

General Information

New! Update Your Mailing Address

Update your mailing address using the Property Tax Lookup at toronto.ca/propertytax. A fast, secure and convenient way to change your property tax and utility billing address.

Manage Your Water Charges

Utility bills during a hot dry summer may be higher due to increased water consumption from activities such as watering your lawn or garden. To learn how to conserve water, visit toronto.ca/waterefficiency. For information about sudden increases in your water consumption, visit toronto.ca/utilitybill and refer to High Water Bill & Leaks.

Buying, Selling or Moving

Selling your home? Vacating your residence as a tenant? Visit toronto.ca/buysellormove to learn more about finalizing your utility account and updating your ownership information.

If you have sold a property and purchased another, please be sure to change your account information with your financial institution. If you do not update your information, your payments will be applied to the wrong account and you will incur a loss of discount and/or fees.

Pay Your Utility Bill

Consider paying your utility bill using online, telephone banking or pre-authorized payments. These options offer an easy, secure and efficient method of payment. If mailing through Canada Post, allow time for mail delivery and send your payment several days before the due date. Payment must reach our office by the due date to avoid losing the early payment discount.

Payment options are listed on the back of your bill or go to toronto.ca/utilitybill and select Paying Your Utility Bill for details.

Commercial Bag-Only Solid Waste Billing Customers

Commercial Bag-only base fees will be billed to property owners through a bill similar to your utility bill issued for water and solid waste fees. Payment options are the same as for a utility bill. You are still required to purchase a garbage tag for each bag of garbage set out. Visit toronto.ca/utilitybill and select Utility Billing Cycle & Programs to learn more.

Contact Us

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

Contáctenos
Contacto
எங்களைத் தொடர்பு கொள்ளுங்கள்
Contattaci
聯繫我們
हमसे संपर्क करें
ہم سے رابطہ کریں
تماس با ما

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, City Services & Programs

24 hours a day, 7 days a week

Phone within city limits: 311
Phone outside city limits: 416-392-CITY (2489)
TTY: 416-338-0TTY (0889)
Fax: 416-338-0685
Email: 311@toronto.ca
Non-emergency police matters call 416-808-2222.
Call 911 for fire, ambulance or emergencies

Accessibility

The City is committed to providing accessible programs and services for all its residents. To learn more about the options and services available call 311 - Tax & Utility Inquiry Line or TTY at 416-392-0719 or visit toronto.ca/accessibility.

For Utility Bill Information

Use the **Utility Account Lookup** at toronto.ca/utilitybill to view your account details from your computer or mobile device. As well, review information about billing frequency, utility rates and fees, high water bills and our collection process.

Customer service representatives are available to answer questions about your utility bill:

Call 311 Tax & Utility Inquiry Line

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

Phone within city limits: 311
Phone outside city limits: 416-392-CITY (2489)
TTY: 416-392-0719
Fax: 416-696-3605
Email: utilitybill@toronto.ca
Website: toronto.ca/utilitybill
Mail: City of Toronto

Revenue Services, Correspondence Unit
5100 Yonge Street
Toronto, ON M2N 5V7

New this fall – Home Dialysis Water Rebate Program

A rebate program to offset increased water consumption costs for residents who undergo home dialysis treatments begins this fall. Visit toronto.ca/utilitybill and refer to Utility Billing Cycle & Programs for details.

IMPORTANT INFORMATION

Toronto Water & Solid Waste Management Services

Utility Bill





Track your water use online

MyWaterToronto is a tool that can help you track your water use by day, week, month or year. Use it to better understand your water use and consider ways to save water and money.

MyWaterToronto can also be used to spot abnormal water use, which may indicate a leak. Customers that see prolonged periods of high water use that cannot be explained, especially when no one is home, may wish to contact a plumber.

To learn more and log on, visit toronto.ca/mywatertoronto

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 for more information.

What not to flush or pour down the drain

Flushing or pouring the wrong thing down your toilet or drain can cause damage to your home plumbing, the City's sewer pipes, wastewater treatment plants, and to the environment including aquatic life in the lake, local streams and rivers.

Help keep the entire sewage system working well.

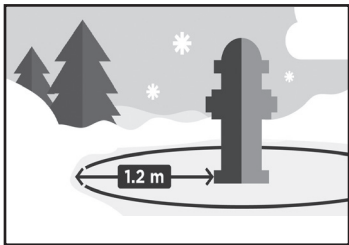
Do not flush:

- Unused medications (pill or liquid)
- Wet wipes and other hygiene products (e.g., dental floss, Q-tips, sanitary supplies and condoms). Even the ones labelled "flushable" can still cause problems
- Hazardous waste such as paints, pesticides and cleaning products

Do not pour cooking fats, oils or grease down the drain. Once cooled, this material can go in the Green Bin (as long as there is enough other material to absorb it).

Visit toronto.ca/notdownthedrain for a detailed list of what not to flush and instructions on how to properly dispose of the material.

Should you see a spill in the environment or the sewer system, please call **311** immediately.



Keep fire hydrants clear

Fire hydrants must have at least 1.2 metres of space around them at all times. If you have

a hydrant close to your property, please keep it clear of snow, trees and other obstructions.



Home healthcare waste

Home healthcare items, such as syringes, catheters, dialysis waste and soiled dressings/ bandages, should never go in the Blue Bin.

Many home healthcare items are considered hazardous waste and must be returned to a pharmacy or taken to a Drop-Off Depot. For all household hazardous waste between 10 and 50 L/kg, residents can request a free Toxic Taxi pick-up by contacting 311. Apartment and condo residents should check with their Superintendent or Property Manager to find out how to dispose of this waste. Learn more at:

toronto.ca/homehealthcarewaste



Park bins and street litter bins

It's just as important to recycle right on the go! Use public park and litter bins and make sure that you are putting your waste in the proper place. When Green Bins are not available, items such as coffee cups, dog poop and food scraps go in the garbage, not recycling. Remember to recycle right in public places as well as at home. Learn more at toronto.ca/litter



Food waste reduction

About 47 per cent of all food waste across the country occurs at home. This costs the average Canadian household approximately \$1,100 per year.

In Toronto, each household throws away approximately 209 kg (460 lbs) of food waste per year and 57 per cent (120 kg or 264 lbs) of that is made up of leftovers and untouched food. Visit lovefoodhatewaste.ca to learn how to reduce your food waste.

Yard waste

For curbside customers, yard waste collection happens until early December, every other week, on garbage collection day. Yard waste must be set out at the curb in kraft paper yard waste bags or rigid, open-topped containers with handles. Use kraft paper bags from October to December so that yard waste does not freeze to the container. The maximum weight of a yard waste bag or container is 20 kg (44 lbs). Yard waste set out in plastic bags or cardboard boxes 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.