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CIVIC ADDRESS CHANGE CHECKLIST

This checklist is intended to help residents, property owners and businesses update their address following a street name and/or civic number change. The checklist provides general information meant to assist with the process. If the service contains a check mark, the municipality has completed this for you.

Government agencies and important service providers should be notified as soon as possible following the date the civic address and/or street name change comes into effect. Following the address change, *Canada Post will continue to deliver mail with the old address for a period of one year (a free service provided by Canada Post for municipally initiated address changes).*

The legal description of your property and your taxation roll number will not be affected by an address change. The Deed to your property, will remain valid after your address has been changed. Deeds are validated by the legal description of a property, not the street name or civic number; additionally, the municipality will notify the Lennox and Addington Provincial Land Registry Office.

Government Agencies & Services

☑ **Local Municipal Services**
Details have been provided to pertaining to your new addressing for taxation, roads and planning/building services.

☑ **Emergency Service Providers**

Emergency Services Dispatch - Details have been provided to each Emergency Service Dispatch (Police, Fire, EMS) agency pertaining to your new addressing. Updates are being processed and interim measures are in place.

Local Emergency Services - Details have been directly provided to local stations, bases and detachment staff members (Police, Fire, EMS) pertaining to your new addressing.

☐ **E9-1-1 Phone Services**

It is your responsibility to change/update your civic address with your phone E9-1-1 Service Provider, the municipality cannot do this for you.

Landline phone, wireless home phone and VoIP customers must personally contact their service providers to update their location information for their E9-1-1 service to reflect the actual physical address of the phone. For example, a Bell customer would call 310-BELL (2355) and simply say that their street address has been changed. For other service providers contact their customer service. In an emergency, when you reach a 911 operator from one of these phones the address information is passed automatically to dispatcher's screens, and as such it is a critical component to validate caller location. NOTE, because VoIP phones and wireless home phones can be nomadic, anytime that you take these from one physical address to another for an extended period, like taking the phone from your home to the cottage for the summer, customers should update that change of physical location with the service provider so the automated address reflects the actual location for E911 dispatch systems should you call in an emergency. For mobile cellular phones, you only need to ensure you update your billing as the phone passes your geographic coordinate location in place of a physical address that happens with a Landline phone, wireless home phone and VoIP.

☑ **Updating Civic Number Displays** (Civic Number Change Only)

Green 9-1-1 Civic Blade Signs - If you have a green civic number blade posted at your property frontage it will be changed by the municipality in the case of a civic number change. Municipal bylaws are in place that require you to maintain this the visibility of this sign, these requirements can be outlined by municipal staff.

Other Civic Number Signs - Should you have your own custom numbers displayed on your building, remember to update it to reflect your new civic number. In some cases, there may be signage display bylaw requirements, which can be outlined by municipal staff. Otherwise ensure that they have ambient lighting for nighttime, are large enough to be visible from the street, unobstructed and contrast the building facade.

☑ **Canada Post – Civic Address Change Notification**

Municipal staff will notify Canada Post of any new or readdressed civic assignments. Canada post will enter the new civic address into their system.

☐ **Canada Post – Mail Forwarding Option**

If this address change has been initiated by the municipality, Canada Post can be advised to redirect mail with your former address for the period of one year (a free service provided by Canada Post for municipally initiated address changes, please speak to your municipal contact). The municipality can arrange this for you and Canada Post would be made aware of your new address and the transition date. A Mail redirection costs will ***not*** be needed to be purchased by you from Canada Post when an address changed is instigated by Municipal staff.

If an address change has been initiated by a resident, the resident will be responsible to pay the redirection costs (the municipality will not absorb these costs).

☐ **Ontario Identification Cards** (Drivers Licence, Vehicle Registration & Health Card)

You can update your address information quickly and easily for all you're provincially issued identification cards in one secure and simple step using the Service Ontario website at https://www.ontario.ca/page/change-my-address-ontario-services#section-7 and/or by proceeding to the nearest Service Ontario Centre. There is no fee and your information will be updated immediately.

Driver's Licence - You are required by law to update the address on your driver's licence within 6 days following the date the civic address or street name change comes into effect.
Vehicle Registration - You are required by law to update the address on file for your vehicle registration within 6 days following the date the civic address or street name change comes into effect.
Health Card - Your health card may not display your address but it needs to be updated, you will not receive a new health card in the mail.

