

2026 Water and Wastewater Rates



Effective January 1st, 2026, new water and wastewater rates will be in effect. Please visit our website for more information.

VOLUMETRIC CHARGES

Water	Wastewater	Combined
\$1.490 per m ³	\$2.010 per m ³	\$3.500 per m ³

Volumetric Charges are based on how much water is used. When we cannot collect an actual reading your usage may be estimated.

MONTHLY FIXED CHARGES (based on meter service size)

Meter Size	Water Rate	Wastewater Rate	Total Rate
5/8" x 3/4"	\$25.61	\$33.76	\$59.37
1"	\$42.25	\$55.70	\$97.95
1 1/2"	\$104.99	\$138.41	\$243.40
2"	\$192.05	\$253.19	\$445.24
3"	\$358.49	\$472.62	\$831.11
4"	\$620.95	\$818.65	\$1,439.60
6"	\$1,216.30	\$1,603.55	\$2,819.35
8"	\$2,029.30	\$2,675.39	\$4,704.69
10"	\$2,912.71	\$3,840.07	\$6,752.78

About Your Bill

Monthly Fixed Service Charges help pay for maintaining and replacing water and sewer pipes in the City.

On average a water bill is \$224 for two months based on 30 m³, for a residential property.

Not using water?

Water bills are issued for Fixed Service Charges, a minimum of \$118.74, when no water is used.



HEY THERE, NEIGHBOUR

Our snowplow may not be able to fit down your street during winter storms!

Remember, don't park on the street during winter storms!

PLEASE HELP DO YOUR PART!



FOR MORE INFO, PLEASE SCAN:



Park in your driveway or garage if possible. If not, ask a friend or neighbor to use their unused driveway space, or offer space if you have it. During snow operations, you can park on your driveway apron but avoid blocking the sidewalk. Use any extra unpaved space beside your driveway if available.



WINTER IN NIAGARA FALLS



At Your Service

Putting residents at the heart of everything we do.



The City of Niagara Falls is proud to introduce **At Your Service Niagara Falls (AYSNF)** – a new, centralized customer service model designed to make accessing municipal services easier, faster, and more convenient for you.

The AYSNF model replaces various department extensions with “one-window” service, supported by centralized customer service staff.

Its focus is on *first-contact resolution* – meaning an AYSNF Customer Service Advisor will aim to resolve most inquiries during your first interaction.

If needed, we'll connect you with the right person to handle your request quickly, so residents no longer have to remember individual department extensions.

At Your Service Niagara Falls Locations & Hours:

Niagara Falls City Hall
4310 Queen Street, Niagara Falls
Monday - Friday | 8:30am - 4:30pm

MacBain Community Centre
7150 Montrose Road, Niagara Falls
Monday - Friday | 7:00am - 9:00pm
Saturday - Sunday | 7:00am - 5:00pm

Contact AYSNF for your Frequently Asked Questions & Inquiries

- ✓ Arena or Sport Fields Booking Inquiries
- ✓ Business License Inquiries
- ✓ By-law Complaints
- ✓ City Events & Programs
- ✓ Employment Opportunities
- ✓ Fox or Coyote Sightings
- ✓ Homelessness Concerns
- ✓ Mayor & Council “Certification of Recognition” Requests
- ✓ Municipal Maintenance Questions
- ✓ New Business Support
- ✓ Parking Rules & Permits
- ✓ Planning & Building Inquiries
- ✓ Recreation Program Registration
- ✓ Report Potholes, Playground Issues, or Road Conditions
- ✓ Shelter Locations & Services
- ✓ Volunteer Inquiries
- ✓ Water & Tax Bill Payments & Questions
- ✓ Wedding Inquiries

Ways to Connect

☎ Call us at 905 356 7521

✉ Send us an email at service@niagarafalls.ca

➡ Submit a request online at service.niagarafalls.ca

📍 Visit us at City Hall or the MacBain Community Centre

For the 24 Hour Emergency Water and Sewer Line call us at 905 356 1355

With extended hours and multiple service channels – including phone, in-person at two locations, and online – At Your Service Niagara Falls is committed to delivering a modern, accessible, and welcoming experience to all residents, businesses, and visitors.

IT MAKES A GREAT GIFT!

Available now* at niagarafalls.ca

Up to two (2) license plate numbers can be registered per pass household. The Resident Convenience Pass is valid for up to two (2) hours at any on-street pay area (meters/machines) in Niagara Falls.

**per calendar year, not pro-rated.*

