

# **Welcome to the City of Ottawa's online Revenue Services!**



# My ServiceOttawa

Online portal offering the following services:

- Garbage & recycling calendar
- **Water & sewer billing**
- **Property Tax**
- Service Requests
- Pet Registration & Renewals
- eSubscriptions
- In My Neighbourhood

# Create your account

All fields are required to create your account.

## Email address

## Confirm email address

## Password

## Confirm password

## Password Rules

- i** Length of at least 8 characters, maximum of 25
- i** Contains uppercase and lowercase letters
- i** Contains numbers
- i** Passwords match

## My ServiceOttawa - Terms of Service

In creating and accessing an account on the My ServiceOttawa Portal on Ottawa.ca (the "Portal"), you warrant that you have read and expressly agree to be bound by the following Terms of Service.

### User Information

You warrant that you are the My ServiceOttawa customer identified in the My ServiceOttawa account registration process and that all information provided is accurate and current to the best of your knowledge. The City of Ottawa reserves the right to suspend or terminate your My ServiceOttawa account should you provide false information, or otherwise fail to comply with these Terms of Service.

I have read and agree to the terms of service.

Create account

Cancel



# Dashboard

## Welcome John Doe

Your My ServiceOttawa homepage allows you quick and easy access to information that is important to you.

### Services



#### Garbage and recycling

FOR: 123 MAIN ST

Next collection date:

23-Feb-2018

[View all collection schedules and reminders](#) >



#### Water and sewer billing

FOR: 123 MAIN ST

|                  |            |
|------------------|------------|
| Bill amount:     | \$41.25    |
| Due date:        | 2018-02-09 |
| Current balance: | \$0.00     |

[View water and sewer account](#) >



#### Property tax

FOR: 123 MAIN ST

|                  |            |
|------------------|------------|
| Bill amount:     | \$2105.65  |
| Due date:        | 2018-03-15 |
| Current balance: | \$0.00     |

[View property tax account](#) >



# Dashboard

Welcome **John Doe**

Your My ServiceOttawa homepage allows you quick and easy access to information that is important to you.

## Services



### Service requests

There are no Service requests open for [eric.leclerc@ottawa.ca](mailto:eric.leclerc@ottawa.ca)

[Create a new service request >](#)



### Pet registration and renewals

**Register or renew** your pet's registration and update your pet's information.



### eSubscriptions

**Sign up** to receive City of Ottawa news through your e-mail.




### In My Neighbourhood

Use [In My Neighbourhood](#) to locate schools, parks, facilities, and more near you.



[Home](#)

# Water and sewer billing

 Register your water and sewer billing account for online access.

