021 Fire permit applications will be accepted by email, mail and Townhall drop box and processed remotely. The Fire Department can be contacted by email .
Municipal Administration, Finance, Tax and Utility Billing	Townhall is closed to the public. Staff are available by telephone or email.	<p>All Staff and Council continue to be available by email through our contact listing on our website.</p> <p>Council and Committee meetings will continue to be held electronically. Meetings with links to agendas and minutes are listed on our website.</p> <p>For Finance related inquiries please email finance@penetanguishene.ca or call Townhall at 705-549-7453 for alternate service arrangements and payment options (i.e. Fire Permits, Dog Tags, and Garbage Tags etc.).</p> <p>Payments can be made by Telpay or Internet Banking, at your Bank, Mail a Cheque, Cheque in Townhall Drop Box or Pre-Authorized Payment Program. PAP form can be found here.</p> <p>For tax and utility inquiries, you can also contact the Tax Collector/Utility Accounting Clerk directly by email.</p>
Permits and Licensing	Burial permits, Marriage, Taxi, Lottery Licenses and Commission of Oath services are available electronically.	The Corporate Services Department can be contacted by email or by phone at 705-549-7453 for information.
Public Works	Public Works building is closed to the public.	Public Works services will remain functional. The Public Works Department can be contacted by email or by phone at 705-549-7992. As always, for Roads, Water or Wastewater emergencies call: 705-527-8210.
Recreation & Parks	Parks – Parks remain open.	Signage is posted at applicable amenities advising of closures to encourage social distancing. The Recreation Department can be contacted by email or by phone at 705-549-7453.

	<p>Programming – All recreational programming has been cancelled until further notice.</p> <p>The 73rd Annual Winterama will be completely virtual in 2021. Winterama activities and information can be found here: winterama.ca or connectpenetanquishene.ca</p>	
Transit		<p>Transit fares can be paid by cash on the bus using the exact change. Transit cards can be loaded online here: midland.usetransit.com.</p>