

General Information

Toronto's COVID-19 response

Since the beginning of the COVID-19 pandemic, residents of Toronto have been living through unprecedented times. Whether you are an essential worker delivering frontline services or you played your part by simply staying home, you have made a difference and we thank you.

Recovery and rebuilding will be no small feat. It will take time, patience and cooperation from governments, businesses, and residents like you. By continuing to follow the guidance of Toronto's Medical Officer of Health, we will recover. The City of Toronto is prepared to serve its residents and businesses both during and after COVID-19.

60-day due date extension for utility bills has ended

From March 16 to May 15, 2020 the City extended due dates by 60 days for all utility bills issued during this time. Beginning May 16 the City resumed issuing bills with the normal payment timeline of 21 days.

Property tax, water and solid waste relief programs

If you are a low-income senior or low-income person with disabilities and own a residential property, there are various programs you can apply for, including a cancellation or deferral of your property tax increase and a rebate on water use and solid waste charges. The deadline to apply is October 30, 2020. For more information, visit toronto.ca/taxandwaterbillrelief.

Water and sewer charges

You only pay for the water you use. Charges are based on water entering your home by your water service pipe through your water meter. All outgoing waste/discharged water is taken away by sewer pipes, leading to wastewater treatment plants. Your water meter reading is multiplied by the water rate. A five per cent early payment discount applies to the water and sewer charge, if payment is made on or before the due date.



Solid waste charges

Charges are based on the size of your garbage bin. The less waste generated, the smaller the bin size, equalling lower costs. Refer to the solid waste section on your bill showing your collection frequency, bin size, charges, rebate details (if applicable), plus an oversize/metal items collection fee. Solid waste rates and fees pay for the collection and management of garbage, recycling, organics, yard waste and more.



Moving?

Update your information

Don't miss out on early payment discounts or incur late fees because payments were applied to the wrong account. Contact us and finalize your utility account by providing your property information, closing or moving date and forwarding address for your final bill. If you do not update your banking details, payments will be applied to the wrong account, early payment discount is lost and late fees are incurred, visit toronto.ca/buysellmove for details.



Return payment envelope

Beginning in 2021, the City will no longer send return envelopes with its property tax and utility bills, in support of the City's Long Term Waste Management Strategy and the TransformTO Climate Action Strategy. Information on the City's climate action strategy is available at toronto.ca/transformto. By making online payments, you will be supporting environmentally-friendly alternatives.



Contact Us



Utility Account Lookup

toronto.ca/utilitybill

Access your account online

Utility bill inquiries

Monday to Friday, 8:30 a.m. to 4:30 p.m.

Within city limits: Call 311 and choose Property Tax & Utility Bills from the main menu.

Phone outside city limits: 416-392-CITY (2489)

TTY Customers: 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 St.

Toronto, ON M2N 5V7

Information on City services and programs:

Contact 311, 24 hours a day, 7 days a week, or visit 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.

For water service information

Call 311 anytime for emergencies, watermain breaks, basement or sewer flooding, problems with water pressure, discoloured tap water, leaking or broken water meters or fire hydrants.

For solid waste information

Call 311 anytime for information about solid waste programs, including collection schedules and missed collections, or to request an exchange, repair or additional bin.

Accessibility

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

Important Information

Water & Solid Waste Utility Bill



Water

Toronto Water - Services during COVID-19

Toronto Water continues to deliver safe drinking water, collect and treat wastewater and manage stormwater 24 hours a day, seven days a week. This includes emergency repairs for watermain breaks, and capital construction and renewal for critical infrastructure. The City is committed to updating and maintaining Toronto's complex network of underground pipes, sewers and catch basins. For more information on City services during COVID-19, visit toronto.ca/covid-19.

Help prevent basement flooding

Water can enter a house many ways, including through cracks in your home's foundation or a sewer back-up. Follow these tips to help keep your basement dry:

- Ensure the grading around your property slopes away from the foundation wall to help drain water away from your home.
- Seal cracks and leaks in your home's foundation, basement walls, windows and doors.
- Disconnect your downspouts from the City's sewer system if it's safe to do so; ensure they are draining properly - ideally two metres from your foundation's walls.
- Clear eavestroughs and downspouts of leaves and other debris that prevent proper drainage.
- Keep fat, oil and grease out of drains to help prevent clogged pipes.
- Repair or replace a damaged weeping tile system, if you have one.
- Consider installing a sump pump and backwater valve to help prevent sewer back-up.
- If safe, clear debris from roadside catch basins to help water enter the storm sewer.

