



Welcome to Penhold

We're so happy you've chosen Penhold as your new home! With a population of over 3,500, our town is a vibrant, active, family-friendly community.

Over the past decade, our business sector has grown, making it easier than ever for residents to access services right here in town. From shopping to professional services like a medical clinic, dentist, pharmacies, veterinarian, and lawyer, there's no need to travel far to access most day-to-day services. Check out the Business Directory on our website at www.townofpenhold.ca to explore all the fantastic local businesses in Penhold.



Stay up to date!

Sign up for E-News today!

When you sign up for E-News you will get e-mail notifications about street sweeping, snow clearing, Town of Penhold news and events, etc.



Utility Information for New Residents

Town of Penhold: Water, sewer, and garbage/recycling bills are issued mid-month and are due by the 10th of the following month.

Account Registration: Set up your utility account on-line, in person, or by phone. A \$100 non-refundable account setup fee applies to first-time accounts.

Payments & E-Billing: Visit www.townofpenhold.ca for payment options and e-billing details.

Electricity & Natural Gas

Billing for electricity and natural gas services is available through various retailers. Check the Town website or ucahelps.alberta.ca for provider information.

Emergencies:

Penhold Operations Emergency 403-391-0334

Power Outage: Call FORTIS at 310-WIRE (9473)

Gas Emergency: Call ATCO at 1-800-511-3447

Staying Connected

In addition to our website, the Town of Penhold, Town of Penhold Community Support Services, Penhold Multiplex Fitness Centre and Penhold Youth Club (PYC) social media pages are great sources of information.



Community Connections



Town of Penhold Community Services Department includes:

- Family & Community Support Services (FCSS)
- Communications & Events Coordinator
- Youth Coordinator & Team for Penhold Youth Club (PYC)



The Community Services team offers a variety of programming for all ages and stages throughout the year and coordinates programs including:

Penhold Youth Club ~ Babysitter's & Home Alone Courses ~ Lego Club ~ Family Play Days
Drop-In Playgroup ~ Stocking Stuffers for Seniors ~ Workshops & Presentations
Snow Angels & Yard Angels ~ Community Events



Groups, Clubs & Associations

- Citizens on Patrol Association: penholdcopa@gmail.com
- Girl Guides: www.girlguides.ca
- Municipal Boards & Committees:
Contact Town Office at (403) 886-4567
- Penhold Minor Soccer: penholdsoccer@gmail.com
- Penhold & District Museum:
penholdmuseum@gmail.com
- Penhold & District Optimist Club:
penholdoptimist@live.ca
- 7 Penhold Air Cadets: 7Air@cadets.gc.ca
- Soroptimist Club: (403) 391-7912
- Seniors Drop In Centre: 3001 Minto St (403) 886-2999

Community Programming

- Arashi-Do Martial Arts: (403) 449-0060
- Innisfail and Area Family Resource Network:
(403) 877-7110
- Penhold & District Library:
(403) 886-2636, www.penholdlibrary.ca
- Penhold Multiplex Fitness Centre:
(403) 886-3268, townofpenhold.ca
- Penhold School of Dance:
(403) 573-2002, office@penholdschoolofdance.com
- Penhold Youth Club: (403) 886-3269
- Youth HQ: (403) 342-6500, info@youthhq.ca
- Youth Empowerment & Support: (403) 886-4390
(within the schools)

Child Care

- Community TIES Daycare: (403) 886-2175
- Innisfail Family Day Home Society: (403) 227-2767
- Penhold School Age Care Program: (403) 886-2416
- Bright Beginnings Montessori: (403)-573-4777
- Private Day Homes

Churches

- Penhold Church of Hope:
(403) 307-3153, office@penholdchurchofhope.com

Health Services

- Antler Hill Veterinary Services: (587) 802-5111
- Penhold IDA Pharmacy: (403) 886-4466
- Penhold Dental Care: (403) 886-7665
- Penhold Medical Clinic: (403) 573-4828
- Pharmasave Penhold: (403) 573-0555

Schools & Educational Opportunities

- Henday Association for Lifelong Learning:
(403) 227-2866
- Jessie Duncan Elementary School (Grades PreK-3):
(403) 886-2233, jessie.duncan@cesd73.ca
- Kids Kingdom Preschool: (587) 377-5639
- Penhold Career High: (403) 346-9998
- Penhold Crossing Secondary School (Grades 7-12):
(403) 886-8604, penholdcrossing@cesd73.ca
- Penhold Elementary School (Grades 4-6):
(403) 886-4390, penhold@cesd73.ca
- Red Deer Polytechnic: www.rdpolytech.ca

For more information on other resources or supports available to Penhold residents please contact FCSS at 403.886.4567 ext. 3288 or ext. 3250



Pet License Fees

Initial Registration: \$45 altered / \$60 unaltered
Early Renewal Rate Oct-Dec. \$15 altered / \$30 unaltered



Penhold is an Urban Hen Community!
See website for guidelines & licensing info.

Town of Penhold Bylaws require all dogs and cats have an annual pet license. You can use the online Registration Form on our website or stop by the Town Office to register your pets.



