



RE: Comfort Letter Fee Payment Process

As part of continuous improvements in customer service, effective Monday, June 3, 2019, The City of Calgary is implementing a new payment process for comfort letters. This new process will simplify comfort letter preparation by eliminating an extra step in the payment process.

Currently, cheques are sent to Public Infrastructure, and then forwarded to City of Calgary Cashiers for processing. With the new process, customers will submit cheques for comfort letter fees directly to the City of Calgary Cashiers via mail, courier, or in person on the third floor of the Municipal Building.

To help with this updated process, we have created a [comfort letter fee payment submission form](#), available on [Calgary.ca](#), which customers will fill out prior to submitting payment. This convenient form provides you with the exact amount for the fees associated with your comfort letter.

Once the comfort letter fee payment process is complete, you can submit your comfort letter request to your dedicated Infrastructure Specialist, who will provide the comfort letter to you via email after confirmation of payment. Please be sure to include the reference number from the payment submission form in your request.

To create your reference number for the comfort letter fee payment submission form, please use your company initials followed by the current date (MMDDYY format), followed by the number of requests per day. For example, if The City of Calgary submits two comfort letter fee payments on May 15, 2019, the first reference number would be COC051519-01, while the second reference number would be COC051519-02.

COC	051519	-	01
Company initials	Date of payment		Submission number

We ask you to begin submitting cheques directly to City of Calgary Cashiers and completing the comfort letter fee payment submission form as of June 3, 2019. Please note that after this date, cheques for comfort letter fees will no longer be accepted by Public Infrastructure, and will be returned to the customer.

Please submit your comfort letter fee payment submission forms and payments to:

- Mail** P.O. Box 2100, Station M, #8042
Calgary, AB T2P 2M5
- In person or by courier** Third Floor, Calgary Municipal Building
800 Macleod Trail SE
Calgary, AB T2G 2E7
- Afterhours drop-off** In drop-off box at street level in front of
the Municipal building