

December 8 2025

*sent via email*

Hon. Joël Lightbound  
Minister of Government Transformation,  
Public Works and Procurement  
Public Services and Procurement Canada  
11 Laurier St, Portage III, Place du Portage  
Gatineau, QC K1A 0S5  
[joel.lightbound@parl.gc.ca](mailto:joel.lightbound@parl.gc.ca)

**RE: Canada Post Transformation impact on municipalities**

Dear Minister Lightbound:

I am writing on behalf of the [Association of Municipal Managers, Clerks and Treasurers of Ontario \(AMCTO\)](#) regarding the recently announced transformation of Canada Post.

AMCTO represents excellence in local government management and leadership. With over 2200 members who are municipal managers and professionals (e.g. CAOs, Clerks, Treasurers, and many others) covering all of Ontario's municipalities, we are Ontario's largest voluntary association of local government leaders and professionals and are recognized as an influential voice on key management and legislative issues affecting the sector.

For over 85 years, AMCTO has maintained a productive relationship with government by helping ensure the professional expertise and local understanding of our members is utilized to improve existing and/or new legislation, policy, and programs.

We recognize the Government's commitment to reforming Canada Post to ensure the survival of the crown corporation and to protect the services Canadians rely on. We appreciate as well, the recognition that it remains a vital public service.

As Canada Post, adhering to your directives, modernizes its services, we wish to provide you and the corporate leadership team at Canada Post with several considerations to keep in mind as this important project moves forward.

Municipalities, especially smaller, rural, and northern municipalities, continue to rely on traditional mail services for:

- Mailing tax bills and other local utilities and provision of cheques for social assistance and housing allowances.
  - Residents also rely on mail services to pay their tax and utility bills and receive cheques.

- Provision of notices related to development applications, fines and court notices (including for provincial offences) many of which have specified legislated methods of contact, among other information notices that keep residents updated with news for their community.
- As election administrators for municipal council and school board elections, municipal clerks rely on mail services to provide voter information cards with critical information about how, where, and when to vote in local elections which are time sensitive.
  - Other municipalities also utilize voting methods such as vote by mail and internet voting which require the mailing of important information to and from the municipality.

While some municipalities may have the capacity and financial resources to pivot to digital services such as online billing and payments, others may not have the infrastructure, staffing or budgetary resources to pivot to this type of provision.

Many municipalities, especially those in rural or remote areas, do not have centrally located municipal offices or government facilities making it difficult for residents to drop in to pay bills or access government services. Reliable of internet services remains a challenge for municipalities and residents alike.

There may also be significant disparity of impacts to residents, especially seniors, who rely on traditional communications methods like mail to be informed about their bills and other services and for paying their bills by cheque.

As you contemplate changes to service delivery and standards, it would be beneficial to ensure that consultation with effected interest groups and sectors, like municipalities, is part of the scope of work, to ensure that unintended consequences are avoided or mitigated where possible.

Sincerely,

[Originally signed by]

Danielle Manton, AOMC  
President, AMCTO

CC: Doug Ettinger, President and CEO, Canada Post  
Arianne Reza, Deputy Minister, Ministry of Public Services and Procurement  
Hon. Rob Flack, Minister of Municipal Affairs and Housing  
Martha Greenberg, Deputy Minister, Ministry of Municipal Affairs and Housing  
Tanner Zelenko, Director of Stakeholder and Caucus Relations, Office of the Minister, Ministry of Municipal Affairs and Housing  
Hon. Stephen Crawford, Minister of Public and Business Service Delivery and Procurement  
Samantha Poisson, Deputy Minister, Ministry of Public and Business Service Delivery and Procurement



Robin Jones, President of the Association of Municipalities of Ontario