

Property Assessment & Tax Paperless Notifications

Terms of Use for eBilling

The default delivery method is paper notices and communications through Canada Post delivery. Property owners have the option to receive electronic communication to notify when the Assessment and Tax Notices are available on the online eTax portal.

Subscribing to paperless indicates the Property Owner(s) understands and will follow the Paperless Notifications Terms of Use related to their property tax account. The Property Owner(s) is aware that the Access Code is to be kept confidential as it ensures their security and restricts unauthorized access. If the Property Owner chooses to share their Access Code, this becomes their responsibility to manage. In the event a new Access Code should be required to restrict access, the property owner(s) must contact the City of Medicine Hat Customer Care Department.

*Subscriber is the Property Owner accessing the online property tax portal.

Please be aware that it may take up to 5 business days for any changes to take effect. Changes requested in the month Assessment or Tax Notices are mailed may not take effect until the next notice. You can view the important dates [on the website](#).

Select Paperless Notifications

If you select to receive your communication by email, you consent to the Terms of Use related to receiving email notifications for Property Assessment and Tax. Please read the following carefully, as penalties cannot be reversed for non-receipt.

- **Subscriber receives:** Email notification of notices, statements, and documents will be sent as an email with a link to the eTax portal. Users can access their eTax account to view PDFs of their documents. A separate email notification is sent for each property.
- **Correct email address:** It is the subscriber's responsibility to provide the correct email address and email changes. The subscriber is responsible for managing their eTax account, including all login information, and for ensuring that the email address associated with the account is kept secure.
- **Penalties and complaint date:** Opting in to email notifications does not alter any complaint deadline or tax payment due dates. Non-receipt of any notification is not grounds to have any penalty waived or complaint deadline extended.
- **Email or paper, not both:** Once a subscriber selects email notifications, they will no longer receive paper copies of property assessments and tax documents, including tax notices and tax account statements, for the subject property.
- **Access Code:** There is one access code per notice. Some property owners may share an access code. Changes to the delivery method will apply to each property owner that has the same access code.
- **Register each property separately:** If a subscriber owns multiple properties, the subscriber must register each of them separately, including any newly acquired properties. Each property may have a different Access Code, which is available on the property tax notice.

- **Other owners may not receive a paper copy, even if they haven't subscribed for paperless:** Notification preferences are set by owner access code for each property. If a subscriber has opted to receive email notifications and shares an access code with another owner, the other owner will not receive a paper copy.
- **Other owners may still receive a paper copy, even if they have the same mailing address:** Other interested parties on the property may still receive paper copies unless they have also signed up for email Notifications. This includes owners at the same address.
- **To update or remove online access for subscribers:** Contact the City of Medicine Hat Customer Care Department.
- **If there is a discrepancy** between the information on the eTax portal versus the billing system, the billing system is the originating and valid data source.

Revert to Paper Notifications

If you want to switch back to paper delivery, you change your delivery to paper billing at any time. Please read the following carefully, as penalties cannot be reversed for non-receipt.

- **To stop receiving electronic notifications:** Change your delivery method to paper in the portal.
- **Deemed to opt out:** A subscriber will be deemed to have opted out of receiving communications in an electronic format if:
 - the subscriber changes their delivery method, which is accessible through the eTax portal.
 - communications sent by email are returned as undeliverable.
 - communications sent by email are otherwise rejected within or by the eTax portal.
 - a property transfer has occurred in respect to the property that is the subject of the communications.
- **If deemed to have opted out:** All communications relating to assessment and tax will be mailed to the last known mailing address of any owner(s) that have been deemed to have opted out. Mailing addresses can be updated through the Alberta Land Titles Office.
- **Penalties and complaint date:** Opting out of email notifications does not alter any complaint deadline or tax payment due dates. Non-receipt of any notification is not grounds to have any penalty waived or complaint deadline extended.
- **Unregister each property separately:** If a subscriber owns multiple properties, each property must be updated separately.
- **Other owners may still receive an email copy, even if they have the same mailing address:** Notification preferences are set by owner access code for each property. If a subscriber has opted out of email notifications, other interested parties on the property may still receive email notification.