

## Additional Fees & Charges

Service	Charge
Service Call	\$ 105.48/hour
Missed Appointment Fee	\$ 105.48/hour
Water Account Fee (ownership or tenancy changes)	\$ 39.00 *
Water Shutoff/on	\$ 105.48/hour
Dishonoured Payment Fee	\$ 47.00 each
Water or Tax Certificate Fee	\$ 78.00 each
RUSH Certificate Fee – 24 Hour Response	\$ 117.00 each
Final Meter Reading Fee	\$ 19.00 *
Fire Protection	\$ 10.71 monthly **
Stop and Drain Valve Replacement	\$ 224.64
Water History Statement	\$ 15.00/account, per year
Payment Redistribution Fee (for misapplied payments)	\$ 45.00/payment
New Account Added to Water Billing System (for new Address)	\$ 60.00 *

\* Subject to HST \*\* Per hydrant and per building connection.

## Pool Fill Approx. Costs (from empty)

Size	Volume	Hydrant*	Tap**
<b>12' x 24'</b> (3.66m x 7.32m)	<b>41,000 L</b>	<b>\$446.59</b>	<b>\$230.00</b>
<b>16' x 32'</b> (4.88m x 9.75m)	<b>72,000 L</b>	<b>\$446.59</b>	<b>\$410.00</b>

Pools larger than 16' x 32' will incur additional charges for water.

\* Homeowner to rent/provide fire hose for pool fill.

\*\* Approximate amounts; in addition to regular billing charges.

All additional fee estimates are based on work done during regular operating hours from 8 a.m. to 3 p.m.

If an after hours call or weekend service is required, extra charges will apply.

Learn more at [barrie.ca/WaterBilling](http://barrie.ca/WaterBilling).



## Watering Restrictions

The City of Barrie restricts lawn watering on the following basis:

- Even numbered addresses may water only on even numbered calendar days from 6 p.m. to 8 a.m.
- Odd numbered addresses may water only on odd numbered calendar days from 6 p.m. to 8 a.m.
- Did you know your lawn requires only 2.5 cm (1 inch) of water per week including rainfall to remain healthy?

## Questions about my water bill/meter

### Service Barrie (Water bill)

Monday to Friday: 8:30 a.m. – 4:30 p.m.  
excluding holidays

Phone: 705-726-4242

Email: [ServiceBarrie@barrie.ca](mailto:ServiceBarrie@barrie.ca)

Mailing Address: City of Barrie, Service Barrie,  
P.O. Box 400, Barrie Ontario  
L4M 4T5

### Water Operations Branch (Water meter)

Monday to Friday: 8:30 a.m. – 4:30 p.m.

Phone: 705-739-4220, Ext. 4805

Email: [WaterOperations@barrie.ca](mailto:WaterOperations@barrie.ca)

[Barrie.ca/WaterBilling](http://Barrie.ca/WaterBilling) | [Barrie.ca/WaterServices](http://Barrie.ca/WaterServices)

## Moving?

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

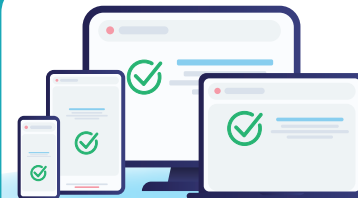
### Service Barrie

Phone: 705-726-4242

Fax: 705-739-4237

Email: [ServiceBarrie@barrie.ca](mailto:ServiceBarrie@barrie.ca)

Mailing Address: City of Barrie, Service Barrie,  
P.O. Box 400, Barrie Ontario  
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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](http://barrie.ca/WaterBilling), and get notified by email when your bill is due.

