



How to Sign Up for the Town of The Blue Mountains Virtual Town Hall

What Does our Virtual Town Hall Offer?

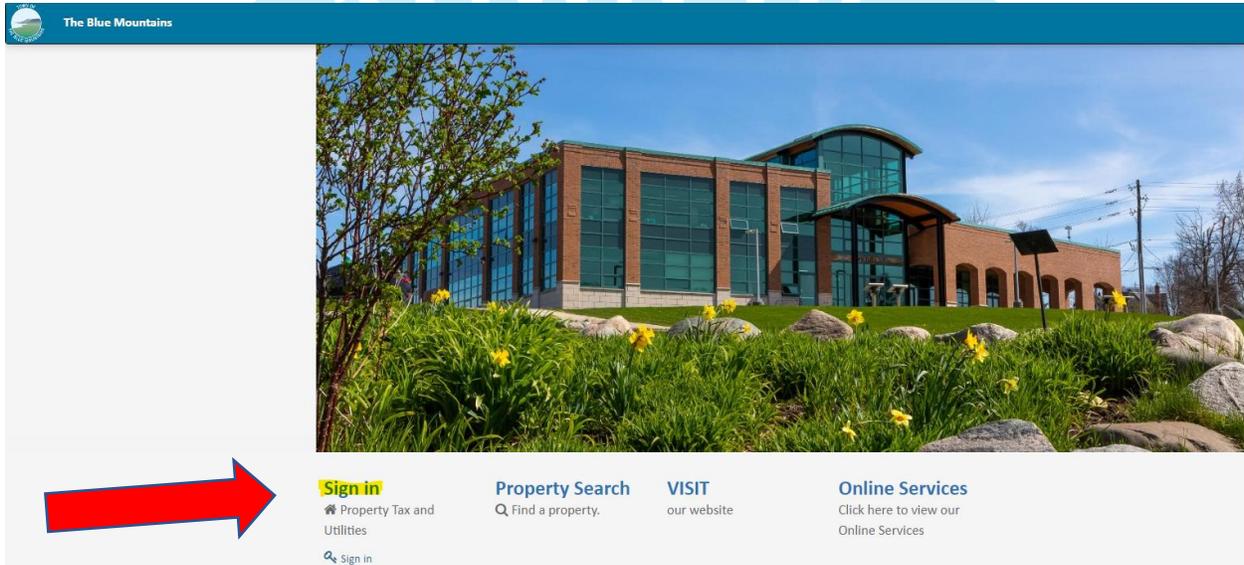
The Town of Blue Mountains' Virtual Town Hall allows property owners to access a variety of online services, including:

- Viewing your Property Tax and Utility Bill Accounts
- Signing up for paperless with e-billing for accounts. Property tax bills and utility account bills will be emailed to you instead of being sent via Canada Post
- View your accounts receivable invoices
- View your account mailing address(es) and request a change
- Sign up for a Pre-Authorized Payment Plan for your Property Taxes or Utility Bill Account

How to Create an Account in Virtual Town Hall

1) Go to: <https://vch.thebluemountains.ca/VCH/>

2) Click on 'Sign In', which can be found at the bottom lefthand side of the page:



3) For new users, click on 'Activate your account with us'

The screenshot shows the 'Activate your account or Sign in' page. At the top, it says 'Activate your account or Sign in' and 'Please sign in below to access your account(s)'. There is a 'Return To Main Menu' button. Below that, there are two sections: 'To Activate:' and 'To Sign In:'. The 'To Activate:' section has a button that says 'Activate your account with us' with a red arrow pointing to it. The 'To Sign In:' section has a 'Username:' field, a 'Password:' field, and a 'Sign in' button. Below the sign in fields is a 'Forgot your password?' link. At the bottom, there is a blue information box that says '*** Please note: Passwords are case sensitive. ***'.

- 4) Choose a username and password that are easy for you to remember.

Please note that passwords are case sensitive, must be between 8 and 15 characters and include an uppercase letter, a lowercase letter, a number and a special character. Confirm the password by typing it again. Once this information is entered, **click on "Next"**

- 5) Enter your Customer ID (found on the left-hand side of your tax or utility bill, about halfway down the page)

Customer ID: SMITH0001
 Name on Bill: SMITH ROBERT

Example of a tax bill



Town of The Blue Mountains
 32 Mill Street, P.O. Box 310
 Thornbury ON, N0H 2P0
 Phone: 519-599-3131 ext 221
 tax@thebluemountains.ca | www.thebluemountains.ca

