



NEWS RELEASE

Niagara-on-the-Lake Launches My.NOTL Customer Service Portal

For Immediate Release

August 25, 2026

Following the Town's phased introduction of [My.NOTL](#), a new customer service platform, Niagara-on-the-Lake is pleased to announce the system has officially launched in its entirety. Built using Salesforce and MuniPass, My.NOTL provides the Town with a modern, cloud-based platform for managing customer service and service requests.

Residents can access the new My.NOTL resident portal to submit service requests online, track their status and receive updates as their request moves through the process.

Through the new portal, residents can:

- Submit service requests online
- Track the status of their requests
- View updates related to their requests
- Access their service request history in one convenient location

Behind the scenes, My.NOTL provides Staff with improved tools to manage and respond to requests. The system provides immediate confirmation of submissions, brings customer history together in a single interface, automates certain workflows and provides real-time reporting to help identify trends and opportunities for service improvements. The platform also connects service requests with internal work order processes, helping Staff move requests from intake through to the operational work required to address them.

My.NOTL replaces processes previously managed through the Town's Service Delivery Database with a modern, cloud-based system featuring GIS integration, automated workflows, enhanced reporting and analytics, integrated communications and improved tracking and audit capabilities.

The launch of My.NOTL is also just the beginning. The platform establishes a foundation the Town can continue to build on, with opportunities to expand its use,



introduce additional functionality and further streamline how residents access Town services over time.

The investment supports Council's Strategic Plan under the *Optimize Organization Excellence* pillar and its *Streamline & Modernize* priority by providing Staff with modern tools and creating a more accessible and transparent customer service experience for residents.

Residents can call the Town at 905-468-3266 or email info@notl.com for assistance with submitting a service request. One of our friendly Customer Experience Representatives would be happy to help. Alternatively, residents can email service@notl.com, which will automatically create a service request on their behalf.

For more information about [My.NOTL](#), including frequently asked questions, visit the [Town's website](#).

Quotes:

"My.NOTL gives residents greater visibility into their interactions with the Town and makes it easier to stay informed from the time a request is submitted through completion. Providing convenient, accessible ways for residents to connect with the Town is an important part of delivering responsive municipal service." — **Lord Mayor Gary Zalepa**

"The value of the new resident portal was demonstrated shortly after its soft launch in July, when significant flooding resulted in more than 280 flooding-related service requests. My.NOTL gives us a more coordinated way to manage requests, provide updates and track information in one system. This not only creates a more consistent experience for residents, but also gives Staff better tools to coordinate responses, monitor trends and continuously improve how we deliver services." — **CAO Nick Ruller**

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