

General Information

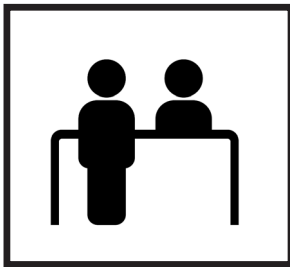
Let's get back TO...



Toronto residents have done an incredible job at rolling up their sleeves and getting vaccinated against COVID-19 – but there is still more work to be done. If you have been fully vaccinated, thank you! If you haven't, please consider getting vaccinated now. Vaccines are safe, effective, and have been rigorously tested and approved by Health Canada. They can prevent the spread of COVID-19 in our community, keep our friends and families safe and can prevent serious symptoms and hospitalizations. The more people that get vaccinated the faster we can get back TO...all the things we love doing – whether it's cheering on the home team, family celebrations, or singing along at a concert. For more information on COVID-19 vaccines, visit toronto.ca/covid19.

Inquiry and Payment Counters

Inquiry & Payment Counters and payment drop box services have re-opened. The reopening plan is in accordance with public health guidelines and will be done gradually with capacity limits and safety measures (two-metre physical distancing and wearing of masks) in place. Find more information on available locations and hours of operation, visit toronto.ca/inquirypaymentcounters



Paying your utility bill

Online payments are fast, easy and secure – switch today to online or telephone payments through your bank, or sign up for the City's Pre-Authorized Payment Program. Be sure to select the correct bill payee and confirm the utility account and client number match your current bill. Make payment several days in advance as it must reach the City by the due date to ensure you don't lose the early payment discount. If mailing your payment, allow time for mail delivery. Learn more at toronto.ca/utilitybill.



Moving?

Update your information! You don't want to miss out on early payment discounts or incur late fees because payments were applied to the wrong account. Remember to update your online payment payee information with the new utility account and client number from your current bill. Contact us to 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.

UPDATE

Property Tax, Water and Solid Waste Relief Programs

The deadline to apply for the City's relief programs has been extended to October 29, and this year you can apply online! If you are a low-income senior and/or a low-income person living with disabilities and own a residential property, you may be eligible for relief on your property tax, water and solid waste charges. When you apply online, household income verification is completed through the Canada Revenue Agency (CRA), no more gathering of income documents! Visit toronto.ca/taxandutilityrelief or call 311.

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

City 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, capital construction and renewal of 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/covid19.

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 into a sanitary sewer on your property, slowly discharged onto a permeable surface on your property 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 more at toronto.ca/frozenpipes.

Flood-protecting your home for winter

Water can enter a house many ways, including through cracks in a basement window and door, the foundation or due to a sewer back-up. Follow these tips to help protect your home from basement flooding.

- Ensure that water on your property drains away from your home.
- Clear eavestroughs and downspouts of leaves and other debris.
- If safe, clear roadside leaves and other debris from storm sewers (the square grates on the road) to help water enter the storm sewer.
- Seal window wells and fix cracks in basement walls that could cause leaks.
- Keep rain and snow away from the foundation walls.
- Clear snow from around fire hydrants to keep them visible and accessible.

Visit toronto.ca/basementflooding for more information to prevent flooding.



Solid Waste

Check your bill for your 2022 waste collection schedule

The way that residents receive their collection schedules and certain waste management information is changing. The City will not be producing and mailing the traditional Waste Management Calendar/Guide this year. Instead, residents in single-family homes will receive their 2022 collection schedule as part of a utility bill and a separate condensed Waste Management Guide will be mailed to single-family and multi-residential households by the end of this year. Please check the last page of this bill for your 2022 waste collection schedule. If it is not included in this bill, it will be included as part of an upcoming bill, so please watch out for it and hold onto it.

The changes to how this waste information is being distributed were approved by City Council as part of the 2021 Rate-Supported Budget and allows the City to reduce its costs and environmental impact by decreasing the amount of material it prints and distributes. For more information visit toronto.ca/waste.

Reduce your food waste at home

More than 50 per cent of all household food waste in Toronto is avoidable and a result of buying too much, cooking too much or not storing food correctly. Reducing food waste can save you money and benefit the environment. Simple actions you can take to reduce your food waste include:

- making a weekly meal plan
- buying fresh fruit and vegetables in smaller amounts
- using fruits and vegetables past their prime in smoothies, soups and baked goods
- freezing food and storing food properly to keep it fresher, longer.

Learn more ways to reduce your food waste at toronto.ca/foodwaste.



Choose reusable

The most important action we can take to create a more sustainable future is to reduce our waste. Small changes can make a big impact. Consider swapping disposable items such as plastic bags, water bottles, paper towels, napkins and coffee cups for reusable alternatives to reduce the amount of waste you generate. You can also refuse items you don't need such as cutlery for take-out food, receipts you won't keep and extra packaging (e.g. produce bags). For more waste reduction tips, visit toronto.ca/reduce-reuse.



Recycle Right

Putting the wrong items in the Blue Bin increases the cost of recycling by millions of dollars 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
- 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.