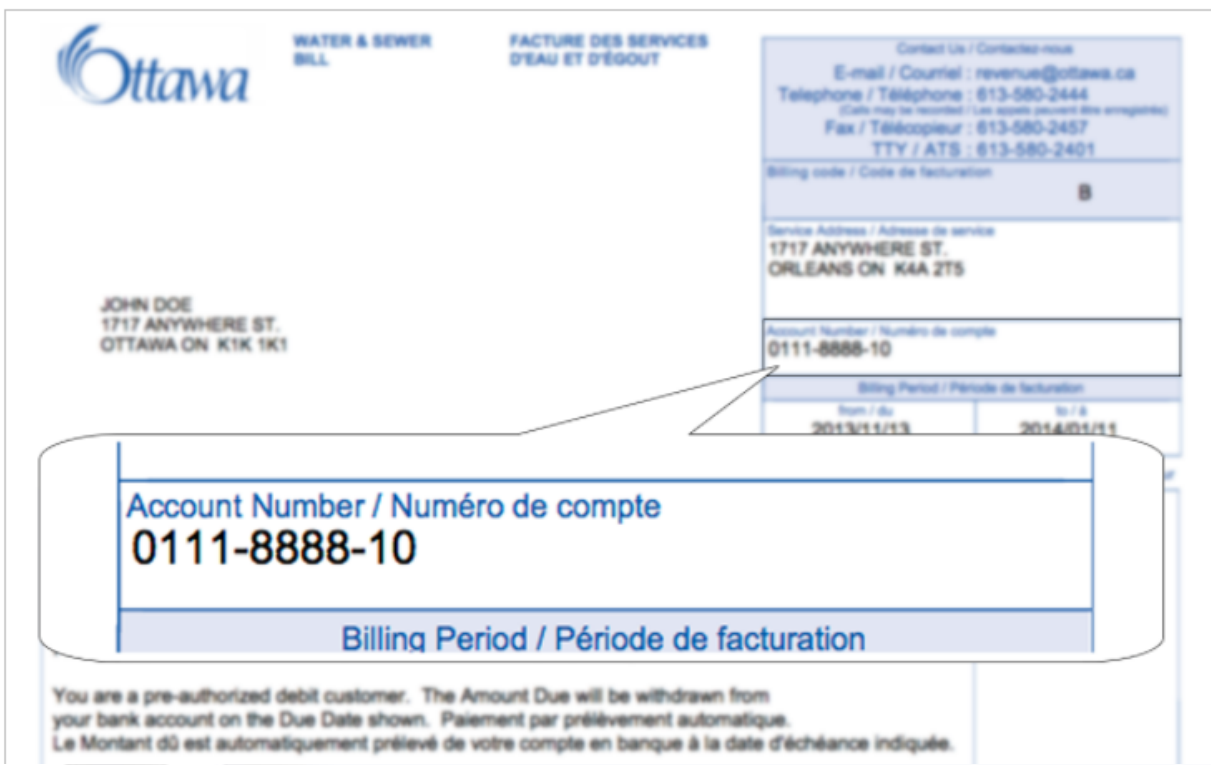
Consent →  Register →  Confirm →  Billing method

Complete the fields below using information found on your latest water and sewer bill. Contact the Revenue Branch if you have not yet received your water and sewer bill.

Account number

Amount due last bill

**Next Step** Cancel



**Ottawa** WATER & SEWER BILL FACTURE DES SERVICES D'EAU ET D'ÉGOUT

Contact Us / Contactez-nous  
E-mail / Courriel : [revenue@ottawa.ca](mailto:revenue@ottawa.ca)  
Telephone / Téléphone : 613-580-2444  
(Calls may be recorded / Les appels peuvent être enregistrés)  
Fax / Télécopieur : 613-580-2457  
TTY / ATS : 613-580-2401

Billing code / Code de facturation: **B**

Service Address / Adresse de service  
1717 ANYWHERE ST.  
ORLEANS ON K4A 2T5

Account Number / Numéro de compte  
**0111-8888-10**

Billing Period / Période de facturation  
From / du: 2013/11/13 To / à: 2014/01/15

JOHN DOE  
1717 ANYWHERE ST.  
OTTAWA ON K1K 1K1

**Account Number / Numéro de compte**  
**0111-8888-10**

**Billing Period / Période de facturation**

You are a pre-authorized debit customer. The Amount Due will be withdrawn from your bank account on the Due Date shown. Paiement par prélèvement automatique.  
Le Montant dû est automatiquement prélevé de votre compte en banque à la date d'échéance indiquée.



### Water and sewer billing

Service address:

123 MAIN ST

[Switch account»](#)

[Account details](#)

[View bills](#)

[Payment Options](#)

[Pay Online by payment card](#)

[Pre-authorized debit](#)

#### ☰ Account details

**Account number:**

1234-5678-90

**Primary account holder:**

JOHN DOE

**Secondary account holder:**

N/A

**Mailing address:**

123 MAIN ST

OTTAWA ON K1W 0J7

[Update mailing address](#)

**Service address:**

123 MAIN ST

**Current balance:**

\$0.00

**Last payment:**

-\$41.25 [2018-02-05]

**Last bill:**

\$41.25 [2018-02-09]

**Pre-authorized debit enrolled?**

No

**Billing method:**

Mail

[Change billing method](#)

### Water and sewer billing

Service address:  
123 MAIN ST

[Switch account»](#)

[Account details](#) [View bills](#) [Payment Options](#) [Pay Online by payment card](#) [Pre-authorized debit](#)

[Change billing method](#)

Account number:  
1234-5678-90

Service address:  
123 MAIN ST

The City of Ottawa offers two billing methods for receiving your water and sewer bills. **(required)**

**Paperless:**

This option allows you to receive an e-mail notification as soon as a bill is ready to be viewed online through My ServiceOttawa. An e-mail will be sent to your e-mail address registered with My ServiceOttawa. You will no longer receive your bill by mail. All other notices will be sent by regular mail.

