

City of Mississauga Basement Flooding Prevention and Flood Resilience Rebates User Guide

This document outlines instructions to apply for Residential Flood Resilience rebate and Basement Flooding Prevention rebates – effective February 2025.

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1. Introduction

City of Mississauga residents can apply for rebates to help cover the cost of installing water-resistant materials or flood prevention measures in and around their homes. Program details can be found at the individual rebate websites.

- Flood Resilience Rebate
- Basement Flooding Prevention Rebate

This document will help guide the applicant through the on-line application process, including how to create an account, apply for rebate, and view statuses using the self-service option.

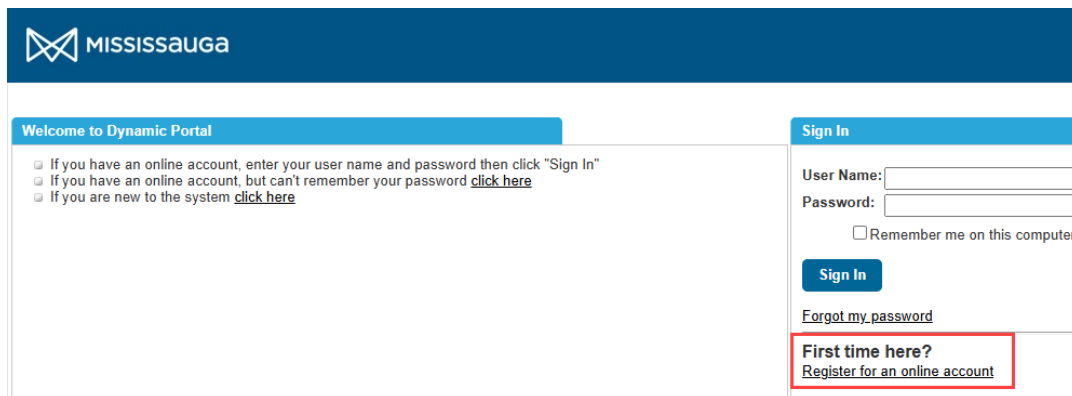
Things to remember:

- Only a registered owner of a detached home, semi-detached home, duplex or townhouse within the City of Mississauga is eligible for a rebate.
- For City of Mississauga property owners who live outside of Mississauga, remember to create the account with your **current** residential address where the rebate will be mailed. You will have the option to select Mississauga property address during application submission.
- Please have all required information and electronic documents ready before starting the application.
- Please ensure to periodically save your progress by clicking the **'Save for Later'** button (as explained in section 3) to prevent loss of information due to system timeout.

