



Rate increases support **InnServices' commitment** to provide Innisfil residents with **quality drinking water, protecting the environment, and renewing existing infrastructure.**

The 2023 Water and Wastewater rates include a 5% increase that has been approved by Innisfil Town Council.

The **Water and Wastewater Rates By-law No. 012-23** outlines rate approvals and other info such as faulty meters, property access, arrears, and more!



For more information on By-law 012-23, visit [www.innservices.co](http://www.innservices.co).

#### Who do I call about my bill or account?

##### **InnPower Customer Service:**

Monday - Friday, 8:30am - 4:30pm

Phone: 705-431-4321

Email: [cs@innpower.ca](mailto:cs@innpower.ca)

#### Who do I call about my service, pressure, or water quality?

##### **Town of Innisfil Customer Service:**

Monday - Friday, 8:30am - 4:30pm

Phone: 705-436-3710 or 1-888-436-3710

Email: [inquiry@innisfil.ca](mailto:inquiry@innisfil.ca)

#### Who do I call for Water/Wastewater Emergencies?

**Monday - Friday, 8:30am - 4:30pm**

Town of Innisfil Customer Service:

Phone: 705-436-3710 or 1-888-436-3710

#### **Evenings or Weekends**

Water/Wastewater Emergencies Only

South Simcoe Police Dispatch

Phone: 705-436-2141



**innservices**

7251 Yonge St, Innisfil ON L9S 0J3

[www.innservices.co](http://www.innservices.co)



**innservices**

**Water and Wastewater  
2023 Rates**



**InnServices is  
accredited to the  
DWQMS**

Accessible formats available upon request.

**For Municipally Serviced Water  
and/or Wastewater Properties  
ONLY**



## How can I Pay my Bill?

**Through your financial institution** online, by telephone, or in-person at your local branch.

**Regular mail** to InnPower Corporation at 7251 Yonge St, Innisfil ON L9S 0J3.

**In-person** with cash, debit, or cheque at InnPower's office, located at 7251 Yonge St, Innisfil ON L9S 0J3.

### **Pre-authorized payment (PAP)**

With a PAP plan, your bill amount will be automatically withdrawn from your bank account on the due date.

**Credit card** payments online via [ipn.paymentus.com/rotp/insh](https://ipn.paymentus.com/rotp/insh) or by calling 1-866-837-0181 (service fee applies).

InnPower provides **monthly billing** on behalf of InnServices. Your **water and wastewater charges** can be found on a **separate line within your electricity bill**.

**IMPORTANT: All payments are first applied to "electricity charges" in accordance with the Ontario Energy Board's Distribution System Code, and then applied to "water and wastewater charges."**

### **Online Banking Payments**

Choose the "bill payee" called InnPower Corporation on your financial institution's website/app. Your account number is the 11-digit number on your bill, for example: 123-123456-01 (leave out the dashes). Please allow 2-3 business days for payment to be processed.

### **What if I am late paying?**

An overdue interest charge of 1.25% per month is charged on all water and wastewater accounts not paid in full by the due date specified on the customer bill.

### **Tax Rolled Arrears to Property Taxes**

As outlined in By-law No. 012-23, any accounts in arrears for ninety (90) days will be transferred to the Town of Innisfil and added to the property tax account. A handling charge will apply. These amounts are then considered taxes and are payable to the Town of Innisfil.

Tax roll occurs on the 15th of every month or closest business day. Payments must be received and processed by this date to avoid arrears transferring to property tax.

Water Rates	
Base Rate	2023 (\$)
Residential	303.75
Commercial	542.02
Industrial	1,219.47
Institutional	3,159.99
Per Cubic Meter (m <sup>3</sup> )	
All Services	2.31

Wastewater Rates with Water Connection	
Base Rate	2023 (\$)
Residential	234.29
Mixed Use	468.79
Commercial & Industrial	1,265.86
Institutional	7,231.55
Per Cubic Meter (m <sup>3</sup> )	
All Services	1.54

Wastewater Rates without Water Connection	
Flat Rate	2023 (\$)
Residential	584.18
Mixed Use	818.18
Commercial & Industrial	1,967.16
Institutional	11,661.77

**All rates effective April 1, 2023.**