

Water & Wastewater

2024 RATE INFORMATION

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E-billing is available for water and wastewater

Sign up for e-billing by logging in or creating an online water billing account at barrie.ca/WaterBilling, and get notified by email when your bill is due.

2024 WATER & WASTEWATER RATES

Effective May 1, 2024

Rate increases support the City's commitment to providing residents of Barrie with high-quality drinking water, protecting the environment and renewing existing infrastructure. The City continues to review the impact of rate increases annually to balance affordability for residents and financial sustainability. Municipalities are required to maintain a financially sustainable system under the Safe Water Drinking Act.

RESIDENTIAL				
Bi-monthly Usage cubic metres	Previous Bi-Monthly Rates		New Bi-Monthly Rates Effective May 1, 2024	
	Water per m ³	Wastewater per m ³	Water per m ³	Wastewater per m ³
0 – 30	\$ 1.1850	\$ 1.7611	\$ 1.2320	\$ 1.8479
30 – 60	\$ 2.3701	\$ 2.9939	\$ 2.4641	\$ 3.1415
60 – 90	\$ 3.5550	\$ 2.9939	\$ 3.6962	\$ 3.1415
> 90	\$ 4.7401	N/A	\$ 4.9283	N/A
Fixed Charge (16 – 19 mm)	\$ 30.04	\$ 41.80	\$ 31.22	\$ 43.87
Fixed Charge (25 mm)			\$ 78.06	\$ 109.67
Fixed charges and water consumption will be prorated to the actual number of billing days.				

NON-RESIDENTIAL				
Monthly Usage cubic metres	Previous Monthly Rates		New Monthly Rates Effective May 1, 2024	
	Water per m ³	Wastewater per m ³	Water per m ³	Wastewater per m ³
0 – 15	\$ 1.1850	\$ 1.6772	\$ 1.2320	\$ 1.7599
> 15	\$ 1.7776	\$ 2.5161	\$ 1.8481	\$ 2.6402
Water & Wastewater fixed charges (based on water service size)				
13–19 mm	\$ 15.02	\$ 20.90	\$ 15.61	\$ 21.93
25–32 mm	\$ 37.54	\$ 52.26	\$ 39.03	\$ 54.84
38 mm	\$ 75.10	\$ 104.53	\$ 78.08	\$ 109.68
50 mm	\$ 120.16	\$ 167.25	\$ 124.93	\$ 175.49
75 mm	\$ 262.84	\$ 365.83	\$ 273.28	\$ 383.86
100 mm	\$ 450.61	\$ 627.28	\$ 468.50	\$ 658.20
150 mm	\$ 938.75	\$ 1,306.51	\$ 976.02	\$ 1,370.92
200 mm	\$ 1,201.60	\$ 1,672.34	\$ 1,249.30	\$ 1,754.79
250 mm	\$ 1,727.32	\$ 2,403.99	\$ 1,795.90	\$ 2,522.50
300 mm	\$ 1,727.32	\$ 2,403.99	\$ 1,795.90	\$ 2,522.50
Fixed charges and water consumption will be prorated to the actual number of billing days.				

ADDITIONAL FEES & CHARGES	
SERVICE	CHARGE
Service Call (for first hour)	\$ 114.09
Missed Appointment Fee	\$ 114.09
Water Account Fee (ownership or tenancy changes)	\$ 39.00*
Tenant Water Account Creation Fee (charge to property owner)	\$ 60.00*
Water On/Water Off	\$ 114.09
Dishonoured Payment Fee	\$ 47.00 ea
Water or Tax Certificate Fee	\$ 78.00 ea
RUSH Certificate Fee – 24 Hour Response	\$ 117.00 ea
Final Meter Reading Fee	\$ 19.00*
Fire Protection	\$ 10.92 monthly**
Stop & Drain Valve Replacement	\$ 242.98
Water History Statement	\$ 15.00/ account/year
Payment Redistribution Fee (for misapplied payments)	\$ 45.00/payment
New Account Added to Water Billing System (for new Address)	\$ 60.00*
Pool fill (using Hydrant) 2 hour max.	\$ 483.03
* Subject to HST	
** Per hydrant and per building connection.	

