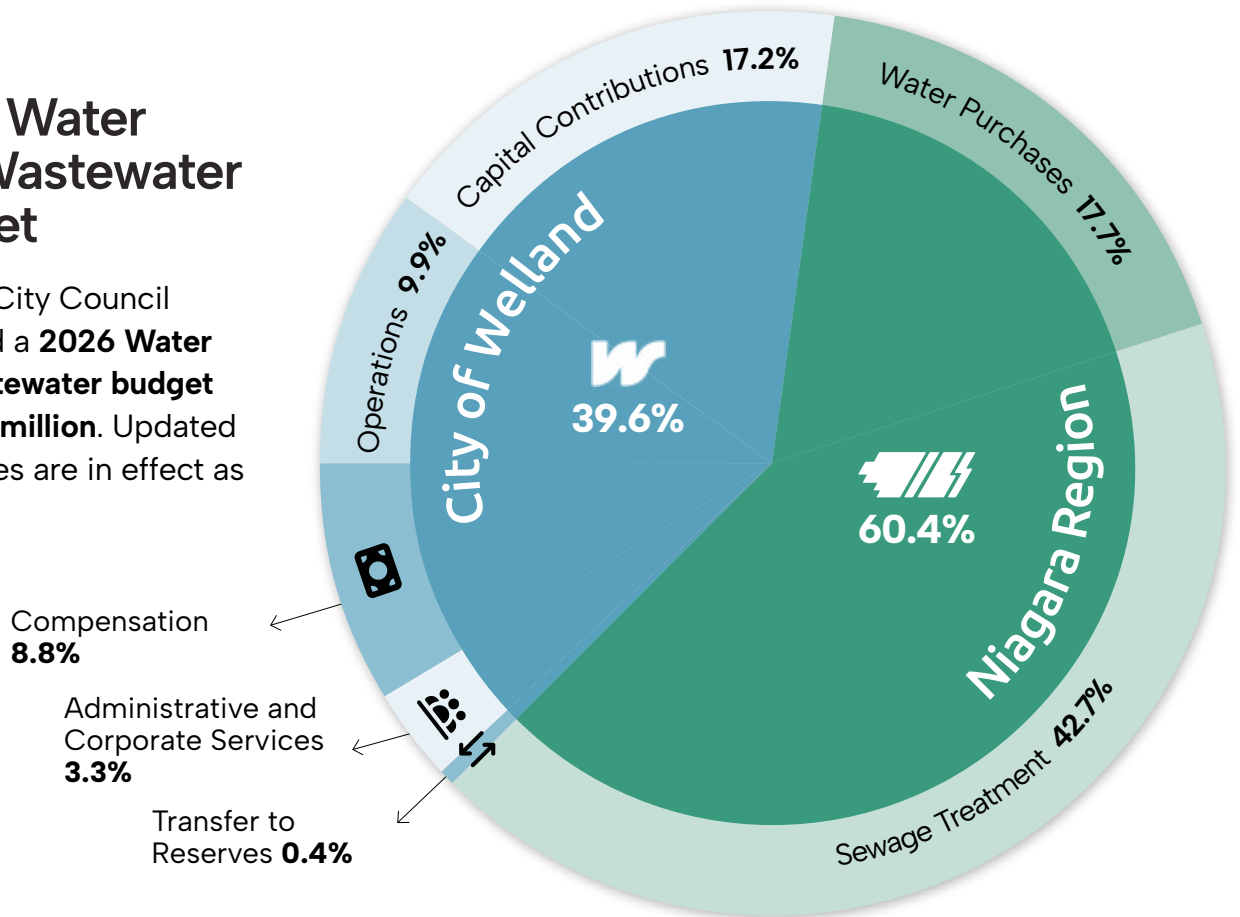




# 2026 Water/Wastewater Budget and Rate Changes

## 2026 Water and Wastewater Budget

Welland City Council approved a **2026 Water and Wastewater budget of \$42.5 million**. Updated 2026 rates are in effect as of April 1.



### 2026 Water/Wastewater Rates

Water  
Wastewater

#### Yearly Fixed Charges

\$206.46  
\$389.83

#### Consumption Charges Per Cubic Meter (m<sup>3</sup>)

\$2.3516  
\$3.4797

### Example: Total Water/Wastewater Bill

Residential customer consuming 100m<sup>3</sup>/yr.  
Residential customer consuming 180m<sup>3</sup>/yr.

#### Fixed

\$596.29  
\$596.29

#### Consumption

\$583.13  
\$1,049.63

#### Annual Total

\$1,179.42  
\$1,645.92

## Understanding your bill

Your water bill has two main parts:

**Fixed charges** These are set costs based on the size of your water meter (and number of units for multi-residential properties). They help cover things like meter readings, water quality testing,

infrastructure, and customer service.

**Consumption charges** These are based on how much water your property uses. Taking measures to conserve water will help lower this portion of your bill.

Visit [welland.ca](http://welland.ca) for more information

# Looking for an easier way to manage your account?



With Virtual City Hall, you can check your balance, view your billing and payment history, explore available payment options, and access your account any time from your computer or mobile device.

Register for e-billing to download or print your future bills instantly, for free.

Scan the QR code for more information.



**Virtual  
City Hall**



## Go paperless

Sign up to receive your water and tax bills through our e-billing service by visiting [welland.ca/Finance/EBilling.asp](http://welland.ca/Finance/EBilling.asp)

## Options for paying on time

Choose the option that works:

### Pay through your bank

Log in to your online banking and add the City of Welland as a payee:

- Search for "Welland Water"
- Use your 11-digit account number from your bill (no decimal)

**Example:** 01020304.001 → 01020304001

### Set up automatic payments

Pre-authorized payments make it easy to stay on track with two withdrawal options:

- On each due date, or
- Equal monthly payments.

Enrollment forms available at [welland.ca](http://welland.ca) or email [water@welland.ca](mailto:water@welland.ca)

## Frequently asked questions

Have a question about your bill? Here are some quick answers:

### Selling your property?

If you're selling your property, you'll need a water meter inspection before your closing date. Call 905-735-1700 x3000 to book your inspection. Please allow at least 48 hours' notice.

For more information, visit [welland.ca/water](http://welland.ca/water) and click Water and Wastewater Billing.

### Is your bill higher than usual?

Start by checking the "Meter Reading and Usage Details" section of your bill. If your previous bill was estimated and your current bill is actual, it may include a catch-up. If everything looks correct, there may be a leak. Visit [welland.ca/water](http://welland.ca/water) and click Water Conservation for tips on checking for leaks and reducing your water use.

### When will I receive my bill?

Water and wastewater accounts are billed quarterly. If your property has a water meter that is two inches or larger, your account is billed monthly. Your account number identifies your billing cycle. Visit [welland.ca/water](http://welland.ca/water) to see when your bill is issued.

### Need more information?

Our water billing team is here to help. Email [water@welland.ca](mailto:water@welland.ca) or call 905-735-1700, Monday to Friday, 8:30 a.m. to 4:30 p.m.

Visit [welland.ca](http://welland.ca) for more information