

MyToronto Pay

A quick and easy way to pay your property tax, utility bills and parking violations online — in one secure location. Pay directly from your bank account (no fees apply) or by debit or credit card (industry processing fees will apply). Subscribe to eBilling to receive email notifications of your property tax and utility bills.

Coming soon! Enrol in Pre-Authorized Tax Payment online! Choose your payment method (debit/credit card or bank account) and preferred number of instalments, and have your payments automatically deducted. Learn more at 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 TTY at 416-338-OTTY (0889), or visit toronto.ca/accessibility to learn more about the options and services available.

Contact us

The City strives to provide customer service to all members of our community. 311 Toronto offers information in more than 180 languages and the City's website, 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-CITY(2489)

 **Fax: 416-696-3605**
 **TTY: 416-338-OTTY (0889)**

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

Email: propertytax@toronto.ca
Visit: toronto.ca/propertytax

For tips on faxing, visit toronto.ca/propertytaxesandutilities.

2024 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-CITY (2489)

Extended Hours Inquiry/Payment Counters:

February 29 and March 1 from 8:30 a.m.

to 5:30 p.m. Call Centre: February 28,

29 and March 1 from 8:30 a.m. to 6 p.m.



Call **311**

Interim property tax bill

The interim property tax bill is the first of two tax bills you will receive in 2024. Your final property tax bill will be mailed in May 2024. 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 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.
- **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 2023 taxation year, the deadline to apply for Tax Appeals and Charity Rebates is February 29, 2024.

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.

Vacant Home Tax

Owners of residential properties in Toronto 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, 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.

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), 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.