**Mail:**

Your bill will be mailed to the mailing address on file. Mailing address can be updated via the account details tab in My ServiceOttawa.

[Confirm](#) [Cancel](#)



### Water and sewer billing

Service address:

123 MAIN ST

[Switch account»](#)

**Account details**

[View bills](#)

**Payment Options**

**Pay Online by payment card**

**Pre-authorized debit**

#### Bill history

If you are having difficulties please ensure you have the most recent viewer installed.

To print or save your bill, view in PDF format and use the toolbar found in your PDF viewer.

Bills will be available for viewing and printing for 2 years.

The PDF versions of the bills do not yet comply with standards for assistive technologies. For an AODA-compliant experience, choose the HTML version instead.

| Service date               | Due date                   | Amount due | Bill type | View bill                                  |
|----------------------------|----------------------------|------------|-----------|--|
| <a href="#">2018-01-23</a> | <a href="#">2018-02-09</a> | \$41.25    | Regular   | <a href="#">HTML</a>   <a href="#">PDF</a> |
| <a href="#">2017-11-17</a> | <a href="#">2017-12-06</a> | \$47.95    | Regular   | <a href="#">HTML</a>   <a href="#">PDF</a> |

### Water and sewer billing

Service address:

123 MAIN ST

[Switch account»](#)

[Account details](#)

[View bills](#)

[Payment Options](#)

[Pay Online by payment card](#)

[Pre-authorized debit](#)

You are currently not enrolled in a pre-authorized debit plan.

Submit a request to:

[Register in a PAD plan](#)

#### ☰ Account details

Account number:

1234-5678-90

Primary account holder:

JOHN DOE


Service address:

123 MAIN ST

Secondary account holder:

N/A

# Property Tax

 Register your property tax account for online access

**Consent** →  Register →  Confirm →  Billing method

Complete the fields below using information found on your latest property tax bill or new ownership letter. Contact the Revenue Branch if you have not yet received your property tax bill.

Roll number

Access code

**Next step** Cancel


**TAX BILL / RELEVÉ D'IMPOSITION**

FINAL 2015 TAXES / TAXES FINALES 2015

City of Ottawa / Ville d'Ottawa  
Tel. / Tél : 613-560-2444  
Calls will be recorded. / Les appels seront enregistrés.  
TTY / ATS : 613-580-2401

BILLING DATE / DATE DE FACTURATION  
MAY/MAI 14, 2015

ROLL / RÔLE: 0614.123.456.78900.0000  
ACCESS CODE / CODE D'ACCÈS: RAKAFBA



**ROLL / RÔLE: 0614.123.456.78900.0000**  
**ACCESS CODE / CODE D'ACCÈS: RAKAFBA**

ORMATIONS FONCIÈRES

| ASSESSMENT / ÉVALUATION        |                | MUNICIPAL / MUNICIPALE                    |                                  |                  | EDUCATION / SCOLAIRE             |                  |
|--------------------------------|----------------|---|----------------------------------|------------------|----------------------------------|------------------|
| Tax Class / Catégorie d'impôts | Value / Valeur | Municipal Levies / Prélèvements Municipal | Tax Rate % / Taux d'imposition % | Amount / Montant | Tax Rate % / Taux d'imposition % | Amount / Montant |
| RTEP                           | 379,500        | CITYWIDE                                  | .495750                          | 1,881.37         | .195000                          | 740.03           |
| RT-T                           | 379,500        | TRANSIT/TRANSP. URB.                      | .158427                          | 601.23           |                                  |                  |
| RT-POL                         | 379,500        | OTTAWA/POLICE/SRVE                        | .147244                          | 558.79           |                                  |                  |



### Property Tax

Property address:

123 MAIN ST

[Switch account»](#)

[Account details](#)

[View bills](#)

[Payment Options](#)

[Pay online by payment card](#)

[Pre-authorized debit](#)

[Request history](#)

#### Account details

**Roll number:**

0614.123.456.78910.0000

**Primary account holder:**

DOE JOHN

**Secondary account holder:**

DOE JANE

**Legal description:**

PLAN M-54 LOT 29

REG

0.56AC 162.27FR D

**Tax class:** RT

**2018 assessment value:** 455,000

For more information on property assessment contact [MPAC](#).

