

Frequently Asked Questions (FAQ's)

Water Disconnection and Reconnection Policy

What has changed?

Effective January 1, 2024, the City of Niagara Falls will make several changes to the Water & Wastewater Policies as a result of report F-2023-11 approved by Council on March 21, 2023. These FAQs are specifically for the changes to policy 700.27 Water Disconnection and Reconnection Policy.

Effective January 1, 2024, all property owners with water services will be billed for the fixed charges on their water and wastewater billing unless there is no structure with access to water on the property. This change represents the City's requirement to maintain and replace the municipal portion of services to the property line.

Will we still accept turn-off requests from property owners?

Yes, property owners can still request to have their water turned on or off at the curb. The fee associated with the turn on/off, as found in the Schedule of Fees, will be charged to the water account. The water account will remain active and fixed charges will continue to be billed.

Why would an owner want to have their water shut off if they still need to pay service charges?

Owners may want the water turned off for peace of mind, particularly if the house is vacant for an extended period of time. Property owners may also choose to have their water turned off at the curb if their inside shut off does not work properly.

Who exactly will have their billing restarted as of January 1, 2024?

Any property owner who currently owns a property in Niagara Falls where the water service is turned off and the water account is inactive will have their water account restarted as of January 1, 2024. Fixed charges will only cease in cases where the water has been disconnected and the structure has been demolished.

What if the property owner plans to demolish the property and has received a demolition permit?

Water billing will continue until the property has been demolished and a final inspection has been completed by the City.

When will property owners receive their first water bill?

Property owners can expect to receive their first water bill during the months of January and February depending on what cycle they are in. Their first water bill will be pro-rated with a start date of January 1, 2024.

Why is the City making this change?

This change represents the City's requirement to maintain and replace the municipal portion of services to the property line. The fixed service charge is in place to maintain infrastructure related to water delivery. Although property owners may not require water service at one time or another, the City is still responsible for ensuring that the infrastructure is in good repair and can deliver clean and safe water to property owners at anytime.

What if a property owner calls to report that the structure was demolished but the water account was restarted?

If the property has no structure and the property owner has been billed in error, please contact Maranda Adamson at 902-356-7521 ext 4327.

Can a property owner dispute the water bill?

No, property owners cannot dispute the fixed water charges. Policy 700.27 Water Disconnection and Reconnection outlines the purpose and procedures regarding disconnection and reconnection and the associated fees.