

General Information

MTU replacement program launches

The City is replacing all 470,000 water meter transmission units (MTUs) – the small devices that automatically send water-use data to the City. The program will take approximately three years to complete. Find out which zone you're in and when your MTU will be replaced at toronto.ca/MTUreplacement.

Why you may receive an estimated bill

The MTUs are reaching the end of their lifespan sooner than expected. If a meter reading is not received, the City will issue an estimated bill based on the property's historical water usage.

How to know if your bill has been estimated

If your bill is estimated, you will see a yellow-highlighted message on the front of your utility bill that clearly says it's an estimate.

What to do if your bill is estimated

Your water meter is still working and continues to record your actual water use. To help make sure your bill reflects the actual amount of water used at your property, you can submit the reading shown on your meter.

How to submit an actual meter reading

You can submit a reading by:

- **Calling 311** and selecting '1' to speak with a customer service representative.
- **Online:** If you received a letter requesting a reading, you can submit it through the City's Utility Account Lookup at toronto.ca/UtilityLookup.

How to find and read your meter

Most water meters are in the basement, close to where the water service line enters your home. Write down the number on the meter's display or take a photo.

Need Help? Payment Options?

If you have questions about an estimated reading, need help finding your meter, want to submit a manual reading, or need information about payment flexibility—we're here to help. Call 311 and select "1".

Municipal Elections

Toronto's next municipal election is on Monday, October 26. Learn more at toronto.ca/elections – your trusted source for all municipal election information.

VOTE
October 26

NEW
carbon monoxide
alarm requirements
now in effect



Effective January 1, 2026, all residences with a fuel-burning appliance (such as a gas stove), fireplace or attached garage will need a CO alarm on every storey, in addition to the existing requirement of having alarms near all sleeping areas. The new rules also apply to multi-unit residential buildings such as multi-tenant houses, apartments and condominiums, as well as care facilities and certain group homes. These residences now need CO alarms in more locations, such as in all suites and some public corridors. Landlords are reminded that they are responsible for meeting these needs for any rented properties. Find out what's required for your home at toronto.ca/FireSafety.

Moving?

Update your information to avoid missing the early payment discount or being charged late fees. Add your new utility account and client number to your banking online payments. Contact us with your move/closing date, and forwarding address, to finalize your account. Learn more at toronto.ca/BuySellMove.

Online Enrollment for Pre-Authorized Payments and eBilling

Enrol in eBilling and pre-authorized payments online! Learn more at toronto.ca/UtilityLookup.

Contact Us



Utility Account Lookup
toronto.ca/UtilityLookup
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 for information about Garbage and Green Bin programs. For recycling inquiries, visit circularmaterials.ca/toronto or call 1-888-921-2686.

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



Water

2026 Water rates and fees

Toronto City Council approved a 3.75 per cent increase for Block 1 and 1.25 per cent increase for Block 2 effective January 1, 2026.

Annual Consumption	Paid on or before the due date, per cubic metre (\$/m ³)	Paid after the due date, per cubic metre (\$/m ³)
Block 1 - All consumers of water, including the first 5,000 cubic metres per year consumed by Industrial users ("Block 1 rate")	\$4.8629	\$5.1188
Block 2 - Industrial process – use water consumption over 5,000 cubic metres reduction per year, representing in 2026 a 31.7 per cent reduction from the Block 1 Rate ("Block 2 rate")	\$3.3219	\$3.4967

Effective January 1, 2026, the approved water rebate for eligible low-income seniors and low-income people with disabilities will be \$1.4589 per cubic metre, representing a 30 per cent reduction from the Block 1 rate. Learn more at toronto.ca/TaxAndUtilityRelief.

Expanded Basement Flooding Protection Subsidy Program effective May 1, 2026

The City is making it easier and more affordable for homeowners to protect their property with the expanded Basement Flooding Protection Subsidy Program.

Owners of a single-family, duplex, triplex or fourplex residential home can apply for up to \$6,650 in subsidies to protect against basement flooding. Learn more at toronto.ca/BFPsubsidy.



Every house is at risk of basement flooding, even if it has not happened before. Water in your basement is most likely to occur during heavy rainfall, or when snow and ice is melting. Learn how to protect your home at toronto.ca/BasementFlooding.

Pool and hot tub openings

Have a pool or hot tub? Before diving in, pool owners must remove leaves and other debris from covers before



discharging rainwater 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. For a complete guide, visit toronto.ca/Water/SwimmingPools.

Tap water on the go

Toronto's tap water is clean and safe to drink right out of the tap. It's drawn from local, sustainable sources and the water is treated, continuously tested and monitored to meet the standards of Toronto Public Health, the Province of Ontario and the Government of Canada. As the weather gets warmer, fill up a reusable bottle with inexpensive, refreshing tap water to take with you when you're on the go. Learn more at toronto.ca/Water.

Solid Waste

2026 Solid Waste rates and fees

Toronto City Council approved a 3.75 per cent increase effective January 1, 2026.

Single Family Residential Rates	
Garbage Bin Size	2026 Annual Rate
Small	\$317.85
Medium	\$385.86
Large	\$524.06
Extra-large	\$607.86
Bag-only	\$203.50
Bag-only customers are also required to buy garbage tags for each bag of garbage put 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. Submit a service request to exchange your garbage bin at toronto.ca/311.

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

Multi-Residential Rates			
	Volume yard ³	Rate before rebate*	
		Base/unit	Excess/yard ³
Uncompacted	1.917	\$260.98	\$18.11
Compacted	0.9585	\$260.98	\$36.23

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

Reduce single-use & takeaway items

One of the most important actions we can take to create a more sustainable future is to reduce our waste. Bring your own clean reusable cup and only take single-use items – such as napkins, eating utensils, condiment packages and straws – that you really need. When dining out, bring your own container for leftovers. Businesses are required to accept your reusable cups and only provide single-use items by request or at a self-service station. 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.



Community Environment Days

The Community Environment Day program runs from April to September each year, helping to reduce the amount of reusable waste going to landfill. You can drop off your electronic waste and household hazardous waste for safe disposal and donate unwanted items including books, clothing and sporting goods. Residents can also pick up free compost, created from the yard waste and organic materials collected at the curb throughout Toronto. Find an event near you at toronto.ca/Environment_Days.

Proper yard waste set out

The City collects yard waste – including small tree branches, weeds, brush and mulch – every other week on regularly scheduled garbage collection days from mid-March to mid-December. To help make yard waste collection safe and efficient, only use paper yard waste bags or rigid open-top containers and secure brush and branches in bundles (size restrictions apply). Knowing what is accepted and how to properly set out your yard waste helps to reduce injuries to collection staff. Learn more at toronto.ca/YardWaste.