

General Information

Wear a mask – stop the spread

Together, we can slow the spread of COVID-19 in our city. We must continue protecting our friends and families against the virus. Frequent hand washing, physical distancing and wearing a mask are all things you can do to protect yourself and those around you. Masks are now mandatory in all indoor public spaces, including common areas of apartment buildings and condos. Your mask should fit securely with ties or ear loops and be large enough to cover your nose, mouth and chin without gaping. Don't forget to wash your cloth masks after each use on the hot cycle. Please save medical masks for our health care workers. Remember that my mask protects you, and your mask protects me. For more COVID-19 resources, please visit toronto.ca/covid-19.

Paying your utility bill

To be eligible for the early payment discount on your utility bill, payments must reach the City on or before the due date. Paying electronically is fast, secure and the most environmentally friendly way to pay. If mailing your payment through Canada Post, allow additional time for delivery and processing. Due to the City's ongoing response to COVID-19, there has been a change to services offered. Visit toronto.ca/utilitybill for more information.

Pre-Authorized Utility Bill Payment Program

Never miss an early payment discount again! Sign-up for the Pre-Authorized Utility Bill Payment Program and withdrawals will be made from your financial institution on the payment due date. Visit toronto.ca/utilitybill for more information.

Moving?

Remember to update your information - you don't want to be subject to late fees for payments 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. Visit toronto.ca/buysellmove for details.



Return payment envelope

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



Monthly utility billing option

Would monthly payments help you with household budgeting? If you're a residential property owner, you can get your bills monthly just by signing up to receive your bill by epost™ and enrolling in the pre-authorized payment program. Learn more at toronto.ca/utilitybill and refer to Utility Billing Cycle & Relief Programs.

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.

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: 416-338-0TTY (0889)

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 416-338-0TTY (0889), or visit toronto.ca/accessibility if you require your bills in a different format.

Important Information

Water & Solid Waste Utility Bill



Water

What not to flush down the drain



Flushing or pouring the wrong thing down your toilet or drain can cause damage to your plumbing, the City's sewer pipes, wastewater treatment plants, and to the environment. Help keep the sewage system working well.

Please don't flush:

- Unused medications (pill or liquid);
- Hazardous waste such as paints, pesticides and cleaning products;
- Hygiene products, wet wipes (even those labelled "flushable" can cause problems), dental floss, Q-tips, sanitary supplies and condoms.

Do not pour cooking fats, oils or grease down the drain. Once cooled, this can go in your Green Bin. You will find a detailed list of what cannot go down toilets or drains and instructions on how to properly dispose of these materials at toronto.ca/notdownthedrain. You can also use the Waste Wizard at toronto.ca/wastewizard.

Getting ready to close your pool, hot tub or spa? Know the rules.

As the weather cools, pool, hot tub and spa owners across the city start thinking about closing them for the season. Fish and other aquatic life in our local creeks, rivers and Lake Ontario remain active and can be harmed if water is not disposed of properly.

- Chlorinated/brominated water can be emptied to the storm sewer (the square grates on the side of the road) only when the chemical concentration has been reduced to zero; do not add chemicals for one week or use dechlorinating tablets.

- Saltwater can be emptied onto your property, into a sanitary sewer, or removed by a certified waste hauler. It cannot be released into the storm sewer.
- Make sure the water you release on your property does not flow onto your neighbours' land or into a ravine as it will end up in our waterways.

Find more at toronto.ca/water/swimmingpools.

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.

Tips to help protect your pipes

- Wrap foam insulation around pipes near outside walls, crawl spaces, attics and garages.
- 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.

Learn at 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 safe, clear roadside leaves and other debris from storm sewers (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.

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. If you are unsure of where to dispose of an item, check the Waste Wizard online at toronto.ca/wastewizard or download the TOwaste app.

The Importance of Recycling Right

Putting the wrong items in the Blue Bin costs the City millions each year and can ruin perfectly good recycling, resulting in it being sent to landfill. Five types of items that should never go in the Blue Bin are food waste, containers with food or liquid left in them, coffee cups, clothing/other textiles and household hazardous waste (e.g. batteries, leftover paint). Recycling reduces the amount of waste going to landfill and helps to conserve natural resources and reduce greenhouse gas emissions. Please do your part and recycle right. Learn what can and can't go in your Blue Bin at toronto.ca/recycle.

Litter

Please do your part to help keep Toronto clean and safe by properly disposing of personal protective equipment, such as gloves and masks, and other litter in the street and park bins provided. If a bin is full, please look for another bin or take your waste home with you so that it can be disposed of properly. If you see a litter hot spot or an overflowing bin on public property, please report it to 311. Learn more at toronto.ca/litter.

Yard waste

Yard waste is collected at the curb every other week on garbage day until early December. Please set yard waste out at the curb before 7 a.m. in a kraft bag or rigid open-top container. Yard waste in plastic bags will not be collected.

Brush and branches should be secured in bundles no longer than 1.2 metres (4 feet), no wider than 0.6 metres (2 feet) and no heavier than 20 kilograms (44 lbs). Grass clippings and soil are not accepted as yard waste.

Learn more at toronto.ca/yardwaste.



What to do with excess recycling, organics and garbage

Garbage tags are required for excess garbage and can be purchased at toronto.ca/solidwastestore and mailed to your home. Garbage Tags are also available for purchase at Shoppers Drug Mart and Canadian Tire stores. 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.