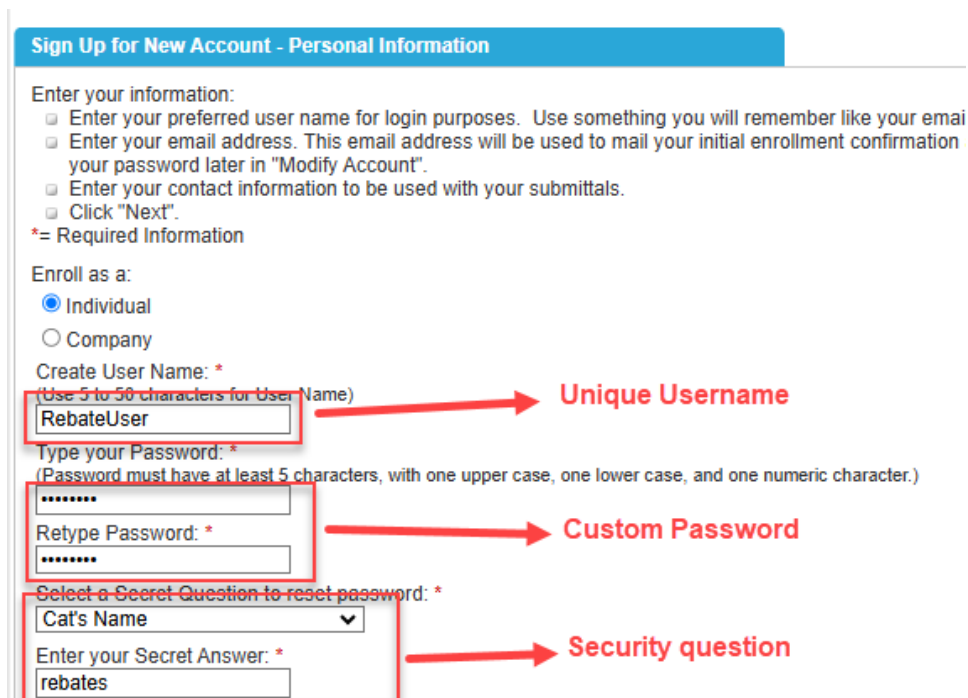
2. Create Account

An online account at the City of Mississauga Online portal is needed to submit a rebate application. If you do not have an online account, follow the steps below to create an account.

- a. In your browser, open a new window/tab to navigate to [Dynamic Portal](#) website.
- b. Click on 'Register for an Online Account'.



- c. Provide information to create a unique account by entering a unique username, password and security question.



- d. Select contact type 'Customer' from the list of contacts, fill in the contact information and click 'Next'.

**** Note **** Contact address is where the rebate cheque will be mailed after approval. So, it can be an address outside of Mississauga.

Contact Type:*
CUSTOMER ▼

Title: First Name:* MI: Last Name:*
Home Owner

Company Name: Position:

Address:*
123 Main Street

City:* State/Province:* Postal Code/Zip:*
Mississauga Ontario L5M3T8

Country:

Daytime Phone:* Evening Phone:
(123)456-7890

Fax Number: Mobile Phone:

Email:*
myemail@email.com

Cancel Next


- e. Confirm the account information and edit if any changes are required before clicking 'Submit'.

The screenshot shows the Mississauga logo at the top. Below it is a blue header for "Personal Information Confirmation". The main content area is divided into two columns. The left column contains three bullet points: "Review the information you entered.", "If any information is incorrect, click 'Click here to make changes to your entered information »'.", and "Click 'Submit'". The right column displays the "Personal information as entered:" with the following details: Email: myemail@email.com, Contact Type: CUSTOMER, Company Name: Home Owner, Address: 123 Main Street, Mississauga, ON L5M3T8, and Daytime Phone: (123)456-7890. Below this information, a red message states ">>> No users matched the information you entered <<<". Underneath this message is a link: "Click here to make changes to your entered information »". At the bottom of the form are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a red rectangle.

- f. Once successfully submitted, a confirmation message will show up and an email will be sent to the email address provided.

The screenshot shows the Mississauga logo at the top. Below it is a blue header for "New Portal Account Confirmation". The main content area contains a message: "Congratulations! You have successfully registered for a new web user account. To login using this account click here". The "click here" link is highlighted with a red rectangle.

Email Sample:

Online DynamicPortal Account Enrollment Confirmation 

noreply-cityofmississauga@mississauga.ca
to me ▼

Information about your Online Account.

New online web user account successfully created.

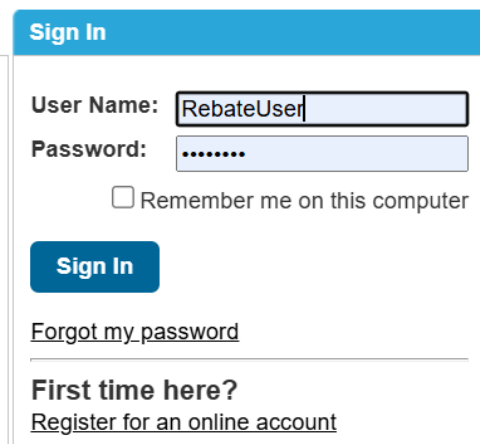
User Name: RebateUser

3. Apply for Rebate

Once an account is created, it can be used to apply for a rebate. The overall process is outlined in following steps.