☐ **Ontario Outdoors Card**

Keep your current card as a new one will not be issued. Address information is not recorded on the card. You are required by law to update the address on file for your Outdoors Card within 10 days following the date the civic address or street name change comes into effect. Dial Toll-free number in North America 1-800-387-7011 M-F 8:30-5:00

☐ **Passport**

A change of address does not invalidate a passport. If you have filled in the address information on page 4, please cross out the old address and write the new one in the space above the old address. Do not use correction fluid. If the space is insufficient, write the new information on a separate piece of paper and insert it into the passport. For information, please visit Passport Canada's website at www.ppt.gc.ca and enter "change of address" in the search option on the website.

☐ **Canada Revenue Agency**

It is important to notify Revenue Canada with your new address for tax return purposes and to avoid any disruption to benefit payments you may be receiving. If you have registered with My Account, you can update your address online. If not, you have to update your address information by telephone **1-800-959-8281** or mail. For more information, please visit the Canada Revenue Agency website at www.cra-arc.gc.ca and enter "change of address" in the search option on the website.

☐ **Firearms Licence - RCMP Canadian Firearms Program**

Keep your current card as a new one will not be issued, but your address needs to be updated.
http://www.rcmp-grc.gc.ca/cfp-pcaf/online_en-ligne/add_adr-eng.htm

☐ **Other Federal Government Services**

- You can update your address information for other federal services by calling 1-800-O-**Canada** (1-800-622-6232)
  http://www.servicecanada.gc.ca/eng/lifeevents/moving.shtml
  - Employment Insurance Program Toll-Free: 1-800-206-7218
  - Canada Pension Plan (CPP) Toll-Free: 1-800-277-9914
  - Old Age Security (OAS) Toll-Free: 1-800-277-9914

☐ **Other Ontario Services**

___ Ontario Disability Support Program (ODSP)
___ Ontario student assistance program (OSAP) or other student loan providers
___ Update your Business address on ServiceOntario Account.
___ Corporations, you will need to update the address information within 15 days.

Home Services & Utilities

☑ **Municipal Water/Sewer** *(if applicable)*
This will have been completed for you by the municipality.

☐ **Hydro One**
You can update your address online at www.hydroone.com, email CustomerCommunications@HydroOneNetworks.com or you can call 1-888-664-9376.

☐ **Home Heating**
Remember to update your address with heating fuel suppliers such as gas, oil, propane, etc.
Union Gas can be contacted via their website at www.uniongas.com or call Customer Service at 1-888-774-3111.

☐ **Parcel Delivery Services**
FedEx, Purolator, UPS, & Small Delivery Companies – some utilize the Canada post system which will be up-to-date – if there has been a delivery/pickup issue contact them directly with the shipping number and describe the issue and the former address. We have no direct ability to update them or ensure they are using accurate or authoritative mapping sources.

☐ **Telephone, Cable & Internet Providers**
Update your billing and physical location information through the provider's website, or by call their customer service department. The following is a list of some service providers:

- Bell Canada: www.support.bell.ca 310-BELL (2355)
- Rogers: www.rogers.com 1-877-559-5202
- Cogeco: www.cogeco.ca 1-800-267-9000
- Telus Mobility: www.telus.com/content/help/billing 1-888-811-2323

- ☐ **Home Security Company**
- ☐ **Other Home Delivery Services**
  E.g. Bottled Water

Community

- ☐ **Family Members, Friends and Other Correspondents**
  Canada Post will provide a limited quantity of postage-paid change of mailing address cards to customers who must change their address as a result of changes by the municipality. These courtesy changes of mailing address cards are available in all post offices.

- ☐ **Schools, Colleges & Universities**
  It depends on the school and school board, but most elementary and secondary schools send home a student information sheet at the beginning of each school year to be filled out with updated information for the student.

- ☐ **Newspaper & Magazine Delivery**
  Subscriber information can be found online for most major local and national newspapers.

Professional Services

- ☐ **Workplace & Home/Personal Business**
  Remember to update your new address information with your employer, if applicable. Some organizations allow their employees to make this change online, while others require you to contact Human Resources department.

- ☐ **Doctors, Dentists, Pharmacists and other Medical Professionals**

- ☐ **Financial Institutions**
  Notify all banks, credit unions, financial advisor, investment firms, and mortgage brokers of your change of address.

- ☐ **Insurance Companies**
  Call the representatives of your insurance providers, (car, home, medical, etc.) to change the address on your policy. This may also be done online, depending on the insurance company.

Other

☐ Remember to update your address with any other companies or organizations that you regularly receive mail from, such as:

- Air Miles and other customer loyalty programs
- Professional Organizations
- Store Membership Cards
- Charities
- Fitness clubs
- Sports teams

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Reminder – When mail redirect services are set up with Canada Post, mail will continue to be delivered with the old address for a period of one year (a free service provided by Canada Post for municipally initiated address changes).

Please use your new address for all emergency calls.