**Mailing address:**

123 MAIN ST

NAVAN, ON

K4B 1N6

[Update mailing address](#)

**Current balance:**

\$2,105.65

**Last payment:**

-\$2,165.91 [2017-06-12]

[Payment history](#)

**Last bill:**

\$2,105.65 [2018-03-15]

**Payment through financial institution?**

No

**Pre-authorized debit enrolled?**

No

**Billing method:**

Mail

[Change billing method](#)

### Property Tax

Property address:

123 MAIN ST

[Switch account»](#)

[Account details](#)

[View bills](#)

[Payment Options](#)

[Pay online by payment card](#)

[Pre-authorized debit](#)

[Request history](#)

[Change billing method](#)

Roll number:

0614.123.456.78910.0000

Property address:

123 MAIN ST

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[Confirm](#)

[Cancel](#)

### Property Tax

Property address:  
123 MAIN ST

[Switch account»](#)

- [Account details](#)
- [View bills](#)
- [Payment Options](#)
- [Pay online by payment card](#)
- [Pre-authorized debit](#)
- [Request history](#)

#### ☰ Bill history

If you are having difficulties please ensure you have the most recent viewer installed.

To print or save your bill, view in PDF format and use the toolbar found in your PDF viewer.

Please note that an ownership change will remove access to your online bills. Bills will be available for viewing and printing for 2 years.

The PDF versions of the bills do not yet comply with standards for assistive technologies. For an AODA-compliant experience, choose the HTML version instead.

| Tax Year | Due date   | Amount due | Bill type    | View bill                                  |
|----------|------------|------------|--------------|--|
| 2018     | 2018-03-15 | \$2,105.65 | Interim Bill | <a href="#">HTML</a>   <a href="#">PDF</a> |
| 2017     | 2017-06-15 | \$2,165.91 | Final Bill   | <a href="#">HTML</a>   <a href="#">PDF</a> |
| 2017     | 2017-03-16 | \$2,028.09 | Interim Bill | <a href="#">HTML</a>   <a href="#">PDF</a> |
| 2016     | 2016-06-16 | \$0.00     | Final Bill   | <a href="#">HTML</a>   <a href="#">PDF</a> |
| 2016     | 2016-03-17 | \$1,993.63 | Interim Bill | <a href="#">HTML</a>   <a href="#">PDF</a> |
| 2015     | 2015-06-18 | \$2,025.73 | Final Bill   | <a href="#">HTML</a>   <a href="#">PDF</a> |
| 2015     | 2015-03-19 | \$1,961.53 | Interim Bill | <a href="#">HTML</a>   <a href="#">PDF</a> |



### Property Tax

Property address:

123 MAIN ST

[Switch account»](#)

[Account details](#)

[View bills](#)

[Payment Options](#)

[Pay online by payment card](#)

[Pre-authorized debit](#)

[Request history](#)

#### ☰ Pre-authorized debit

You are currently not enrolled in a pre-authorized debit plan.

**Submit a request to:**

[Register in a PAD plan](#)

#### ☰ Account details

|                           |                         |
|---------------------------|-------------------------|
| Roll Number:              | 0614.123.456.78910.0000 |
| Property Address:         | 123 MAIN ST             |
| Primary Account Holder:   | DOE JOHN                |
| Secondary Account Holder: | DOE JANE                |

## CONTACT INFORMATION

City of Ottawa Revenue Services  
4E-100 Constellation Dr  
Ottawa ON K2G 6J8

Website: <https://myservice.ottawa.ca>

Email: [revenue@Ottawa.ca](mailto:revenue@Ottawa.ca)

Tel.: (613) 580-2444

Fax.: (613) 580-2457