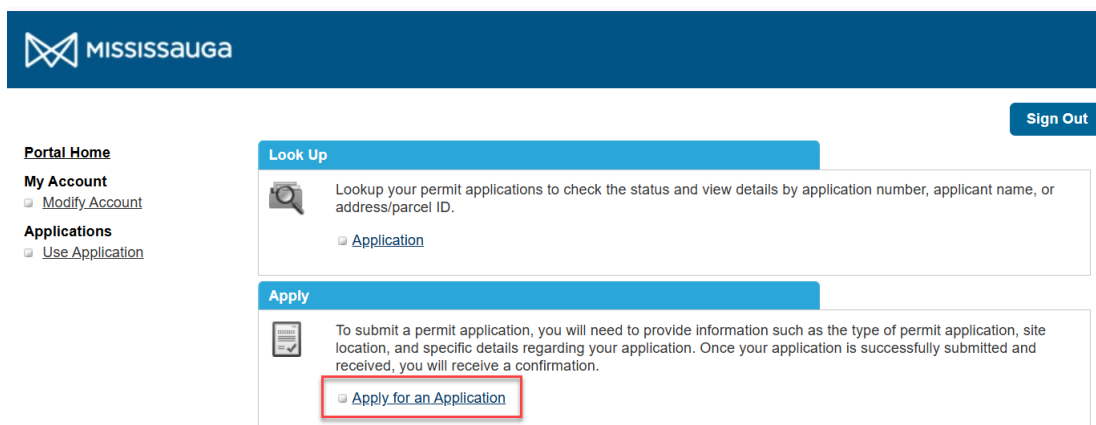
Note: Remember to click the **‘Save for later’** button (whenever available) periodically, to ensure that your progress is saved.

- a. Login to Dynamic Portal using the account username and password.



The image shows a 'Sign In' form with a blue header. It contains fields for 'User Name' (with 'RebateUser' entered) and 'Password' (with masked dots). Below these is a checkbox for 'Remember me on this computer'. A blue 'Sign In' button is present. At the bottom, there are links for 'Forgot my password' and 'First time here? Register for an online account'.

- b. On the homepage, click ‘Apply for an application’ to start an application.



The image shows the homepage of the City of Mississauga Dynamic Portal. The header is dark blue with the Mississauga logo and a 'Sign Out' button. The main content area has a left sidebar with links: 'Portal Home', 'My Account' (with 'Modify Account'), and 'Applications' (with 'Use Application'). The main area has two sections: 'Look Up' with a magnifying glass icon and a link to 'Application', and 'Apply' with a document icon and a link to 'Apply for an Application' which is highlighted with a red box.

- c. Only property owners are allowed to submit a rebate application. Select the option and click 'Next'.

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	------------------	-----------------	---------	-------------	--------------------------

Applicant Information

☐ Select the applicant
☐ Click "Next"

Applicant Type

☒ I am the property owner/infrastructure owner.

☐ I am the contractor who will complete this work on behalf of the property owner/infrastructure owner.

☐ Other contact.

[Cancel](#) [Next](#)

- d. In the next screen, click 'Next' as no additional contact is required for rebates.

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	------------------	-----------------	---------	-------------	--------------------------

Additional Contacts/Permit Holders

If you do not need to add additional contacts, click "Next" to proceed to next step.
For Stormwater Credit/Technical Exemption application
Please ensure the Property Owner is added into this application.
For Road Occupancy Permit
You must have both the "Property or Infrastructure Owner" and the Contractor information.
To add additional contacts/permit holders to this application:

☐ Click "Add Contact"
☐ Enter required contact information
☐ Click "Search"

[Add Contact](#)

[Cancel](#) [Previous](#) [Next](#)

- e. In application type window, select the rebate type and click 'Next'.