# water & wastewater

## 2023 Rate Information

- [FAQs](#)
- [2023 Water & Wastewater Rates](#)
- [Online Water Billing Service](#)
- [Additional Fees & Charges](#)



## 2023 Water & Wastewater Rates

### Effective April 1, 2023

Rate increases support the City's commitment to providing residents of Barrie with high-quality drinking water, protecting the environment and renewing existing infrastructure. City Council 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

Previous Bi-Monthly Rates			New Bi-Monthly Rates Effective April 1, 2023	
Bi-monthly Usage cubic metres	Water per m <sup>3</sup>	Wastewater per m <sup>3</sup>	Water per m <sup>3</sup>	Wastewater per m <sup>3</sup>
0 – 30	\$ 1.1394	\$ 1.6773	\$ 1.1850	\$ 1.7611
30 – 60	\$ 2.2789	\$ 2.8514	\$ 2.3701	\$ 2.9939
60 – 90	\$ 3.4183	\$ 2.8514	\$ 3.5550	\$ 2.9939
> 90	\$ 4.5578	N/A	\$ 4.7401	N/A
Fixed Charge	\$ 28.88	\$ 39.81	\$ 30.04	\$ 41.80

#### Non-Residential

Previous Monthly Rates			New Monthly Rates Effective April 1, 2023	
Monthly Usage cubic metres	Water per m <sup>3</sup>	Wastewater per m <sup>3</sup>	Water per m <sup>3</sup>	Wastewater per m <sup>3</sup>
0 – 15	\$ 1.1394	\$ 1.5973	\$ 1.1850	\$ 1.6772
> 15	\$ 1.7092	\$ 2.3963	\$ 1.7776	\$ 2.5161
Water & Wastewater fixed charges (based on water service size)				
13–19 mm	\$ 14.44	\$ 19.91	\$ 15.02	\$ 20.90
25–32 mm	\$ 36.10	\$ 49.77	\$ 37.54	\$ 52.26
38 mm	\$ 72.21	\$ 99.55	\$ 75.10	\$ 104.53
50 mm	\$ 115.54	\$ 159.28	\$ 120.16	\$ 167.25
75 mm	\$ 252.73	\$ 348.41	\$ 262.84	\$ 365.83
100 mm	\$ 433.28	\$ 597.40	\$ 450.61	\$ 627.28
150 mm	\$ 902.65	\$ 1,244.30	\$ 938.75	\$ 1,306.51
200 mm	\$ 1,155.38	\$ 1,592.71	\$ 1,201.60	\$ 1,672.34
250 mm	\$ 1,660.89	\$ 2,289.51	\$ 1,727.32	\$ 2,403.99
300 mm	\$ 1,660.89	\$ 2,289.51	\$ 1,727.32	\$ 2,403.99

Fixed charges and water consumption will be prorated to the actual number of billing days.

## FAQs

### What could happen 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. The City can elect to turn off the water supply to any property whose water/wastewater account is in arrears. Water/wastewater charges can be transferred to the property taxes for collection, with applicable transfer fees, if charges remain unpaid.

### Are there any financial assistance programs available for water/wastewater?

There is a support program, approved by City Council in 2021, to provide financial assistance to low-income households in Barrie. For more information and criteria visit "Low-Income Household Water/Wastewater Relief Program" via [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
- Toilets, faucets
- Water softeners
- Trap seal primers
- Humidifiers
- Outdoor taps

### How can I view my water consumption and/or bill online?

Visit [barrie.ca/WaterBilling](http://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.

### How does the City read my water meter?

The City reads water meters remotely using a Smart Point reading device installed on homes and buildings. The Smart Point relays the reading from the water meter and sends it directly to the Water Billing department.

To ensure the best level of customer service, your address and contact information needs to be current. To update your contact information, contact Service Barrie.

### How much does a dripping tap cost?

A small leak such as a constant 1/8" (3.3mm) diameter stream of water flowing down the drain can waste 372 cubic metres of water per month. This could amount to charges of more than \$1,600 in one month! Help conserve water and save money: reduce, repair and retrofit. Visit [barrie.ca/WaterConservation](http://barrie.ca/WaterConservation) to learn more.

### A leak in your toilet can waste water and cost you money. How do you detect a toilet leak?

It is possible to have a small leak in a toilet and not be able to "hear" it leaking.

To perform a quick leak test:

- Add coffee or food colouring to the toilet tank (back of toilet);
- Leave it for 10-15 minutes;
- Check to see if there is any colour in the toilet bowl; if there is, your toilet is leaking and needs to be repaired.

Also check the level of the water in the toilet tank. If it is set too high, water could be leaking down the over-flow tube.