



Water and Wastewater Rates Effective January 1st, 2024

VOLUMETRIC CHARGES

Water	Wastewater	Combined
\$ 1.394 per m ³	\$1.713 per m ³	\$3.107 per m ³

MONTHLY FIXED CHARGES (based on meter service size)

Meter Size	Water Rate	Wastewater Rate	Total Rate
5/8" x 3/4"	\$22.64	\$27.19	\$49.83
1"	\$35.09	\$42.15	\$77.24
1 1/2"	\$87.17	\$104.69	\$191.86
2"	\$164.15	\$197.14	\$361.29
3"	\$316.99	\$380.68	\$697.67
4"	\$549.06	\$659.40	\$1,208.46
6"	\$1,075.49	\$1,291.61	\$2,367.10
8"	\$1,794.36	\$2,154.94	\$3,949.30
10"	\$2,575.51	\$3,093.06	\$5,668.57

Water Billing Information

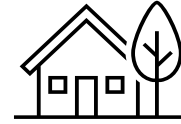
At zero consumption the minimum billed bimonthly is \$99.66 for fixed water and wastewater charges, which is based on a 5/8" x 3/4" size meter. The fixed charges fund the recovery costs for the maintenance and replacement of watermain and sewer infrastructure.

On average two adults in a residential property consume 10 m³ each bimonthly. An average water bill for two adults in a residential property is approximately \$161.80 bimonthly.

*Visit our website for more information on the
2024 Schedule of Fees.*

What's New in 2024?

Tenant Water Accounts and Collections



On March 1, 2023, Niagara Falls City Council approved a change to the 700.23 Water/Sewer Collection Policy, and repealed the 700.28 Water/Sewer Tenant Account Policy, effective January 1st, 2024. The City will no longer accept Tenant Connections for water accounts effective January 1st, 2024. Any preexisting accounts in a tenant's name will remain as such until the tenant moves out, at which time the account will revert to billing in the name of the registered owner of the property. Under the revision for policy 700.23, only the owner of a property shall be liable to pay the City for all water and wastewater rates, fees, and charges.



Request for Disconnection of Water Services

On March 21st, 2023, Niagara Falls City Council approved a change to policy 700.27, Water Disconnection and Reconnection Policy. Owners may request a disconnection of water and wastewater services to their property or irrigation system, subject to applicable fee(s); however, billing for the fixed water service charge and wastewater service charge will continue unless the structure(s) with access to water and wastewater servicing on the property have been removed. Effective January 1st, 2024, billing has commenced for all accounts with serviceable structure(s) or irrigation(s) that previously had the water and wastewater service disconnected.



Water Leak Detection Guide

Did you know even a small leak can result in up to \$12.42 of additional consumption per day?

It is recommended to perform routine consumption checks to address unintended water usage. If you do have a leak the additional consumption will result in a higher utility bill.

Common causes of leaks:

- Faulty Toilet valve/float
- Running Toilet
- Interior/Exterior Tap(s)
- Irrigation System
- Large Appliances(s)
- Furnace Humidifier
- Water-cooled Air Conditioner
- Heat Pump



1/16" hole

- Can waste 4 m³ of water in 24 hours, or up to 240 m³ in 60 days

1/8" hole

- Can waste 14 m³ of water in 24 hours, or up to 840 m³ in 60 days

3/16" hole

- Can waste 32 m³ of water in 24 hours, or up to 1,920 m³ in 60 days

Even a small 1/16" leak source could result in up to \$334.56 in water volumetric charges and \$411.12 in sewer volumetric charges in one billing period.

MyCity Dashboard

Online access to your account anytime, anywhere!

Simply create a profile and add your water account information for immediate access to:

- View an account balance, transaction, and consumption history.
- Download and print a copy of a bill or view your next bill date and due date.
- Report a move, meter reading, mailing address change or to sign up for e-billing.
- Make a payment using your credit card (convenience fee will apply).



NEW! Request a Water Meter Inspection for a Property Sale.

To prepare for your upcoming property sale or purchase, a Water Meter Inspection can be performed to ensure water meter compliance and to avoid any unexpected reluctant charges on the water bill. Please note there is a \$50 service fee for this inspection. **Contact Water & Wastewater Services for more information or to book an inspection by calling extension 6300.**

Contact Us



Water Bill Inquiries

905.356.7521 ext. 4347
water@niagarafalls.ca

MyCity Dashboard

niagarafalls.ca/dashboard

Property Tax Inquiries

905.356.751 ext. 4400
taxes@niagarafalls.ca

24 Hour Emergency Water and Sewer

905.356.1355

Website

niagarafalls.ca