

General Information

Vacant Home Tax

Residential property owners must declare the occupancy status of their property every year, even if they live there. **The deadline to declare occupancy status for the 2023 calendar year is February 29, 2024.** Residential properties that are unoccupied for more than six months and do not qualify for an exemption, or properties for which no declaration is submitted, will be subject to the tax (one per cent of a property's Current Value Assessment). Declarations submitted after the deadline will be charged a late fee. Find more details and declare your property's occupancy status at toronto.ca/VacantHomeTax.

MyToronto Pay

Enrol in **pre-authorized payments** with MyToronto Pay and never miss a payment deadline! MyToronto Pay is a quick and secure way to pay your property taxes, utility bills and parking violations online,



all in ONE place! Choose to pay from a debit or credit card (industry processing fees will apply) or from your bank account through Electronic Fund Transfers (EFT), with no industry processing fees. You can also receive email notifications

when you go paperless with **eBilling**. Your digital bills are available for two years and can be downloaded.

Visit toronto.ca/mytorontopay for details.

Increase to your utility bill

Some customers may notice an increase in their utility bills. The City of Toronto's water and solid waste services are rate-supported programs, which means customers pay for the services and water used. For ways to reduce your water, visit toronto.ca/reduce-reuse. To change your bin size, contact 311. For ways to save water and money, go to toronto.ca/waterefficiency.

Energy and water reporting for large buildings

Ontario's Energy and Water Reporting and Benchmarking (EWRB) regulation (Ontario Regulation 506/18) requires large buildings to report their annual energy and water use to the Ministry of Energy by July 1 each year. If your building has a gross floor area of 50,000 square feet or more, you may be required to report. Visit toronto.ca/EWRB for details.

Moving?

Update your information! You do not want to miss the early payment discount 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. Contact us to finalize your utility account by providing your property information, closing or moving date, and a forwarding address for your final bill. Visit toronto.ca/buysellmove for details.



Short-term rentals

Municipal Accommodation Tax (MAT)

Do you rent out part of your principal residence to guests for stays of under 28 days? You must register as a Short-Term Operator/Host to operate in Toronto. You are required to collect and pay a six per cent Municipal Accommodation Tax (MAT) on rental income. Learn more at toronto.ca/MAT.

Have questions?

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

Connect with 311

Download the mobile app or check out the online service request portal. Both are easy to use, convenient ways to connect with 311 to report an issue, track a service request, receive updates and more! Visit toronto.ca/311 to learn more.

Contact Us



Utility Account Lookup

Access your bills and account online at toronto.ca/utilitybill

Utility bill inquiries

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

Within Toronto: Call 311 and choose Property Tax & Utility Bills from the main menu

Phone outside Toronto: 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, General Correspondence

5100 Yonge St.

Toronto, ON M2N 5V7

Inquiry and Payment Counters located at civic centres and City Hall are available Monday to Friday from 8:30 a.m. to 4 p.m. Visit toronto.ca/inquirypaymentcounters for locations. 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

If you require your bills in a different format call 311 - Tax & Utility Inquiry Line, TTY at 416-338-0TTY (0889). The City is committed to providing accessible programs and services. Visit toronto.ca/accessibility for details.

IMPORTANT INFORMATION

Water & Solid Waste Utility Bill



Water

2024 interim rates and user fees

Toronto City Council approved a three per cent interim rate increase effective January 1, 2024.

Annual Consumption	Paid on or before the due date, \$/m ³	Paid after the due date, \$/m ³
Block 1 – All consumers of water, including the first 5,000 cubic metres per year consumed by industrial users (“Block 1 rate”)	4.5178	4.7555
Block 2 – Industrial process – use water consumption over 5,000 cubic metres per year, representing a 30 per cent reduction from Block 1 rate (“Block 2 rate”)	3.1624	3.3288

Effective January 1, 2024, the interim water rebate for eligible low-income seniors and low-income people with disabilities will be a set rate of \$3.162 per cubic metre, representing a 30 per cent reduction from Block 1 rate.