Tax Bill

Final	2022
Billing Date	Aug 2, 2022

Roll No. 4242 000-015-12345-0000	Customer ID. SMITH0001
Mortgage:	Mortgage No. 68
Name and Address	Municipal Address/Legal Description
SMITH ROBERT 123 ANYWHERE AVE OTTAWA, ON K2A 1B6	32 MILL ST CON 2 LOT 25

Example of a utility bill




Town of The Blue Mountains
 32 Mill Street, P.O. Box 310, Thornbury, ON N0H 2P0
 Tel: (519) 599-3131 ext.221 - Fax (519) 599-2474
 utilities@thebluemountains.ca - www.thebluemountains.ca
E-Billing is Here - Enroll on our website

<p>Utility Bill</p> <p>SMITH ROBERT</p> <p>Customer ID SMITH0001</p> <p>Statement Date November 10, 2022</p> <p>Your account number 015123450.000</p> <p>For service at 32 MILL ST</p>	<p style="text-align: center;"><u>Consumption Rates</u></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Water</u></th> <th style="text-align: center;"><u>Sewer</u></th> </tr> </thead> <tbody> <tr> <td></td> <td colspan="2" style="text-align: center;">INCLUDED IN FIXED CHARGE</td> </tr> <tr> <td>0-10 Cubic Metres</td> <td style="text-align: center;">1.81</td> <td style="text-align: center;">1.73</td> </tr> <tr> <td>11-30 Cubic Metres</td> <td style="text-align: center;">1.98</td> <td style="text-align: center;">1.90</td> </tr> <tr> <td>31-60 Cubic Metres</td> <td style="text-align: center;">2.15</td> <td style="text-align: center;">2.07</td> </tr> <tr> <td>61-90 Cubic Metres</td> <td style="text-align: center;">2.32</td> <td style="text-align: center;">2.24</td> </tr> <tr> <td>91 + Cubic Metres</td> <td></td> <td></td> </tr> </tbody> </table>		<u>Water</u>	<u>Sewer</u>		INCLUDED IN FIXED CHARGE		0-10 Cubic Metres	1.81	1.73	11-30 Cubic Metres	1.98	1.90	31-60 Cubic Metres	2.15	2.07	61-90 Cubic Metres	2.32	2.24	91 + Cubic Metres		
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HELPFUL HINT: Please be sure to enter your customer ID and Name on Bill, exactly how they appear on your bill. For most residents, it will be your LAST NAME FIRST NAME middle name/initials in ALL CAPS, with no punctuation.

Check off: 'I'm not a robot'

Click: 'Next'

You should be sent an email with a link to log into your newly created Virtual Town Hall account. Click on the link and sign in with your newly created username and password.

You can now access all the features in Virtual Town Hall.



Who should I call if I'm having issues with Virtual Town Hall?

Should you run into any issues, please give us a call at: 519-599-3121 ext. 221 and we'd be happy to help you troubleshoot.

How do I sign up for eBilling?

Follow the link '[To sign up for eBilling click here](#)'.

Account Listing

Listed below are your accounts with us.

For payment options:

[Tax Payment Options](#)

[Utility Payment Options](#)

(or see the reverse of your bill)

To sign up for Pre-Authorized Payment:

[Taxes PAP](#)

[Utility PAP](#)

[To sign up for eBilling click here.](#)

How do I review my account balance and transactions?

Click on your account number to review account balances, transactions, assessment, local improvements and current owners.

000002128510000

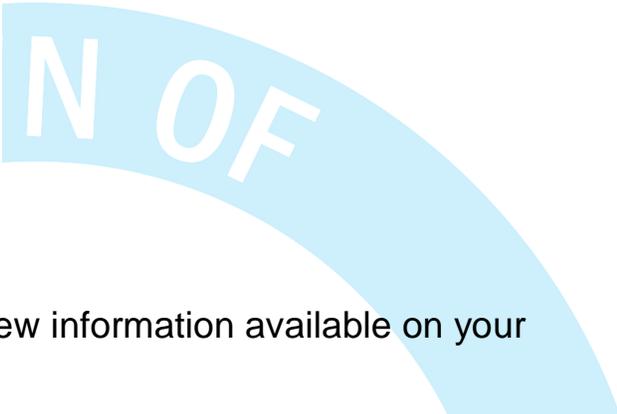
Property Tax Account

Address

CROSSWINDS BLVD

Balance

\$0.00



Not Signed Up for PAP

Click on the tabs along the top to view information available on your account.

Property Tax Account

Here you will find information on your property tax account

[Return To Main Menu](#)

- [Account Details](#)
- [Balances / Transactions](#)
- [Assessment](#)
- [Local Improvements](#)
- [Owners](#)
- [Messages](#)

