

General Information

We want to hear from you!

The City is asking for your feedback to help ensure this utility brochure is providing you with useful and relevant information. Please consider completing a brief survey at toronto.ca/utilitybill.

Ways to Pay Your Utility Bill

You can pay your utility bill at:

- Banks/Financial institutions (through internet and telephone banking, at an automatic teller or in-person)
- Mail (allow extra time for mail delivery)
- Tax/Utility Inquiry & Payment Counters at [Toronto City Hall and Civic Centres](#)

If paying by mail, telephone, internet banking or at an automatic teller, please pay **before** the due date to ensure payment reaches the City's offices on time. Penalty and interest charges cannot be waived.

You can also sign-up for the Pre-Authorized Utility Payment Program and have your bill payments withdrawn automatically by your financial institution on the due date. Visit toronto.ca/utilitybill for more information.

If you have sold a property, purchased a new property or requested a final read due to a tenant leaving your rental property, please ensure your new utility account number has been updated with your financial institution.

Tax and Water Relief Programs

The City offers assistance programs for low income seniors and low income persons with a disability who own a residential property. For more information, visit toronto.ca/propertytax or call 311.

Utility Account Lookup

Use the Utility Account Lookup self-service tool at toronto.ca/revenueservices to view your account details online.

Contact Us



Contactez-nous
Επικοινωνήστε μαζί μας
Skontaktuj się z nami
Makipag-ugnay sa Amin
연락처
Liên Lạc Chúng Tôi
माहूँ मंपरक वचे
Свяжитесь с нами

Contáctenos
Contacto
எங்களைத் தொடர்பு கொள்ளுங்கள்
Contattaci
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For Water Service Information

For emergencies, watermain breaks, basement or sewer flooding, problems with water pressure, discoloured tap water, leaking or broken water meters, or leaking fire hydrants, please refer to the customer service information below.

For Solid Waste Information

For information about solid waste programs, including collection schedules and missed collections, or to request an exchange, repair or additional bin, please refer to the customer service information below.

Call 311 for General Information

24 hours a day, 7 days a week
Phone within Toronto city limits: 311
Phone outside city limits: 416-392-CITY (2489)
TTY customers: 416-338-0TTY (0889)
Fax: 416-338-0685
Email: 311@toronto.ca

Always call 911 for fire, ambulance or emergencies.

Accessibility

The City is committed to providing accessible programs and services for all its residents. If you have accessibility needs, please let our customer service representative know how we can assist you. Please call 311 - Tax & Utility Inquiry Line or TTY at 416-392-0719. Visit toronto.ca/accessibility to learn more about the options and services available.

For Utility Bill Information

Contact a customer service representative for questions about your utility bill. Please have your utility account number available.

Visit toronto.ca/revenueservices and use the Utility Account Lookup to view your account details online, anytime, anywhere, from your computer or mobile device. It's fast, easy and secure!

Call 311 Tax & Utility Inquiry Line

Monday to Friday, 8 a.m. - 6 p.m.

Phone within Toronto city limits: 311
Phone outside city limits: 416-392-CITY (2489)
Fax: 416-696-3605
TTY: 416-392-0719
Email: utilitybill@toronto.ca
Website: toronto.ca/utilitybill
Mail: City of Toronto
Revenue Services, Correspondence Unit
5100 Yonge Street
Toronto ON M2N 5V7

IMPORTANT INFORMATION

Toronto Water &
Solid Waste
Management Services

Utility Bill





Take steps to prevent frozen pipes

The pipes in your home can freeze in cold weather. This can leave you with no water or cause pipes to burst, leading to expensive property

damage. If your pipes are prone to freezing, you may wish to contact a plumber for advice. Here are some other tips to help protect your home:

- Wrap foam pipe insulation around pipes most susceptible to freezing temperatures (e.g., near outside walls, crawl spaces, attics, garage)
- Seal air leaks in your home and garage to stop cold air from getting in. Check around windows and doors, electrical wiring, dryer vents and pipes
- Outdoor pipes are the first to freeze. Unscrew hoses, turn off the outdoor water supply and allow the taps to drain
- Ensure you know where the main water shut-off valve is in your home and how it operates

Visit toronto.ca/frozenpipes

Other important winter-wise tips

- Clear eavestroughs and downspouts of debris
- Seal window wells and fix cracks in basement walls that could cause leaks
- Keep rain and snow away from the foundation walls
- If it is safe to do so, clear roadside leaves and other debris from catchbasins (the square grates on the road) to help water enter the storm sewer
- Clear snow from around fire hydrants to keep them visible and accessible to Fire Services and Toronto Water staff

Help avoid sewer back-ups: dispose of cooking grease and oil properly

When fat and grease are washed down the sink, they cool, harden and stick to the inside of sewer pipes. Over time, this can build up and block the pipe, causing sewer back-ups and basement flooding. Small amounts of liquid cooking oil can go in the Green Bin if it can be absorbed by other organic materials such as paper towels or coffee grounds.



Track your water use online – anytime, anywhere!

MyWaterToronto is an online tool that can help you become more

aware of your water use habits and identify any water leaks. View your total and average water use by day, week, month or year in an easy-to-read graph or chart format.

Look for ways to save water and money in three easy steps.

Step 1: Get your utility bill

Step 2: Locate on your bill:

- Account number and client number
- Last name or business name
- Postal code and payment method

Step 3: Visit toronto.ca/mywatertoronto

Monthly Billing for Multi-residential Front-end Customers

Monthly billing is coming for multi-residential front-end collection customers. These customers will be billed on a new standalone garbage-only bill, separate from their water bill. The first monthly bill will be mailed by the end of the year.



Know before you throw!

Putting the wrong things in the Blue Bin does more harm than good. It costs the City

millions of dollars, slows down the sorting process and can cause injury or damage equipment.

Follow these simple tips to recycle right:

- Do not put black plastic bags in the Blue Bin – put recyclables in loose or see-through bags so that collectors can see that it's recycling
- Do not put clothing in the Blue Bin – clothing in good condition can be donated for reuse
- Put food scraps in the Green Bin

City staff are checking your Blue Bins at the curb and if there are too many of the wrong items inside, they are leaving notices and the bin behind. In the future, you may be issued a charge for not recycling right. Visit toronto.ca/recyclerright



Find out what belongs in the Blue Bin for recycling and what does not. Use the online Waste Wizard to find out how to properly dispose of over 1,500 items. Visit toronto.ca/wastewizard or call 311.

Please help Toronto divert more from landfill by recycling, but remember that reducing waste and reusing is even better!

Yard waste

For curbside customers, yard waste collection happens until early December, every other week, on garbage day. Yard waste must be set out at the curb in kraft paper yard waste bags or rigid, open-topped containers with handles. The maximum weight of a yard waste bag or container is 20 kilograms (44 pounds). Yard waste set out in plastic bags will not be collected. Grass clippings and soil are not accepted as yard waste.

Branches

Each tree branch must be a maximum diameter of 7.5 centimetres (3 inches) and bundled

branches must be a maximum diameter of 0.6 metres (2 feet) and less than 1.2 metres (4 feet) in length to ensure they fit in collection vehicles.



Bin set out tips

Wherever possible, the City uses automated collection. Please leave

space between your bins so that the gripper arms on the truck have room to grab and lift the bins. Don't overstuff your bins. Close your bin lid to prevent blowing litter. If you have overflow, place garbage in a plastic bag affixed with a City Garbage Tag. Extra recycling goes in a see-through bag beside your Blue Bin.

If there are snowbanks in the winter, clear an area for bins to be set out and visible.