



New one-stop shop for City services

Downtown hub for permits, licences, passes, payments & more

February 24, 2017

Edmonton Service Centre opens in Edmonton Tower on Monday, February 27, 2017. The brand-new facility gives residents, businesses and industry representatives a single downtown location to obtain services ranging from permits, licences to transit passes and payments.

All other downtown in-person service counters close permanently after Friday, February 24, 2017. They include Development Services in HSBC Place, Property Assessment and Taxation in Chancery Hall, ETS Customer Service in City Hall, Drainage Planning in Century Place and Citizen Services in CN Tower.



"Edmonton Service Centre offers a brand new location, new technology and personal attention promising star service for Edmontonians - seamless, trustworthy, attentive and resourceful," says centre director Maria Stopainig. "It will be an enhanced service experience for members of the public doing business with the City of Edmonton, coupled with easy access to transit and convenient pay parking in Edmonton Tower and nearby."

Edmonton Tower's main entrance is at 10111-104 Avenue. Customers arriving at the second floor will see greeters ready to help identify the required service and explain how to obtain a ticket for the queuing system. Customers are then directed to the service area that will best meet their needs. There's a comfortable waiting area, as well as numerous private spaces where customers can sit down with a specialist to manage an inquiry.

Hours of operation are 8 a.m. to 4:30 p.m., weekdays, excluding statutory holidays.

Residents can also access many services through the City's website, edmonton.ca.

For more information:

[Edmonton Service Centre](#)

[Getting Downtown](#)

takeETS.com

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