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	-------------------------	------------------	-----------------	---------	-------------	--------------------------

Application Type

- ☐ Please select the use application type
- ☐ Click "Next"

Application Type: *

-- Select One --

- Select One --**
- Basement Flood Prevention Rebate
- Flood Resilience Rebate
- PUCC Application
- Road Occupancy Permit
- Road Occupancy Permit Online
- Stormwater Credit Application
- Stormwater Technical Exemption

- f. Enter the address of the Mississauga property for which the rebate is being applied for. This can be done by selecting 'Address' and then entering the street number and street name. In order to continue, select the address from the list before clicking 'Next'.

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	-------------------------	-----------------	---------	-------------	--------------------------

Application Location

- ☒ **Address** 1
- ☐ Application Name (PUCC And ROP-Online Use Only)
- ☐ Road Occupancy Permit – Location to be added to the details, please choose this if you did NOT input an Application Name

Address Search: Search application address

- ☐ Enter the Address
- ☐ Click "Search"
- ☐ Select the address from the list that will come up
- ☐ If "No Address Found", make changes to your address and search again

Number	Street Name*	Suffix	Post Dir	Unit/Apt.
300	CITY CENTRE 2	--	--	

1 Matches Found

Number	Dir	Street Name	Suffix	Post Dir	Apt	City	Province	Postal Code
300		CITY CENTRE	DR			MISSISSAUGA	ON	L5B 3C1

Search 3

Cancel **Previous** **Next** 5

- g. Based on the type of rebate, select the work type from the list. At this point, the application can be saved in draft mode by clicking '**Save for Later**' button. See section 4 on how to retrieve the saved applications.

Resilience Rebate work type:

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	------------------	-----------------	---------	-------------	--------------------------

Job Description

☐ Select the Work Type
☐ Click "Next"

Work Type*

-- Select One --
-- Select One --
New Flood Resilience Rebate

[Cancel](#) [Previous](#) [Save for Later](#)

Basement Flooding Prevention rebate work types:

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	------------------	-----------------	---------	-------------	--------------------------

Job Description

☐ Select the Work Type
☐ Click "Next"

Work Type*

-- Select One --
-- Select One --
New or Renewal Application - Pre-approval for Flood Prevention Rebate
Retroactive Application - Installed Measure

[Save for Later](#)

- h. Fill in the application detail page and provide all required information.

Note: when clicking on 'Next', if you are not directed to the attachment page, it means that not all required information has been provided. Scroll to the top and fill in the missing information, and progress to next step.

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	------------------	-----------------	---------	-------------	--------------------------

Application Details

☐ Enter in the details.
☐ Click "Next"

Flood Resilience Rebate

Section 1: Rebate Details

If you had flood damage to your Mississauga residence because of intense rainfall on July 8, 2013 or after, you may be able to apply for a rebate of 50 percent of the invoiced cost up to a lifetime maximum of \$3,000 for the installation of water-resistant materials and other measures.

☐ That the [redacted] may rely on [redacted] have provided [redacted] enter to issue [redacted] under the Flood Resilience Rebate Program, which is subject to the terms and conditions above.

Personal information and supporting documentation is collected under the authority of the Municipal Act, 2001 and is subject to disclosure under the terms of the Municipal Freedom of Information and Protection of Privacy Act. This information will be used to determine eligibility requirements for the rebate program.

[Cancel](#) [Previous](#) [Next](#) [Save For Later](#)

- i. Add attachments required by the City to support the application.

Note: Incomplete applications or applications missing documentation will take longer to process or can be declined.

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	------------------	-----------------	---------	-------------	--------------------------

Attachments

The required documents must be submitted or attached to your application. You may also submit the documents via mail or in person. Please include the Primary application number.

To Upload Documents:

- ☐ Click "Choose File" to select the files/documents from your computer to attach to your application
NOTE: EACH FILE CAN NOT EXCEED 50MB.
- ☐ Enter the description
- ☐ Click "Upload" to add files
- ☐ Click "Next"

File Path Choose file No file chosen

File Description

[Flood Resilience Rebate applications - click here for required documents](#)

[Upload](#)

[Cancel](#) [Previous](#) [Next](#)

- j. Review the application information and click 'Apply' to submit. At any point before applying, changes can be made by clicking the edit button beside each step.

