



Water billing rates increasing April 1, 2024

Ottawa City Council approved a total annual rate increase of 4.30% for water, wastewater and stormwater rates in the 2024 budget.

Why are rates increasing?

Water, wastewater and stormwater services are fully funded through charges on the water bill. The rates charged represent the City's commitment to provide residents with high-quality drinking water while reducing the risk of flooding and renewing existing infrastructure.

The 2024 rate increase reflects the inflationary increase in operating expenses, as well as the costs for new or upgraded water, wastewater and stormwater infrastructure. The City of Ottawa's high-quality drinking water is among the safest in the world, and its combined sewer overflow management helps protect our waterways and reduce flooding. Visit ottawa.ca/waterquality and ottawa.ca/wastewater for more information.

The cost of a litre of tap water is less than 1% of the cost of bottled water.

New rates

Fixed rates

Residential annual fixed rates are listed below. They will be pro-rated on your water utility bill based on the number of days billed. For a comprehensive list of fixed fees for all property types, visit ottawa.ca/waterbill.

Water, Wastewater and Fire Supply

Meter Size	Water	Wastewater	Fire Supply
15 mm	\$134.06	\$119.57	\$52.63

Stormwater

Property Type	Service	Rate
Single and semi-detached	Connected	\$209.91
Townhome and Apartment	Connected	\$104.96

Consumption rates

	Water	Wastewater	Combined
Tier 1 (0-6m ³)	\$0.92	\$0.86	\$1.78
Tier 2 (7-25m ³)	\$1.83	\$1.71	\$3.54
Tier 3 (26-180m ³)	\$2.01	\$1.88	\$3.89
Tier 4 (>180m ³)	\$2.24	\$2.12	\$4.36

Sign up today for Water Usage Alerts

You can sign up through My ServiceOttawa to receive water usage alerts when:

- Your water consumption exceeds your preset threshold,
- You have continuous usage over seven consecutive days
- Your consumption exceeds your average monthly use



You can also view monthly, daily and hourly consumption and compare monthly usage. These tools help property owners better manage their consumption and monitor usage in the fastest and most efficient way possible. Residents can also sign up to receive paperless billing.

It's easy and free to register for My ServiceOttawa. To register your water utility account, sign in to your existing My ServiceOttawa account or register for one.

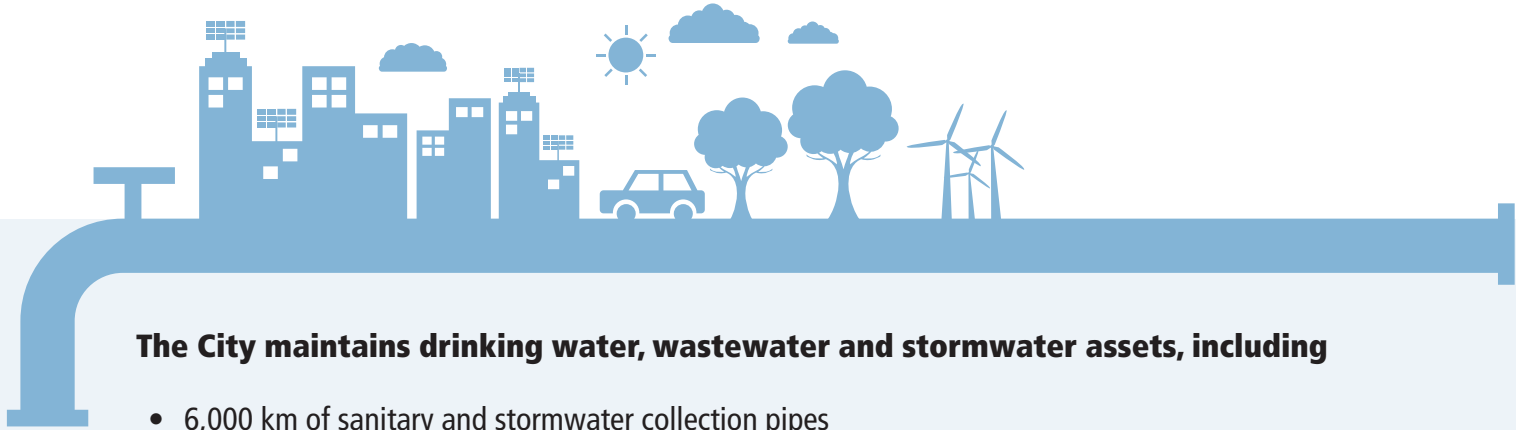
For more information, please visit

myservice.ottawa.ca





Did you know?



The City maintains drinking water, wastewater and stormwater assets, including

- 6,000 km of sanitary and stormwater collection pipes
- 3,000 km of watermains
- 6,300 small and medium culverts
- Over 315 stormwater facilities
- Two water purification plants - Britannia and Lemieux Island
- One wastewater treatment facility - The Robert O. Pickard Environmental Centre (ROPEC)
- 55 wastewater pumping stations

Investing in our drinking water, wastewater and stormwater systems

- **\$51.5 million** to ensure that stormwater infrastructure is safely managed and conveyed
- **\$15.2 million** to replace and repair drainage culverts
- **\$67.9 million** for drinking water infrastructure
- **\$15.1 million** for drinking water treatment, to ensure a continued supply of clean, safe drinking water
- **\$33.5 million** for wastewater infrastructure
- **\$48.1 million** for wastewater treatment, to ensure that wastewater is safely conveyed and treated in a way that protects the environment.

What your charges pay for

Water production, distribution, collection and treatment	27%
Engineering, planning and client servicing	17%
Infrastructure renewal	56%

We are here to help

If you have questions about your water utility bill, visit ottawa.ca/waterbill or contact Revenue Services at 613-580-2444 (TTY: 613-580-2401). Calls may be recorded for quality assurance and training purposes.