

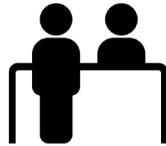
General Information

MyToronto Pay

MyToronto Pay is a new, convenient way to make payments – with a credit card, debit card or electronic funds transfer. Through MyToronto Pay, you can make current or future payments for tax and utility bills through a secure digital wallet. Have your bills and receipts all in one place and receive email reminders to never miss another payment. Find out more at toronto.ca/mytorontopay.

Inquiry and payment counters

In-person counter services located at civic centres and City Hall are open and will be subject to public health guidelines. For locations and up-to-date hours of operation, go to toronto.ca/inquirypaymentcounters.



Buying, selling or moving?

Update your banking information! You don't want to miss out on early payment discounts or incur late fees if payments are applied to the wrong account. Update your online payment information with the new utility account and client number from your current bill.

UPDATE

Change your mailing address online

Use the secure self-service Property Tax Lookup to update your mailing address to re-direct your utility bill. Visit toronto.ca/buysellmove for details.

epost™ to be discontinued

Canada Post is retiring epost™ services. The last epost™ bill will be sent in September 2022, and account access will end in December 2022. Alternate e-billing solutions will be available soon, visit toronto.ca/utilitybill for updates. If the mailing address on your current utility or tax bill is not up-to-date, please go to the Property Tax Lookup at toronto.ca/propertytax to update your mailing address.

Waste calendar

The City did not print a 2022 Waste Calendar in support of the City's Long-Term Waste Management Strategy and TransformTO. Eliminating printing helps the environment by saving resources, reducing waste, and lowering the carbon footprint. Visit toronto.ca/waste to find your collection schedule and download a PDF version or get the TOwaste app on your smartphone or tablet.



Property Tax, Water and Solid Waste Relief Programs

Apply online for the 2022 relief programs! The deadline to apply has been extended to October 31, 2022. 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.

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.

Have questions?

Answers to the most commonly asked property tax and utility bills questions available at toronto.ca/taxutilityanswers.

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

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

How to flood-protect your home

Water can enter a house in many ways, including through cracks in a basement window and/or foundation or due to 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 creaks and leaks in your home's foundation, basement walls, windows and doors.
- Keep eavestroughs clear of leaves and other debris that prevent proper drainage.
- Keep fat, oil and grease out of drains to help prevent clogged drains.
- 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.

At the City we are continually updating and maintaining Toronto's complex network of underground pipes, sewers and catchbasins. Together we can help to keep your basement dry. Visit toronto.ca/basementflooding for more information on basement flooding prevention.

Mandatory downspout disconnection

It is mandatory for all Toronto property owners to disconnect their downspouts from the City's sewer system when safe to do so. During heavy rain, sewers can become overloaded,



which can increase the risk of basement flooding and release of polluted rainwater into local waterways. By disconnecting downspouts, stormwater will be directed

onto the property instead. Ensure downspouts are draining properly – ideally two metres from your foundation's walls. Learn more and get tips for disconnecting at toronto.ca/downspout.

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 soapy wastewater runs into the storm sewers and straight into local waterways. Use a commercial carwash instead, where the wastewater is fully treated. Check out other car washing options that get your car clean and help keep the environment green at toronto.ca/water.



MyWaterToronto

Want to track your water use, find leaks and look for ways to save money? Log on to toronto.ca/mywatertoronto to view your water use – anytime, anywhere! MyWaterToronto is an online tool to help you become more aware of your water use habits and identify any water leaks. View water use by day, week, month or year at toronto.ca/mywatertoronto.

Water outage map

The No Water Map is a live map on the City's website that gives you quick access to emergency and planned water service disruption information, including the date, time, location, cause and estimated time of restoration. When there is a water outage, Toronto Water staff work to restore it as quickly and safely as possible. You can search No Water Map by location or address at toronto.ca/nowater.

Solid Waste

Collection schedules and waste management guide

A reminder that the City is no longer producing the annual Waste Collection Calendar. Your 2023 waste collection schedule will be included as part of an upcoming utility bill. Please watch for it and hold onto it. A 2023 Waste Management Guide with information on how to properly sort and reduce waste will also be mailed to your home by the end of the year.

Litter

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 available street and park bins. Litter costs the City approximately \$13 million a year to clean up, comes with a fine of up to \$500 and can have harmful effects on the environment and pose risks to both animals and people. Please report any overflowing bins or litter hot spots to 311.



Waste reduction

Every year, the City manages more than 900,000 tonnes of waste. This requires money, energy, and resources, and takes up valuable landfill space. The less waste produced, the less there is to manage. Learn how you can help keep items out of landfill at toronto.ca/reduce-reuse.



Final 2022 user fees and rates

Toronto City Council approved a three per cent rate increase effective January 1, 2022.

Single-Family Curbside Rates (3.0 % increase)

Garbage Bin Size	2022 Annual Rate
Small	\$278.34
Medium	\$337.89
Large	\$458.91
Extra-Large	\$532.29
Bag-Only*	\$178.19

* Bag-only customers are also required to buy garbage tags at a cost of \$5.96 per tag for each bag of garbage put out.

Downsizing your garbage bin will reduce your waste footprint and bill. To change your bin size, visit toronto.ca/311 or call 311.

Multi-Residential Rates (3.0 % increase)

The multi-residential rebate remains the same as it was in previous years. For every cubic yard over a building's base volume allocation, the excess fee will be charged.

	Volume yard ³	Rates	
		Per unit after rebate	Excess/yard ³
Uncompacted	1.917	\$43.54	\$15.86
Compacted	0.9585	\$43.54	\$31.73

Recycle right

Did you know that contaminated recycling costs the City millions of dollars each year? Approximately 30 per cent of what is put in the Blue Bin doesn't belong there. Find out what five items always go in recycling and more at toronto.ca/recycle.