[Sign Out](#)

New Application for HOME OWNER

Applicant Information	Additional Contacts	Application Type	Address Location	Job Description	Details	Attachments	Application Confirmation
-----------------------	---------------------	------------------	------------------	-----------------	---------	-------------	--------------------------

Application Information Confirmation

To submit your application:

- ☐ Confirm the application information is correct.
If changes need to be made click the appropriate "Edit" button.
- ☐ Click the "Apply/Save" button to submit your permit.

Application Information To Be Submitted

[Edit](#) Application Type: Flood Resilience Rebate

[Edit](#) Primary Contact Name: HOME OWNER

Address: 123 Main Street Mississauga ON L5M3T8

Phone: (123)456-7890

[Edit](#) No contact added.

[Edit](#) Site Location: 300 CITY CENTRE MISSISSAUGA ON L5B 3C1

[Edit](#) Work Type: New Flood Resilience Rebate

Description:

[Edit](#) Detail page information.

[Edit](#)

Uploaded Filename	File Description
2024_Calendar_1Ver_17.pdf	DP application attachment

[Cancel](#) [Previous](#) [Apply](#) [Save For Later](#)

- k. Once submitted, a confirmation email will be sent to the applicant, and further updates will be sent via emails.

[Sign Out](#)

New Application for HOME OWNER

Application Status

You have successfully submitted an application to the City of Mississauga.

Application Type: Flood Resilience Rebate

Application Number: 87775

Site Location: 300 CITY CENTRE DR MISSISSAUGA ON L5B 3C1

Primary Applicant: HOME OWNER

Issue Date:

Description of Work:

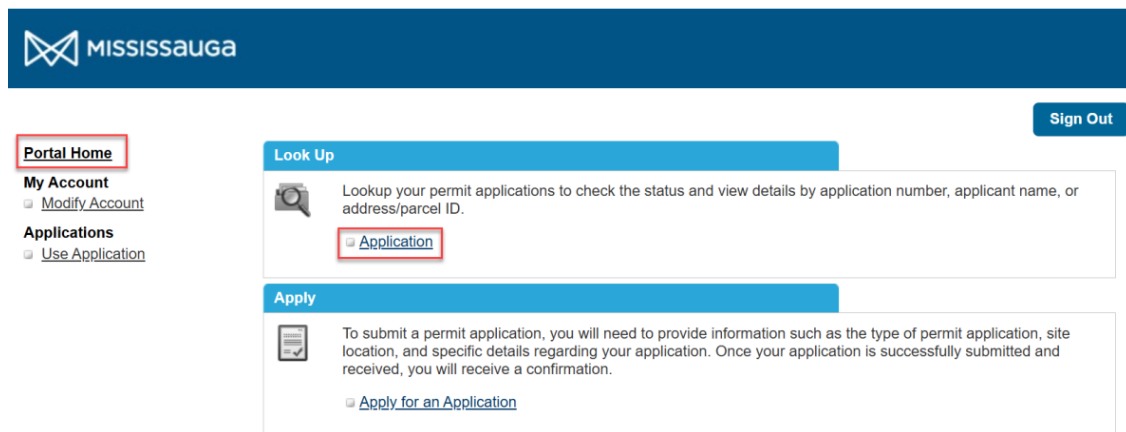
Milestone: Application Under Review

[View](#) | [Clone](#) | [Edit](#)

