

General Information

New - Home Dialysis Water Rebate

The City of Toronto has introduced a water rebate program to help offset the cost of increased water consumption due to home dialysis treatments. Visit toronto.ca/utilitybill and refer to Utility Billing Cycle & Programs for details.

Online Mailing Address Change

Update your mailing address using the Property Tax Lookup at toronto.ca/propertytax. The Property Tax Lookup is a secure and convenient way to change your property tax and utility billing address online.

Buying, Selling or Moving

Selling your home? Vacating your residence as a tenant? Visit toronto.ca/buysellmove 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. Updating your banking information will help to avoid having your payment applied to the wrong account, losing the early payment discount or incurring any additional fees.

Pay Your Utility Bill

Consider paying your utility bill using online, telephone banking or pre-authorized payments. For all payment options, refer to the back of your bill or visit toronto.ca/utilitybill and select Pay Your Utility Bill. If you are mailing your payment through Canada Post, allow time for delivery by sending your payment several days before the due date. Payment must reach our office by the due date to avoid losing the early payment discount.

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



The City strives to provide customer service to all members of our community and makes every effort to provide resources in as many languages as possible. The City's website (toronto.ca) can be translated into 51 languages and 311 provides information in more than 180 languages.

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. to 6 p.m.
Call within Toronto city limits: 311
Call 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

Home Energy Loan Program (HELP)

The City offers low-interest loans to help homeowners install energy-efficient windows, furnaces, insulation and more. Learn more at toronto.ca/home-energy-loan.

Toronto Seniors Strategy

The City of Toronto is dedicated to promoting its programs and services to Toronto's diverse older adult population. Go to toronto.ca/seniors for more information.

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.

Water Service Information

For water-related 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.

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.

Contact 311 for General Information

Information on City services and programs
24 hours a day, 7 days a week:
Call within city limits: 311
Call outside city limits: 416-392-CITY(2489)
Fax: 416-338-0685
TTY: 416-338-0TTY(0889)
Email: 311@toronto.ca
Website: toronto.ca/311
Non-emergency police matters, call
416-808-2222 or visit: torontopolice.on.ca/core

Call 911 for emergencies, where people or property are at immediate risk.

Accessibility

The City is committed to providing accessible programs and services for all its residents. If you require your bills in a different format, call 311 - Tax & Utility Inquiry Line or TTY at 416-392-0719, or visit toronto.ca/accessibility.



January 2019

UGBR (1-19)

IMPORTANT INFORMATION

Toronto Water &
Solid Waste
Management Services

Utility Bill





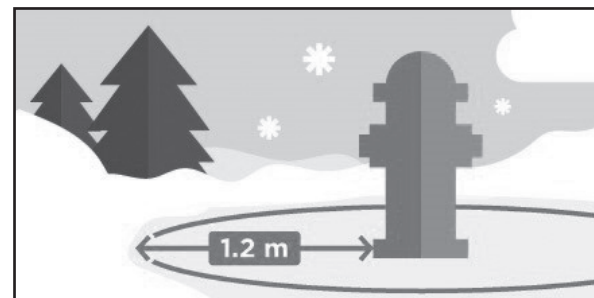
Take steps to prevent frozen pipes

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.
- Keep areas that contain indoor pipes above 8 degrees Celsius, especially near the water meter.
- In extremely cold weather, you can choose to run a pencil-thin stream of water to keep water moving. You will be charged for the water used if you choose this step.

For more information, visit toronto.ca/frozenpipes



Other important winter 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 catch basins (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.

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:

1. Get your utility bill
2. Locate on your bill:
 - Account Number and Client Number
 - Last name or business name
 - Postal code and payment method
3. Visit toronto.ca/mywatertoronto

Get the new TOWaste app

Find out what waste items go where, what waste to put out when and where to donate items or find City Drop-off Depots with the new TOWaste app.

Key features include:

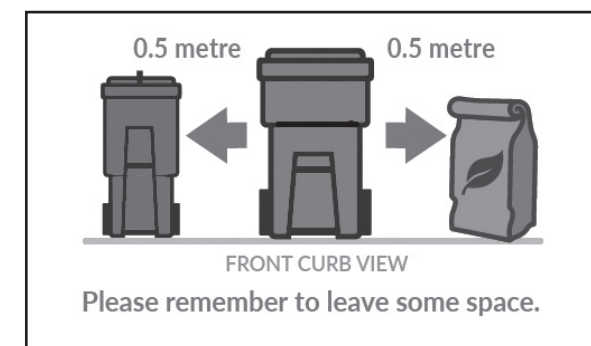
- The Waste Wizard sorting tool
- Collection schedules
- The ability to set reminders for your collection day and opt-in for alerts about service changes
- Information about where to find donation locations or City Drop-off Depots



The TOWaste app is free to download and available for iOS and Android devices. Visit toronto.ca/wasteapp to learn more.

Ensure bins are visible throughout the winter

When there is snow, please clear an area for your bins to be set out. Bins need to be clearly visible, accessible and as close to the road as possible without blocking the sidewalk or interfering with street traffic, including snow plows. Do not place bins behind or on top of snow banks. If there is a winter storm and items such as electronic waste or oversized items could be buried, please hold onto these items until the next collection date when the weather is clear.



Remember: Each container must be 0.5 metres apart to permit automated collection.

The Importance of Separating Household Hazardous Waste Items

When dropping off Household Hazardous Waste (HHW) items at a Drop-Off Depot or Community Environment Day, or preparing them for Toxic Taxi pickup, it's very important to separate the items. For example, batteries in one container, compact fluorescent lamps (CFL bulbs) in another. HHW items should not be mixed together in a bag or box. If possible, bring products in their original containers or ensure containers are properly sealed and labelled. Syringes/medical sharps must always be put in a separate puncture-resistant, sealed container. Please help keep yourself and City staff safe. For more information, please visit toronto.ca/hhw.

The City also provides free collection of dialysis medical waste. To find out how to apply for a solid waste exemption, go to toronto.ca/homehealthcarewaste.

Camera Use for Waste Collection Operations

Please be aware that the City of Toronto uses cameras on vehicles and devices to capture images of the waste collection process, which may include the unintended collection of personal information. The information is collected under the authority of the City of Toronto Act, 2006, s. 136(c), the City of Toronto Municipal Code, Chapter 844 and the City of Toronto By-laws No. 777-2016 and 661-2018. The information is used to support safe vehicle operation and test new technology to improve operations. Questions about this collection can be directed to 311 or for more information, visit toronto.ca/wastecameras.

Recycle Right in 2019

Contaminated recycling costs millions annually due to non-recyclable material being incorrectly put in the Blue Bin. Recycle right in 2019. Empty and rinse food containers, and keep clothing, food waste, black plastics and coffee cups out of the Blue Bin. Visit toronto.ca/wastewizard to make sure you know before you throw.