



GEORGINA

Water and Sewer Billing

Switch to eBilling!

View your account balance, transactions and past bills online. Sign up to get your water bill by email. Learn more at georgina.ca/TaxandWaterPortal or scan the QR code to get started.



Information inside:

- Online Portal
- Rate changes
- Water rates
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Rate change

The revised 2026 metered water consumption and sewer rates were adopted by Council on Jan. 28, 2026 to ensure the necessary revenue was provided for the required operating expenditures for the water and sewer systems. The increase provides for the increasing maintenance and operating costs of both systems in order to continue safe and reliable water distribution, and sewer collection and treatment programs.

Georgina purchases water from York Region. The Town's water and sewer rates remain comparable with all other York Region and surrounding municipalities.

In addition to the metered consumption rate, a capital cost recovery fee of \$39.60 is included with each water and sewer bill. This fee is set aside to provide for future projected capital expenditures for both the water and sewer systems. This ensures that reserve funds are sufficient to replace aging infrastructure such as underground water/sewer mains and pumping stations. The capital cost recovery fee is payable with each billing even if no consumption is calculated.

2026 Rates Established – Effective with billings issued on or after April 1, 2026

Metered Water Rate \$3.92 per cubic metre Sewer Rate \$3.70 per cubic metre of water used Capital Cost Recovery \$39.60 (per billing)

Example of a typical quarterly consumption and 2026 billing

Based on an average of 41 cubic metres used in one quarter

Water	\$160.72
Sewer	\$151.70
Capital	\$39.60
Total Quarterly	\$352.02

This equals to about \$3.83 per day for water and sewer services.

Did you know?

The average Georgina water user consumes approximately 165 cubic metres of water per year. You can use your water meter to find out how much you consume. Knowing how to read your water meter allows you to monitor your water consumption and detect leaks in your plumbing or fixtures.

Water turn off/turn on fees

As per Bylaw 2024-0005, there is a fee for having water turned off/on.

Fees during regular business hours

7:30 a.m. – 3 p.m.

- Water on: \$128
- Water off: \$128

Fees outside of regular business hours

3 p.m. to 7:30 a.m.

- Water on: \$257
- Water off: \$257

Late payment penalty

As per Bylaw 2025-0001 and 2025-0002 a one-time, two per cent penalty shall be applied to unpaid balances past the due date.

Water meter replacement

The Town of Georgina is replacing its water meters. This is a mandatory upgrade at no cost to the resident. The Town of Georgina contracted Neptune Technology Group to handle the water meter replacements

Benefits

The typical life of a water meter is 15 to 20 years. Like most mechanical devices, they eventually need to be replaced as they slow down. The upgraded water meters help the Town of Georgina provide benefits including:

- Communicating possible leaks sooner
- Access to hourly and daily water usage over a 96-day period
- Getting water meter readings without entering private property
- Sending fewer estimated bills

You will receive a letter from either The Town of Georgina and/or Neptune Technology Group when the meters in your area are scheduled to be replaced. Once you receive a letter you need to make an appointment with Neptune.



Notice of non-compliance change out fee – Water Meter Replacement Program

Effective Jan. 28, 2026, as per Bylaw 2026-0010 (PWO-3) and 2026-0011 (PWO-3), a \$100 fee will be applied to each billing for all accounts where the meter has not been replaced as required under this program.

Payment method information

The Town accepts payments for water utility bills by cheque or debit card at the Civic Centre. Other payment options include:

- Cash payment at any financial institution
- Mailing a post-dated cheque
- Dropbox for cheques at the Civic Centre main entrance
- Telephone or internet banking – the payee name is Georgina Water

Payments must be received at the Civic Centre on or before the due date to avoid a two per cent late payment penalty being added to the total unpaid balance.

Ensure you are using the 12-digit water account number located in the top left section of your water and sewer bill for payment.

Missed making a payment?

If you do not pay your water bill, the overdue amount will be added to your property tax account and a \$10 fee will be charged. This unpaid balance will then start accumulating monthly interest at the current rate and will be collected along with your property taxes.

Contact Service Georgina

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

905-476-4301, ext. 3001 | 905-722-6516
georgina.ca/**WaterBills**