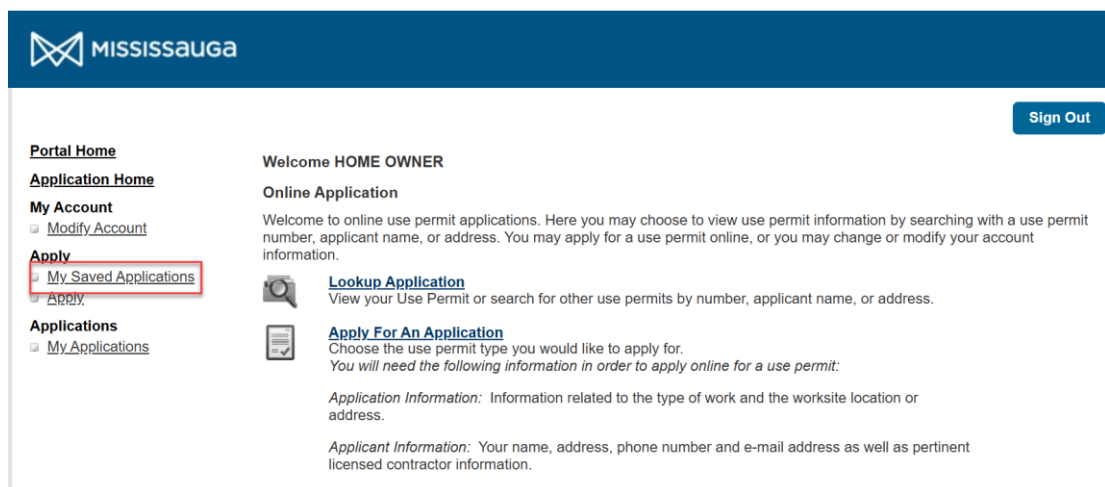
4. Retrieve a saved application

When clicking on '**Save for Later**' button, the application is available under 'My Saved Applications' and can be continued at any time. The following steps outline the process to search and retrieve saved applications

- a. Login to Dynamic Portal or click on Portal Home. Under 'Look Up' section, click on 'Application'.



- b. Click on 'My Saved Applications' option on the left menu.



- c. All applications created by the user and saved for later will show up on the list. Click on 'Apply' to continue with the application.



[Sign Out](#)

My Saved Applications

To apply with a saved application:

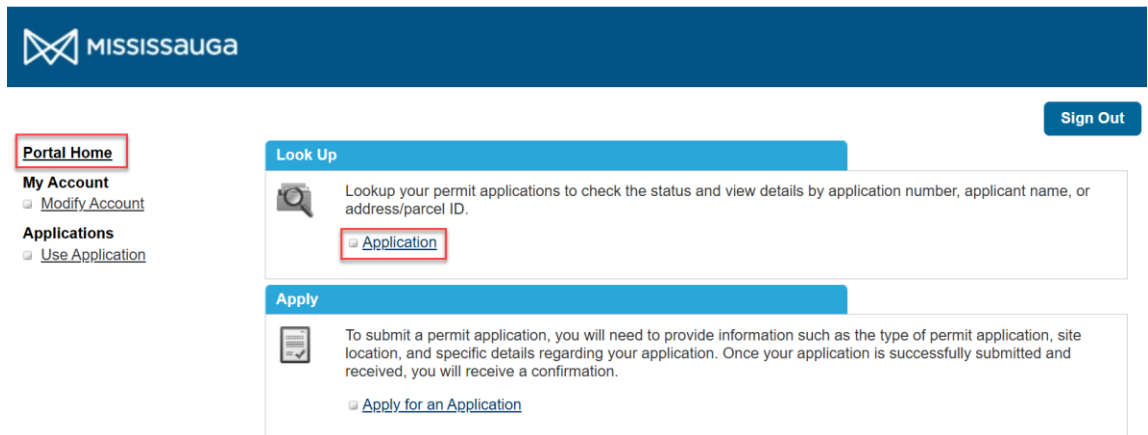
- ☐ Select the appropriate saved application by clicking on the Apply link.
- ☐ To remove saved application data from system click on Remove button.