Visit toronto.ca/basementflooding for more information and to learn about the City's Basement Flooding Protection Subsidy Program.

MyWaterToronto – Track your water use online!

Did you know that a leaky toilet can waste up to 20,000 litres of water a day? This can add about \$80 to your utility bill, daily.



MyWaterToronto is the City's online water use tool. Use your utility account information to sign on and track your water use, identify leaks and look for ways to save water and money. Learn more at toronto.ca/mywatertoronto.

Wash your car wisely

The dirt on your car can contain toxic chemicals, heavy metals, oil and grease. When you wash a car in your driveway or on the street, dirty wastewater runs into storm sewers and local waterways. Use one of many commercial car washes where wastewater is fully treated - now reopened since the onset of COVID-19. Check out other car washing options at toronto.ca/water.



Mandatory downspout disconnection

It is mandatory for all Toronto property owners to disconnect their downspouts from the City's sewer system when safe. During heavy rain, sewers can become overloaded. This increases the risk of basement flooding and polluted rainwater going into local waterways. By disconnecting downspouts, stormwater will be directed onto the property instead. Learn more and get tips for disconnecting at toronto.ca/downspout



Solid Waste

COVID-19 waste disposal instructions

Please dispose of all personal hygiene/sanitary products, including tissues, napkins, paper towels, wipes, masks and gloves in the garbage. Diapers can continue to be disposed of in the Green Bin. All material placed in garbage bins should be bagged, specifically cleaning products and other sanitary/hygiene products.

Litter

Please do your part to help keep Toronto clean and safe by properly disposing of personal protective equipment items (gloves, masks) in the street and park bins. Due to COVID-19, please do not handle items that have been discarded on the ground in Toronto's public spaces. If you see a litter hot spot on public property, please report it to 311. If you find personal protective equipment on your property, use gloves to pick it up and then discard it in the garbage, along with the gloves and then wash your hands.

What to do with excess recycling, organics and garbage

Garbage tags are required for excess garbage and can be bought online at toronto.ca/solidwastestore and mailed to your home. Excess recycling must be placed in a large clear bag and set out beside your Blue Bin. Recycling that is placed in black bags or bags that are not clear will be considered garbage. Excess cardboard must be flattened, cut into small pieces and bundled with string or twine. Excess organics must be put in a clear bag and set out beside your Green Bin.

Please keep your distance

Help keep yourself and waste collection workers safe by not approaching staff or vehicles. Please stay at least two metres (six feet) apart from collection workers and vehicles at all times.

Final 2020 user fees and rates for solid waste

Toronto City Council approved a 2.45 per cent blended rate increase, as well as changes to the single-family rebates effective January 1, 2020. This is year two of the single-family rebates being phased out. The phasing out of the rebate will support the City's transition to a self-sufficient and sustainable utility. For more information visit toronto.ca/garbage-bin-sizes-fees.

Single Family Curbside Rates (2.5% increase)			
Garbage Bin Size	Approved Rate	Approved Rebate	Bin Fee (Net Cost)
Small	\$266.24	\$80.59	\$185.65
Medium	\$323.20	\$0.00	\$323.20
Large	\$438.96	\$0.00	\$438.96
Extra-Large	\$509.15	\$0.00	\$509.15
Bag-Only*	\$170.44	\$0.00	\$170.44

* Applicable only to pre-approved customers who use City Garbage Tags at a cost of \$5.70 each.

Downsizing your garbage bin will reduce your waste footprint and bill. To change your bin size, call 311.

Multi-Residential Rates (1.5% increase)				
The multi-residential rebate remains at \$185/unit/year. For every cubic yard over a building's base volume allocation, the excess fee will be charged.				
	Volume yd ³	Rates		
		Base/Unit	After Rebate	Excess/ yd ³
Un-compacted	1.917	\$218.60	\$33.60	\$15.17
Compacted	0.9585	\$218.60	\$33.60	\$30.35

For more information on 2020 fees, visit toronto.ca/waste or call 311.

Single-Family Residential Low-Income Relief Program

The Single-Family Residential Low-Income Relief Program offers assistance to seniors or persons with disabilities who own a residential property. For information about these relief programs, refer to Property Tax, Water & Solid Waste Relief and Rebates at toronto.ca/propertytax or call 311 - Tax & Utility Inquiry Line.