

Water

2025 Water rates and fees

As part of the 2025 budget, Toronto City Council approved a 3.75 per cent water rate increase effective January 1. For the average household, this means an annual increase of \$39 (based on 230 cubic metres of water consumed per year).

Annual consumption	Paid on or before the due date (\$/m³)	Paid after the due date (\$/m³)
Block 1 – All consumers of water, including the first 5,000 m³ per year consumed by industrial users (“Block 1 rate”)	4.6872	4.9338
Block 2 – Industrial process – use water consumption over 5,000 m³ per year, representing a 30 per cent reduction from the Block 1 Rate (“Block 2 Rate”)	3.2809	3.4535

Effective, January 1, 2025, the approved water rebate for eligible low-income seniors and low-income people with disabilities will be set at a rate of \$1.4062 per cubic metre, representing a 30 per cent reduction in the Block 1 rate. Learn more: toronto.ca/TaxAndUtilityRelief. Block 2 rates apply to businesses participating in the Industrial Water Rate Program.

Tap water on the go

Toronto’s tap water is clean and safe to drink right out of the tap. It’s treated and continuously tested and monitored to meet the drinking water regulations, which are some of the most stringent in the world. As the weather gets warmer, fill a reusable bottle with refreshing, cold tap water on the go. Learn more: toronto.ca/Water.

Tips to reduce the risk of basement flooding

Did you know any house can be impacted by basement flooding even if it has not happened before? Follow these tips to help prevent basement flooding and protect your belongings.



- Ensure the grading around your property slopes away from the foundation wall.
- Seal cracks and leaks in your home’s foundation, basement walls, windows and doors.
- Keep eavestroughs clear of leaves and debris to help proper drainage.

The City continually updates and maintains Toronto’s complex network of underground pipes, sewers and catch basins. The City offers up to \$3,400 in subsidies for basement flooding prevention devices. Learn more: toronto.ca/BasementFlooding.

Pool and hot tub openings and closings

Have a pool or hot tub? Before diving in, pool owners must remove leaves and other debris from pool covers before discharging rainwater or melted snow to the storm system or on their own property.

The water from pools and hot tubs contains chemicals that keep them clean and safe, but these chemicals are harmful to fish and wildlife. There



are mandatory requirements on how to discharge water from pools, hot tubs and spas. Learn how to protect the environment and the city’s waterways. For a complete guide, visit toronto.ca/Water/SwimmingPools.

Solid Waste

2025 Solid Waste rates and fees

Toronto City Council approved a 3.75 per cent rate increase effective January 1, 2025.

Single-Family Curbside Rates (3.75% increase)	
Garbage Bin Size	2025 Annual Rate
Small	\$306.36
Medium	\$371.91
Large	\$505.12
Extra-Large	\$585.89
Bag-Only*	\$196.14
Garbage Tag	\$6.56 each
*Bag-only rates are available for locations with special approval from the City. The bin program is otherwise mandatory for curbside customers. Bag-only customers are also required to buy a Garbage Tag for each bag they set out.	

If your household no longer needs a Garbage Bin as large as the one you have, you can save money by downsizing to a smaller bin. All you have to do is submit a Service Request to exchange your Garbage Bin at toronto.ca/311 or via the 311 Toronto mobile app.

Garbage tags are available online at toronto.ca/SolidWasteStore or at Toronto Canadian Tire locations.

Multi-Residential Front End Rates (3.75% increase). For every cubic yard over a building’s base volume allocation, an excess fee will be charged.			
	Volume yard³	Net Rate after rebate (per unit/year)**	Excess/ yard³
Uncompacted	1.917	\$66.55	\$17.46
Compacted	0.9585	\$66.55	\$34.92

** Per unit per year: Base Rate of \$251.55 less Rebate of \$185.00 = Net Rate of \$66.55

For more information on 2025 fees, visit toronto.ca/Waste or contact 311.

Reducing food waste

The most effective way to reduce food waste at home – and save money – is to make a meal plan, buy just what you need and use everything you buy. When you have unavoidable food waste – including meat, poultry, fish, fruits and vegetables, it should be placed in the Green Bin. When organic waste decomposes in landfill, it contributes to the creation of methane, a harmful greenhouse gas and key driver of climate change. Get meal planning tips at lovefoodhatewaste.ca/plan-it-out and find out what goes in the Green Bin at toronto.ca/GreenBin.

Attend a Community Environment Day event near you



The Community Environment Day program runs from April to September each year, helping to reduce the amount of reusable and recyclable waste going to landfill and allow for safe disposal of household hazardous waste. It is also a

great opportunity to pick up free compost created from the yard waste and organic material collected at the curb throughout Toronto! Find an event near you and get a list of accepted items at toronto.ca/environment_days.

Small changes can have a big impact

One of the most important actions we can take to create a more sustainable future is to reduce our waste. When out shopping or dining, carry your



own clean reusable shopping bags and cups and only take single-use items – such as napkins, eating utensils, condiment packages, stir sticks and straws – that you really need. Find more ways to reduce your waste at toronto.ca/reduce-reuse

and learn more about the City’s Single-Use and Takeaway Items Bylaw at toronto.ca/single-use.

General Information

Vacant Home Tax

If you own a house or condo in Toronto, you need to make a Vacant Home Tax declaration every year – even if you live at your property. The program supports the City’s ongoing efforts to increase housing availability and affordability by encouraging property owners to rent or sell vacant properties. The declaration period for the 2025 calendar year opens in the fall. Learn more: toronto.ca/VacantHomeTax.

Property Tax, Water and Solid Waste Relief Programs

Are you a low-income senior or low-income person living with a disability and own a residential property? You may be eligible for the City’s tax and utility relief programs. Apply online so your household income can be verified by Canada Revenue Agency – and you won’t have to gather income documents. The deadline to apply is October 31, 2025. Visit toronto.ca/TaxAndUtilityRelief, or call 311 - Tax & Utility Line for details.

Estimated utility bills

The City of Toronto is dealing with an unexpected increase in the premature failure of water meter transmission units. These battery-powered devices are connected to water meters and send meter readings to the City for billing purposes. While some transmitters are not working, the water meters themselves continue to record actual water consumption. When a transmitter stops sending data, the City uses estimated billing to charge for water based on previous consumption at the property. The City is working with the supplier on the replacement plan for failed transmission units.

The City has set up a dedicated customer care team to provide service and answer questions. The call centre can be reached by calling 311 (416-392-2489 if outside Toronto). Visit toronto.ca/ContactUtilityBill for hours of operation. Customers can find details about their utility account at toronto.ca/UtilityBill.

Enrol in eBilling

Go paperless! Receive email notifications alerting you to when your bill is ready to be viewed. Your digital bills are available for the current and the previous year and can be downloaded. Enrolment is easy and can be done through the Property Tax or Utility Account Lookup. Visit toronto.ca/eBilling.



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.



Change your mailing address online

Use the secure Property Tax Lookup to update your mailing address to re-direct your bills. Learn more at toronto.ca/BuySellMove.

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.

Have questions?

Answers to the most commonly asked property tax and utility bill questions are 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 Toronto: Call 311 and choose Utility Bills from the main menu
Phone outside Toronto: 416-392-2489
TRS: Dial 711
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 any time 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 any time 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. For TRS dial 711. The City is committed to providing accessible programs and services. Visit toronto.ca/Accessibility for details.

IMPORTANT INFORMATION

Water & Solid Waste
Utility Bill