Type	Address/AP Name	Saved Date	Actions
Flood Resilience Rebate	<u>300 CITY CENTRE</u> <u>MISSISSAUGA ON L5B 3C1</u>	2025/02/07 10:25:50	Apply Remove

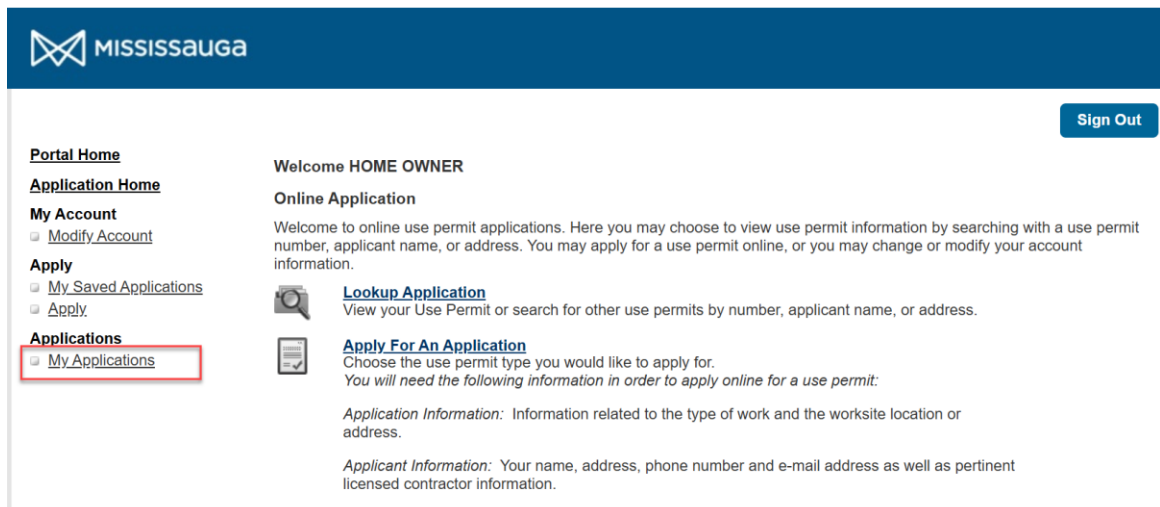
5. View Application status using Self-Service

At any point in time (after submitting the application), the applicant can view the status and progress of the application using the self-service option in Dynamic portal.

- a. Login to Dynamic Portal or click 'Portal Home'. Under 'Look Up' section, click on Application.



- b. Click on 'My applications' option on the left menu.



- c. Select application type, application dates range, and click 'Search'.

[Sign Out](#)

Portal Home
Application Home
My Account
 [Modify Account](#)
Apply
 [My Saved Applications](#)
 [Apply](#)
Applications
 [My Applications](#)

My Applications
Applications information associated with HOME OWNER

Search Criteria

My Applications Information

- ☐ Select application type.
- ☐ Select application status.
- ☐ Select the dates.
- ☐ Click "Search".

Application Type:
Flood Resilience Rebate

Application Status:
☐ In Progress ☐ Closed ☒ All

Application Between Dates:
From* 2024/12/07 To* 2025/02/07

[Search](#)

- d. All applications submitted will show up in the list. Click on 'Summary' to view the details of the application.

[Sign Out](#)

My Applications
Applications information associated with HOME OWNER

Search Criteria **Lookup Result**

Application #	Type	Address	Actions
87775	Flood Resilience Rebate	300 CITY CENTRE DR MISSISSAUGA ON L5B 3C1	Summary Clone Edit Reviews

To create a printable report of the search result [Click here](#)

- e. The Summary and Review tabs provide updates on the progress of the application.

[Sign Out](#)

My Applications
Applications information associated with HOME OWNER

[Summary](#) [Review](#)

Application Type: Flood Resilience Rebate
Application Number: 87775
Site Location: 300 CITY CENTRE DR MISSISSAUGA ON L5B 3C1
Primary Applicant: HOME OWNER
Issue Date:
Description of Work:
Milestone: Application Under Review

[Clone](#) | [Edit](#)

[Back to Search Results](#)