View your water consumption and/or bill online

Visit barrie.ca/WaterBilling and click on “View Your Daily Water Consumption” or “View your water/wastewater billing account.” Sign in using your Account Number and Meter ID which is located on your water bill. You can also sign up for e-billing and get notified by email when your bill is due.



Water Operations and Maintenance

The City ensures that the infrastructure which directs water to your home is regularly maintained. The distribution system, consisting of approximately 4,000 hydrants and 672 km of watermain, continues to reliably direct potable water to the community.

Watermain Flushing

Watermain flushing is a maintenance activity that is performed year-round. It involves running water from two hydrants at the same time. By moving water at a higher-than-normal velocity, scouring occurs inside the watermain cleaning it out.

Watermain Swabbing

The City conducts watermain swabbing annually to clean watermains. Impacted residents will be asked to not use their water while the watermain swabbing is occurring. Residents will be notified in person or with a written notice attached to their doorknobs approximately two days before the planned swabbing. Businesses affected during the swabbing procedure will be visited in person by a representative of the Water Operations Branch approximately two weeks prior to the planned swabbing activity.

If you have water quality concerns, we want to help. Please report any concerns you may have with the quality, volume, or pressure of the water in your home by calling **705-792-7920**.

Please remember to provide or update your contact information. Email water.operations@barrie.ca or call **705-792-7920** to update your information.

To learn more, visit barrie.ca/WaterTreatment.

Wastewater Treatment

The City maintains high standards in wastewater treatment to ensure there is minimum effect on Lake Simcoe. Wastewater Operations staff monitor systems and processes 24/7 to ensure the Wastewater Treatment Facility is continuously operated safely and efficiently.

Sanitary Sewer Inspections & Flushing

The Wastewater Operations Branch is always working to find and rectify problems in our sewers before they cause issues for our residents. In 2023 we flushed over 125km of sewers and inspected over 1,500 maintenance holes. In 2024 we'll be flushing the large trunk main sewers near Golden Eagle Way, Ferris Lane, and St. Vincent Street.

Help us Keep the Sewers Working

Sewers can easily become clogged and cause flooding in the roadway or in your basement if the wrong items are flushed down your toilet or go down your sink. You can help keep the system working by not using the sewers to dispose of:

- **Fats, Oils, and Grease**

Instead of putting them down the sink, wipe down your utensils, pots and pans with a paper towel and dispose of it in the green bin.

- **Baby Wipes and Dental Floss**

Both items can get stuck in the sewers or in equipment at the treatment facility and cause costly repairs. Dispose of both in your waste disposal.

To learn more, visit barrie.ca/WastewaterTreatment.

FAQs

What if I am late paying my water bill?

A late payment penalty of 1.25% will apply to the unpaid balance following the due date and a reminder notice will be issued. Water/wastewater charges can be transferred to the property taxes for collection, with applicable transfer fees, if charges remain unpaid.

Are there financial assistance programs available?

There is a support program to provide financial assistance to low-income households in Barrie. For more information and criteria visit "Low-Income Household Water/Wastewater Relief Program" at [barrie.ca/ WaterBilling](http://barrie.ca/WaterBilling).

Why is my bill so high?

High consumption can be the result of leaking or malfunctioning:

- Irrigation systems
- Humidifiers
- Toilets, faucets
- Water softeners
- Trap seal primers
- Outdoor taps

Questions About My Water Bill/Meter

SERVICE BARRIE

Phone: **705-726-4242**
 Counter: **1st floor of City Hall**
 Email: ServiceBarrie@barrie.ca
 Fax: **705-739-4237**
 Mailing Address: **City of Barrie – Service Barrie
 P.O. Box 400, Barrie Ontario
 L4M 4T5**

Hours of operation: Service Barrie is open for in-person services on weekdays, 8:30 a.m. to 4:30 p.m. Email, phone and fax are actively monitored on weekdays, 8 a.m. to 5 p.m.

WATER OPERATIONS (Water meter)

Hours of operation: **8:30 a.m. – 4:30 p.m.**
 Phone: **705-739-4220, Ext. 4805**
 Email: Water.Operations@barrie.ca

barrie.ca/WaterBilling | barrie.ca/WaterServices

MOVING?

Visit barrie.ca/WaterBilling to complete the online form(s); or contact the City in writing (email or mail) to request account changes.

