



TOWN STATEMENT

Niagara-on-the-Lake Community Update: Flood Recovery Efforts Continue

For Immediate Release

August 17, 2026

The Town of Niagara-on-the-Lake continues to respond to flooding-related concerns and support residents following the recent significant rainfall events. Teams across the organization continue to work together to investigate concerns, follow up with residents, and better understand the impacts experienced throughout the community.

Flooding Service Requests

To date, the Town has received 282 flooding-related service requests through its new My.NOTL customer service system.

Staff continue to investigate concerns involving culverts, ditches, drainage, sewers and other infrastructure. Given the volume and complexity of the requests received, some investigations and follow-up will take time to complete. Residents can be assured that requests remain documented in the system as Staff work through them.

My.NOTL Supporting the Response

The first significant flooding event occurred just two days after the Town began the soft launch of My.NOTL, its new customer service platform.

While the timing was unexpected, the system quickly became an important tool in coordinating the Town's response. My.NOTL has allowed teams across the organization to manage hundreds of flooding-related requests in one centralized location, document follow-up, coordinate investigations and track requests through to resolution.

The experience is also helping the Town refine its processes and identify opportunities to further improve how service requests are managed and communicated to residents.

Flood-Related Waste Collection

A total of 50 households registered for the special collection of large quantities of flood-related waste, scheduled for Monday, August 17, in coordination with Niagara Region.



Additional flood-related waste disposal options for residents can be found on the [Town's website](#).

Provincial Disaster Assistance

The Town continues to pursue potential assistance for residents affected by flooding.

Staff are scheduled to meet with the Ministry of Municipal Affairs and Housing this week to discuss potential eligibility for the Disaster Recovery Assistance for Ontarians (DRAO) program. The Province is responsible for determining whether the program will be activated. The Town will share information shortly regarding requirements for this activation.

Next Steps

Staff will continue reviewing and responding to outstanding flooding-related service requests, completing investigations and advancing requests requiring additional technical review.

The Town is also mapping reported flooding locations to better understand where impacts occurred and identify patterns across Niagara-on-the-Lake. Information gathered through resident reports will help inform the Town's understanding of these events and support future analysis and decision-making.

We recognize that flooding has been extremely difficult and disruptive for affected residents, and we appreciate the community's continued patience as this work progresses. Thank you to residents who have reported flooding, provided information and worked with Town Staff throughout the response and recovery process.

The Town remains committed to supporting affected residents, providing updates as information becomes available and applying what we learn from these events to our ongoing work.

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