Love em' & Leash 'em!

There is no off-leash area within Penhold, please keep pets on a leash at all times. By keeping your pet on a leash you can:

- Keep dogs safe & parks clean
- Prevent bites & fights
- Reduce stress for everyone

It's the "leash" you can do, and it's the law too!

Off Leash Dog Park currently being planned
check website for latest info

WHO YOU GONNA CALL?

EMERGENCIES



NON-EMERGENCY CRIMES
RCMP
Complaint Line
403-227-3341



BYLAW ISSUES

Community
Peace Officers
403-886-3286



NON-EMERGENCY
REPORTING
RCMP Online
Reporting





Winter, spring, summer or fall - Penhold has recreational amenities for all to enjoy!

Welcome to Penhold—where adventure and recreation are right outside your door! Whether you love staying active indoors or exploring the great outdoors, our town offers a variety of amenities to keep you moving all year round.

Outdoor adventures for every season

When the weather is warm, take advantage of our many outdoor recreation spaces. Enjoy many kilometers of paved trails throughout Penhold, including a scenic path around the water at the Community Hub and many more amenities including:

- The Multi-Use All Wheel Park (MAP) is located at the Community Hub —a pump track and skate park for BMX, skate boards, and scooters.
- Disc Golf Course with 9 holes for all skill levels, has three beginner-friendly holes at Hayter Park and 6 holes at the Critters Corner / Lincoln Street Rec area with more holes planned for the coming years.
- Penhold Splash Park—located at Lincoln Street Recreation Area is the perfect place to cool off on a hot summer day.

As winter arrives, the fun doesn't stop!

Mount Penhold, located near the Critters Corner All-Ability Playground, transforms from a disc golf area into a sledding hill for all ages. The outdoor rink at Lincoln Street Recreation Area is open daily from 11:00 a.m. – 9:30 p.m., with a heated change space and washrooms located inside the rec centre.

Indoor fun at the Penhold Regional Multiplex

Looking for a place to stay active, no matter the season? The Penhold Regional Multiplex has everything you need including:

- A full-size arena for skating and hockey.
- A gymnasium with many drop-in recreation programs available.
- A fitness centre .
- An indoor fitness track—perfect for walking or running year round.
- The Penhold & District Library for a good book, engaging programming or a quiet retreat.
- Town of Penhold Municipal Office.

No matter the season, Penhold is packed with ways to stay active, have fun, and enjoy your community. Get out there and explore!

A graphic of a red calendar with the words "Important dates" written in a cursive font.	Annual Business and Pet Licenses due: January 31 Combined Assessment & Property Tax Notices are mailed in early May Property Taxes Due: June 30 Early Pet License Renewal Period October 1 - December 31 (reduced fee)	Municipal Election Nomination Deadline: Monday Sept. 25 at 12:00 noon Candidate Forum: Thursday Oct. 6 6:30 - 8:30 p.m. Penhold Multiplex Municipal Election Advance Poll: Saturday Oct. 11 2:00 - 6:00 p.m. Municipal Election: Monday October 20 Polls open: 10:00 a.m. - 8:00 p.m.
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2025 GARBAGE & RECYCLING SCHEDULE

Garbage & Recycling Tote Reminder: Utility Bylaw 806/2021

Section 113 Residential Waste and Recycling Collection Carts:

(g) shall ensure that collection carts are set out for collection:

(i) no later than 7:00 am on the day of collection; and

(ii) no earlier than 7:00 pm on the day before collection

(h) shall ensure that all collection carts assigned to the dwelling house are returned to their property no later than 10:00 pm on the day of collection.

GARBAGE/RECYCLING PICKUP

GARBAGE PICKUP ONLY

If your garbage or recycling has been missed, please contact E-360S directly at 403-341-9300

January						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July						
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

October						
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
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						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

May						
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				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

November						
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						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March						
S	M	T	W	T	F	S
						1
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16	17	18	19	20	21	22
23	24	25	26	27	28	29

June						
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

September						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

RECYCLE!

WHAT GOES IN YOUR BLUE CART?

PAPER

Ad inserts
Books (Hard covers removed)
Catalogues
Printer paper
Envelopes (plain or with plastic window)
Fast food paper containers (clean)
Gift wrap (non-metallic)
Greeting cards
Magazines
Newspapers
Tissue paper (clean)

CLEAN TIN / ALUMINUM CANS & PLATES

Aluminum cans
Aluminum foil (clean)
Aluminum pie plates (clean)
Cans
Soup/vegetable cans
Tin cans

CARD BOARD

Appliance & moving boxes (flattened and cut)
Boxboard (cereal, facial tissue, etc.)
Cardboard (clean)
Cardboard boxes (flattened)
Cardboard egg cartons (no Styrofoam)
Cereal boxes (no liners)
Detergent and laundry boxes (empty and clean)
Shoe boxes

www.townofpenhold.ca

PLASTICS

Milk Jugs
Plastic Bottles
Tetra Pack
PE + PET with symbols #1- #7

NON-GLASS DRINK CONTAINERS

Tetra-pak drink containers
Note: These items are all refundable bottles / drink containers that can also be taken to the bottle depot.
Juice bottles
Pop bottles
Cans
Juice boxes
Milk cartons
Milk jugs
Water bottles

NON-RECYCLABLES:

- Plastic Bags ● Plastic Packaging (Wrapping) ● Caps or Lids ● Styrofoam
- Ceramic or Canning Jars ● Frozen Food Boxes ● Tissues, Paper Towels, Paper Plates
- Toys ● Hard Cover Books ● Propane Tanks

Waste & Recycling Collection Information

What is correct placement of my totes for collection?