For more information on the 2024 City budget, visit: toronto.ca/budget.

The City’s water relief programs

The Home Dialysis Water Rebate Program helps to offset the cost for increased water consumption due to home dialysis treatments. Additionally, low-income seniors and low-income persons living with disabilities who consume less than 400 cubic metres of water each year may be eligible for a water rebate. Find out if you are eligible for relief on your water bill at toronto.ca/utilitybill.

Prevent frozen pipes

The pipes in your home can freeze in cold weather, which may leave you without water or cause pipes to burst, leading to property damage. Here are some tips to help protect your home:



- Wrap foam pipe insulation around pipes prone to freezing in cold weather, including in a garage that has a water supply, near outside walls and in the basement near the water meter.
- Seal air leaks and gaps around windows, doors, pipes and electrical wiring in your home and garage.
- Know where your home’s main water shut-off valve is located. It is typically on the foundation wall, close to the water meter, where the drinking water pipe enters the home. Add a tag or label to it, so it is easy to locate and turn off quickly if pipes burst in your home.

If your pipes are prone to freezing, you may wish to contact a licensed plumbing professional for advice. Learn more at toronto.ca/frozenpipes.

Water outage map

Did you know there is a “No Water” map on the City’s website? It gives you quick and live access to emergency and planned water service disruptions – 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. Go to: toronto.ca/nowater.

MyWaterToronto

Want to track your water use, find leaks and look for ways to save money? View your water use by day, week, month or year - anytime, anywhere! Log on to toronto.ca/mywatertoronto today.

Solid Waste

2024 user fees and rates

Toronto City Council approved a 3 per cent interim rate increase effective January 1, 2024. These rates may be amended by City Council when the Solid Waste Management Services Budget is considered as part of the overall 2024 Budget process in early 2024.

Single Family Residential Interim Rates			
Garbage Bin Size	2024 Annual Rate		
Small	\$295.29		
Medium	\$358.47		
Large	\$486.86		
Extra-Large	\$564.71		
Bag-Only	\$189.05		
Bag-only customers are also required to buy garbage tags for each bag of garbage put out.			
Multi-Residential Interim Rates			
	Volume yard ³	Rate before rebate*	
		Base/unit	Excess/yard ³
Uncompacted	1.917	\$242.46	\$16.83
Compacted	0.9585	\$242.46	\$33.66

*The multi-residential rates do not include the rebate, which is determined as part of the tax-supported budget process.

Garbage tags now cost \$6.32 each and are available online at toronto.ca/solidwastestore or at Toronto Shoppers Drug Mart and Canadian Tire locations. For more information on 2024 fees, visit toronto.ca/waste or contact 311.

2024 collection schedules and waste management guide

A reminder that your 2024 waste collection schedule was included as part of your last utility bill for 2023 or in a separate mailing. The 2024 Waste Management Guide with information on how to properly sort and reduce waste was also mailed to your home. If you have not received your collection schedule or a copy of the 2024 guide, visit toronto.ca/waste-guide-schedules or contact 311.

Help us make winter waste collection safe

Waste bins must be accessible for pickup during the winter months. Place bins two feet apart, in a visible area and clear the snow from around them – ensuring they are not on or behind a snowbank. There must be a clear path to the road for bins to be picked up. If there is a snowstorm, hold on to electronic waste or oversized items until the next collection date. Visit toronto.ca/set-out to learn more.



How to properly dispose of lighting

Various types of light bulbs, including fluorescent, incandescent, halogen, and LED can now be disposed of as household hazardous waste (HHW). For proper disposal instructions and options, visit toronto.ca/hhw or contact 311.

Know before you throw!

Find out what waste items go where with the Waste Wizard. Visit toronto.ca/wastewizard or download the TOwaste app.