



Important Information for Tenants and Landlords

In September of 2015, Brantford City Council approved a new Water/Wastewater Billing and Collections Policy and subsequently directed staff to further consult with landlords and other stakeholders. In response to feedback received during the public consultation process, following are the two main changes concerning tenant accounts:

1. Landlords/Owners of rental properties, must notify the City of all tenant changes, but the application process has been streamlined by implementing two separate application forms; one for the owner of the property and another for the tenant. The owner may choose to only submit one form per property but must advise the City through e-mail or phone of all tenant changes. The changes in the application process will only apply to new tenant accounts that are established. No action is required for existing tenants, although we do encourage all customers to ensure the City has your accurate and complete contact information on file.
2. The City will continue to permit the establishment of tenant accounts for shared services.

Please visit:

<https://myutility.brantford.ca>
customerservices@brantford.ca
Customer Services 519 756 1360