- ✓ Wheels to curb
- ✓ Totes placed on flat ground
- ✓ Space of 1m (3') around and between totes
- ✓ Lid closed
- ✓ Space of 3m (10') above

Placement tip: If you can walk around the tote, there is adequate space for the mechanical arm to clasp and lift cart.

My totes weren't collected, what do I do?

If your tote was not collected there will be a sticker from E360S explaining why. The driver takes a photo of the tote(s) which can be checked for reference. Residents are asked to contact E360S directly, instead of the Town being in the middle, as a means of ensuring efficient response to resident concerns.

My tote was damaged, what do I do?

If your tote was damaged as a result of collection, please contact Public Works at 403-886-4265.

Why weren't my totes collected?

✗ **Tote(s) not placed on flat ground** If tote is placed on slope or hill automated arm will not be able to clasp and lift tote.

✗ **Tote(s) facing wrong direction** If tote is placed facing wrong way the lid will not open so tote cannot be emptied.

✗ **Less than 3m (10") of space above tote(s)** If totes are placed under tree, over hang or power line, they cannot be safely lifted up to be collected.



✗ **Less than 1m (3') space around & between tote(s)** Leave at least 1m (3') of space between your totes and other objects such as parked cars, power poles, utility boxes, fences, garages & downspouts.



✗ **Lid not closed** There is a limit to how much the truck can hold, if totes are overfilled there isn't enough space for everyone's waste AND overfilled items are not secure in tote and can spill onto roads & sidewalks.

✓ **GRASS CLIPPINGS**
LEAVES
BRANCHES

- LESS THAN 1" DIAMETER
- LESS THAN 4' IN LENGTH

✗ **NO BAGS (includes compost bags)**
NO GARBAGE
NO ANIMAL FECES

SEASONAL YARD WASTE BINS ARE OPEN MAY - OCTOBER

(as weather permits)



NORTH OF HWY 42,
ACROSS FROM OXFORD
WATER RESERVOIR ON
WASKASOO AVE.





Penhold

Small leaks can lead to large usage

High water use/consumption is often a planned event such as filling a pool or hot tub, watering new sod lawn or maintaining summer lawns and gardens. If your high water consumption was not deliberate you will need to investigate why. Use the checklist below as a guide to start determining the cause of unplanned high consumption.

Checklist to help determine source of high water use:

Toilets

Is your toilet operating properly? Does your toilet get stuck in the 'flush' mode on occasion? "Running" toilets can waste several cubic meters of water each month.



Do you have a silent leak in your toilet? To check, put a few drops of food colouring in the water tank. After a few hours, if the water in the toilet bowl turns the same colour, your toilet is leaking & requires repairs.

Taps

Are your water taps stiff to use or is it difficult to close them? Taps that do not close properly can drip, wasting several cubic meters of water each month.

Humidifier

Is your humidifier in proper working order? Are there water stains or rust spots around the humidifier?

Water softener

Is your water softener leaking? Are fine salt crystals accumulating along joint lines or on the floor around the water softener? Does your water softener have too much/too little salt in it? Is your water softener plugged in? Some softeners will run constantly if the incorrect amount of salt is used or if the softener is unplugged as it is recharging.

Appliances

Can you hear water running through this appliance? The presence of noise may indicate a leak. Possible items include a dishwasher, ice-maker fridge, washing machine, water softener, hot tub, toilet, taps, or hot water heater.

Did you have a new appliance that uses water installed recently?

Does it use more water than the previous appliance and was the appliance installed correctly?

Outdoor faucets

Has your garden or lawn been watered more than usual? Were your plants or gardens accidentally watered throughout the night?



Were younger family members playing with the water hose outside or the toilet inside without your knowledge?

Did someone leave a tap open accidentally, either indoors or outdoors?

Household Changes

Have there been changes in water usage with some members of the household? For example, has someone started taking daily baths when they previously had daily showers?

If your high water use cannot be attributed to any of these circumstances, you may have a silent water leak. To check, make sure all water using fixtures inside and outside of your home are off and check the leak indicator on your water meter for a plus sign, a red dial or a black triangle. If the leak indicator is moving or the plus sign is visible, there is a water leak in your home that needs to be located and repaired.



USAGE TRACKING TIP:

Check for leaks by recording your meter reading at night and again in the morning before any water is used in the household. This will help identify if you have a leak.



LEAK INDICATOR:

If this icon is illuminated on your meter head, it is indicating water is being used continuously for 24 hours