

**Ministry of Public and  
Business Service Delivery  
and Procurement**

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March 3, 2026

996-2026-82

His Worship Luke Charbonneau  
Mayor  
Town of Saugeen Shores  
mayor@saugeenshores.ca

Dear Mayor Charbonneau:

Thank you for attending the Rural Ontario Municipal Association (ROMA) conference on January 19, 2026. It was a pleasure to meet with you and your delegation from the Town of Saugeen Shores and I valued our discussion on the potential expansion of ServiceOntario capacity in Port Elgin.

I acknowledge the concerns raised regarding community needs being effectively met through the existing workstation allocation. As discussed, assessments are carried out as part of the planning process for the Service Provider Network.

My ministry will continue to monitor and assess the customer volumes in Port Elgin as part of our commitment to ensuring that people and businesses across Ontario have access to the government services they rely on. Many common ServiceOntario transactions may be completed online, from the convenience of home. Your constituents may visit [Ontario.ca/Services](https://www.ontario.ca/services) for more information or call ServiceOntario toll-free at 1-800-267-8097 (TTY: 1-800-268-7095).

Once again, Mayor Charbonneau, thank you and your delegation for a productive discussion at ROMA.

Please accept my best wishes.

Sincerely,

A black rectangular box redacting the signature of the Minister.

The Honourable Stephen Crawford  
Minister of Public and Business Service Delivery and Procurement