

Your City. Your Water.

FALL 2025

Welcome to the 12th edition of the Hamilton Water Newsletter.

In this newsletter you will find information on: Stormwater Incentive Program · New Social Media · Leak Protection Program · Basement Flooding Prevention · Low Income Seniors Utility Rebate · Catch Basin Use · The 3Ps · Lead Pipes · Vacant Properties

Introducing the Stormwater Incentive Program

The City of Hamilton is transitioning to a dedicated stormwater fee to ensure a sustainable and equitable approach to maintaining our stormwater infrastructure. Currently, stormwater management is mainly funded through wastewater fees. When the fee is implemented in 2026, properties will be charged based on the load (or runoff) their property places on the stormwater system.

To support property owners, the City has launched the Stormwater Incentive Program before the fee implementation.

The approved Stormwater Incentive Program is intended to encourage and reward property owners who reduce the amount and improve the quality of stormwater that runs off their property.

Rebate Program For Residential Properties

The City has partnered with local not-for-profit organization Green Venture to administer the Rain Ready Rebate. Residents can receive rebates for installing new rain gardens, permeable paving, or other runoff-reducing solutions.

Credit Programs

Industrial, commercial, institutional, agricultural and multi-residential property owners can apply for a stormwater fee credit if they reduce the amount or improve the quality of stormwater that leaves their property, or if they discharge directly to Lake Ontario. A Green Space Credit will be automatically applied to eligible properties.

Stormwater Fee Estimator Tool

To assist property owners in understanding their future stormwater fees, the City has developed a stormwater fee estimator tool. This tool allows users to estimate future stormwater fees using their property address.

For more information about the stormwater fee estimator tool, the credit and rebate programs and to see if your property qualifies, visit hamilton.ca/StormwaterFee.



Follow Hamilton Water on Social Media

Hamilton Water is on social media! Follow us to learn more about water, wastewater and stormwater in Hamilton. We share updates and insights that educate, engage and inform the community about the programs and services that keep your home, neighbourhood and the environment protected. Along with a behind-the-scenes look at our operations, you'll get project updates, safety tips and an inside view of how Hamilton Water works 24/7 to protect our water systems. Stay connected with us on Instagram, Facebook and Threads.

@cityofhamiltonwater



Leak Protection Program

The City of Hamilton has a residential Leak Protection Program administered by ServLine. This program provides protection from high water bills caused by a qualifying internal leak. There is protection up to \$3,000/leak and is available for one occurrence per 24 month period. If you have any questions or if you need to file a claim, please contact ServLine at 1-888-977-7471 or visit: hamilton.ca/Leaks



Basement Flooding Prevention

As fall approaches, it's crucial to take steps to reduce the risk of basement flooding due to heavy rain. You can help protect your home by: maintaining gutters and downspouts, inspecting and maintaining sump pumps, sealing basement cracks, and elevating valuables.

To further safeguard your home, consider the City of Hamilton's Protective Plumbing Program which offers financial assistance for: backwater valve installation, sump pump installation and downspout disconnection. Eligible homeowners can receive up to \$2,000 through the grant program.

For additional tips and resources to help protect your home from flooding, including the Protective Plumbing Program visit: hamilton.ca/BasementFlooding

Low Income Seniors Utility Rebate

This program has been implemented to provide financial assistance to qualified low income seniors. The rebate will provide a credit on the June property tax bill. Property owners qualifying for the current Seniors Property Tax Rebate automatically qualify for the water related rebate, provided the property has an active metered water account. If you are not receiving the Seniors Property Tax Rebate (65+) and want to learn more visit: hamilton.ca/WaterRates

Reminder: Only Flush the 3Ps

Like many other North American municipalities, Hamilton is dealing with unflushable items being flushed down the toilet. Unflushables, such as feminine products, wipes, dental floss or even hair, cause damage to homes, neighbourhoods and the wastewater treatment system. In your home, even the smallest build up of unflushable items can have serious impacts such as basement flooding, clogged pipes or overflowing drains.

The only materials that the wastewater system can properly treat and break down safely are the 3Ps - pee, poo and toilet paper.

Learn more: hamilton.ca/OwnYourThrone



Catch Basin Use - Only Rain Goes Down the Drain

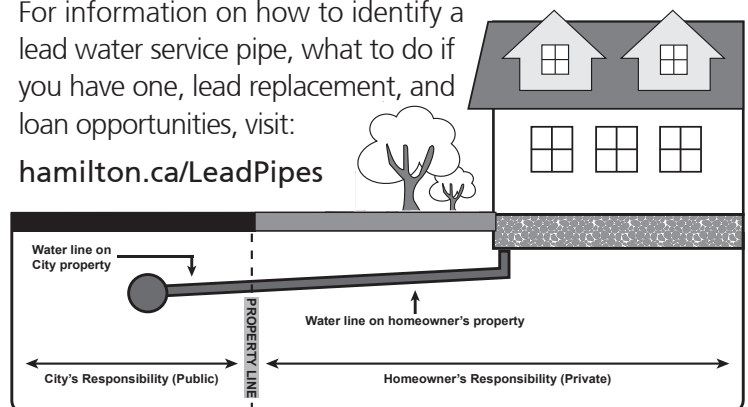
Catch basins are designed only for rain water and melted snow. It is important to keep pollutants and other debris such as pet waste or garbage from entering catch basins as the water from most catch basins goes directly into our local creeks and lakes. Keep catch basins clear of debris to ensure that water can drain properly and reduce the risk of surface flooding. Catch basins should be checked before and after heavy rain or snow to make sure that they are clear and stormwater runoff and snow melt will be able to get into the system. For more information, please visit: hamilton.ca/CatchBasins

Lead Pipe Awareness

If your home was built before 1955, you may have a lead water service pipe type. Changes to the Plumbing Code banned the use of lead pipes because of the harmful health effects they could cause, and copper for water service pipes became the new standard. Lead is a known toxic metal and exposure to even small amounts can be harmful to human health, especially for babies, young children, and pregnant people. Although the City has implemented a Corrosion Control Program to help prevent lead from entering our tap water, eliminating the source of lead is the best way to protect you and your family.

For information on how to identify a lead water service pipe, what to do if you have one, lead replacement, and loan opportunities, visit:

hamilton.ca/LeadPipes



Vacant Properties

If your property will be vacant for 60 or more days, please call 905-546-2489 within 24 hours of leaving to arrange for the City to turn your water off at the street. There is a turn off and turn on fee associated with this service but you will be protected from unauthorized water use of outdoor taps and water leaks that are not identified/addressed due to lack of occupants. It is recommended to turn your water supply off at the building control valve (typically located in your basement or crawlspace) if your property will be vacant for less than 60 days.

Property Owner Contact Information

Keeping you informed of changes or disruptions to your water service is important to Hamilton Water. In times of emergency, having the most up-to-date contact information is vital. Alectra Utilities currently handles all billing for Hamilton Water. To ensure we have your most up-to-date contact information, please call Alectra Utilities at 1-833-253-2872 to make sure your information is current.

Please Note: Neither Alectra Utilities nor the City of Hamilton sells any of your information to third party companies.