



## Water/Sewer Billing FAQ

### **How often will I receive my water bill?**

Residential bills are issued every 3 months. Commercial and multi-residential bills are issued every 2 months.

### **How are my water and sewer charges calculated?**

Water and sewer bills are calculated using the current fixed and consumption charges. The current charges and an example bill can be found at: [Water & Sewer Billing](#).

### **Why am I charged a minimum amount for water when I don't use any or the water service is shut off?**

This is for the water and sewer services up to the home and the maintenance of the service. If a pipe were to burst on the service up to your property, we would need to send our Public Works department to go fix it. This minimum charge is to cover repairs such as these.

### **How much is the average bill for water?**

The average family of four uses 0.5m<sup>3</sup> of water per day and an example of this water bill is available on: [Water & Sewer Billing](#). Water usage depends on how different home owners or tenants use water as you could have the same gender and age group living in separate homes and have very different water bills.

### **I'm new to Thorold, how can I estimate what my water bills might be?**

What we suggest is when you move in, check the water meter and write down the number on the display. In a week or a month, go back and check the meter again and you can see how much you consume on average per week/month. Then you can calculate what you can expect as your water bill.

**How can I update my mailing address or phone number?** Email [water@thorold.ca](mailto:water@thorold.ca) to provide your updated contact information.

### **How do I sign up for email billing?**

Email billing is available to property owners, please complete this online form: [Sign up for City of Thorold E-Billing - City of Thorold](#)

## **Payment Options**

### **How do I pay my water bill?**

All payment options can be found at the following link: [Payment Options - City of Thorold](#) and include on-line banking, at your bank and at City Hall. Pre-authorized payment plans are available for property owners.

### **How do I pay through on-line banking?**

For payments through online banking, add a new payee & search "Thorold". Your account number is on your bill and will look like: M1234500



## Water/Sewer Billing FAQ

### **How can I sign up for a Pre-Authorized Payment Plan?**

Complete this online form: [Pre-Authorized Payment Plan – City of Thorold](#)

### **What happens if I don't pay my bill by the due date?**

A penalty of 5% of the total bill is applied on the date after the due date. The water clerk has no authority to waive penalty for any reason. If your account balance is not paid off in full after 60 days after the due date, the outstanding amount will be transferred to the respective property tax account and incur monthly interest at 1.25%. Water is a debt against the property in the City of Thorold in accordance with By-Law 1783 (93), Section 6.1.11.

### **Account Information**

#### **How can I request a water statement of account (a history of your bills and payments), copy of a water bill or confirmation of payment?**

Requests can be made online through the [Water Account Information Request Form](#). In person requests can also be accommodated by visiting City Hall. Please ensure you bring photo ID. The cost for a water statement of account or a reissue of the water bill is \$5 per year per statement/bill and will be added to your account automatically if not paid in person.

#### **What is the cost for requesting a water certificate to be used for the sale/purchase of a property?**

The cost of a water certificate is \$25.00 Please email [water@thorold.ca](mailto:water@thorold.ca) and include an email address in the request to which the certificate can be sent.

#### **How would I give access to my Water/Sewer account to someone other than a listed owner, eg, son or daughter or property management company)?**

The City requires written authorization from the owner(s) of the property to give someone other than the owner(s) access to request information or modify information such as the mailing address or PAP information.

### **High Consumption or Meter Issues**

#### **How do I make a service call for water meter issues?**

Contact the Public Works department at 905-227-6613 ex 266.

### **Buying or Selling a Property**

#### **Unpaid final bills are the new owner's responsibility (water being a property debt).**

Water is a debt against the property in the City of Thorold so any outstanding amounts remain with the property not the owner. By purchasing title insurance on the purchase of a property, this will protect the purchaser from any charges relating to the previous owner. Please discuss with your lawyers more about title insurance

#### **I am selling/purchasing a home in Thorold – what do I need to do?**

Please contact the City to notify us of the closing date so a final read can be taken. On or after



## Water/Sewer Billing FAQ

your closing date the purchaser's lawyer should provide a copy of the transfer deed to the Tax Department in order for us to update ownership records. We require a copy of this legal document in order to change the ownership on your property. Your lawyer can send the copy of the deed to [taxes@thorold.ca](mailto:taxes@thorold.ca).

### **Building a new home – water on construction charges**

#### **I'm building a new home and have a received a bill for water on construction, what is this?**

Access to water during construction is charged at a flat rate on a 3 month basis as a 'Water on Construction fee'. The building permit application fee includes the Water on Construction fee for the first 3 months of access. Starting 3 months after the permit issue date, bills will be prepared and issued by the Finance Department every 3 months until the installed water meter is inspected and tagged by the City's Public Works Department.

### **Rental Properties**

#### **I own a rental home in Thorold, why can't I get the bills issued in the tenant's name?**

Water is a debt against the property in the City of Thorold in accordance with By-Law 1783 (93), Section 6.1.11 and water bills are issued in the name of the current owner of the property. If requested, the City will send a copy to the property address and "C/O Tenant" as a courtesy. More information is available on: [Water and Sewer Bills for Tenant Occupied Properties](#).

#### **My tenant is moving out, can I schedule a final meter reading?**

Meter readings are only completed when ownership of the property is changing, not when tenants move in/out. To calculate the prorated water bill, use the City's Water Sewer Bill Proration Calculation form on [Water and Sewer Bills for Tenant Occupied Properties](#). You will only need the water meter reading on the date of move in/out and the previous bill.

#### **I'm a tenant and the back of the bill says the owner is responsible for the water bills but my lease agreement states I'm responsible for the water bills.**

Yes, water charges are a debt against the property and are ultimately the responsibility of the property owner. However, tenants and landlords may have a tenant agreement that states that the tenant(s) are responsible for the water bill. This agreement is between the tenant and the landlord, which is why both receive a copy of the bill if requested by the property owner.

For any additional questions, please email the Water Clerk at [water@thorold.ca](mailto:water@thorold.ca) or phone at 905-227-6613, ext 240.