

## MyToronto Pay

Pay and manage your property tax, utility bills and parking violations online – in one secure location. **Online payments** - use your debit or credit card (industry processing fees will apply), or pay directly from your bank account (no fee). Go paperless by subscribing to **eBilling** and sign up for **pre-authorized payments** to automatically pay your property tax using a stored payment method. Choose 2, 6 or 11 instalments per year when you enrol. Make changes to your instalment plan or payment method at any time. Learn more at [toronto.ca/MyTorontoPay](https://toronto.ca/MyTorontoPay).

## Accessibility

The City is committed to providing accessible programs and services for all its residents. If you require your bills in a different format, call 311 - Tax & Utility Inquiry Line or 711 (416-338-0889), or visit [toronto.ca/Accessibility](https://toronto.ca/Accessibility) to learn more.

## Contact us

The City strives to provide great service to all members of our community. 311 Toronto offers information in more than 180 languages and the City's website - [toronto.ca](https://toronto.ca) - can be viewed in more than 130 languages.

Customer service representatives are available to answer questions about your tax bill:

 **Call: 311 - Tax & Utility Inquiry Line**  
**Within Toronto: 311**  
**Outside Toronto: 416-392-2489**

 **Fax: 416-696-3605**

 **TRS: Call 711 (416-338-0889)**  
**Telecommunications Relay Service**

**Write:** City of Toronto, Revenue Services  
General Correspondence  
5100 Yonge Street  
Toronto, Ontario M2N 5V7

**Email:** [propertytax@toronto.ca](mailto:propertytax@toronto.ca)

**Visit:** [toronto.ca/PropertyTax](https://toronto.ca/PropertyTax)

For tips on faxing, visit [toronto.ca/PropertyTaxesAndUtilities](https://toronto.ca/PropertyTaxesAndUtilities).

# 2025 Interim Property Tax Bill Information

## Call 311 - Tax & Utility Inquiry Line

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

Call within Toronto: 311

Call outside Toronto: 416-392-2489

## Extended Hours - Inquiry/Payment Counters:

February 28 and March 3 from 8:30 a.m.

to 5:30 p.m. **Call Centre:** February 27, 28  
and March 3 from 8:30 a.m. to 6 p.m.



 **TORONTO**

Call **3 1 1**

## Interim property tax bill

The interim property tax bill is the first of two tax bills you will receive in 2025. The interim tax bill is calculated at 50 per cent of the previous year's (2024) annualized property tax. Your final property tax bill will be mailed in May 2025. Final bill calculations will reflect the Council-approved 2025 tax rates, minus your interim bill amount (if applicable). If you receive a Property Assessment Change Notice from the Municipal Property Assessment Corporation (MPAC), you will also receive a Supplementary/Omitted Tax Bill from the City.

## Tax and utility relief programs

The City offers various relief programs for property taxes and utilities. Applicants must apply annually by the deadline and meet the eligibility criteria to participate in these programs. For detailed information on our relief programs, visit [toronto.ca/PropertyTax](https://toronto.ca/PropertyTax) or call 311 - Tax & Utility Inquiry Line.

- **Property Tax, Water and Solid Waste Relief Programs** for low-income seniors and low-income persons living with disabilities who own a residential property. Learn more at [toronto.ca/TaxAndUtilityRelief](https://toronto.ca/TaxAndUtilityRelief).
- **Cancellation, Reduction or Refund of Taxes**  
Tax appeals are available to owners of properties that undergo changes during the year (i.e. change in property class, building was demolished or undergoing repairs or renovations). Homeowners who are unable to pay taxes because of sickness or extreme poverty may also be eligible for a property tax reduction.
- **Charity Rebates** for registered charities occupying property space in a commercial or industrial building.

For the 2024 taxation year, the deadline to apply for Tax Appeals and Charity Rebates is February 28, 2025.

## Reminder to make a Vacant Home Tax declaration

If you own a house or condo in Toronto, you need to declare if it was occupied or vacant in 2024. If you have already declared, thank you. The deadline to submit a declaration is April 30, 2025. You can submit your declaration online at [toronto.ca/VacantHomeTax](https://toronto.ca/VacantHomeTax); by calling 311 (416-392-2489 from outside the city), which offers help in 180 languages; or by visiting a Tax and Utility counter at Toronto City Hall or any civic centre. The Vacant Home Tax Program supports the City's ongoing efforts to increase housing availability and affordability by encouraging property owners to rent or sell vacant properties.

## Important information

### Send your payment on time

Payments must reach our office on or before the due date to avoid penalty/interest charges. If mailing payment through Canada Post, send payment well in advance of the due date to ensure it reaches our office on time.

### Failed Payments

For accounts that have a failed payment (payments that do not clear through your financial institution or declined credit card payments), an administrative fee and penalty/interest may apply.

### Tax account adjustments

If you file a Request for Reconsideration (RfR form), an assessment appeal, or apply for any of the City's property tax relief programs, you must continue to pay your property taxes in the amount billed by the due date. Once all changes or approvals are processed, your property tax account will be adjusted.

### Credit balances

Credit balances of \$3,000 or less on your tax account will be applied to reduce your interim tax instalment amounts.