

Ontario Residential Utility Information Sheet

Welcome to your new home! Setting up your utilities is a crucial step in your move. Use this comprehensive guide to identify which utility providers service your specific municipality in Ontario. Please contact your providers 2 to 3 weeks prior to your move-in date to ensure seamless service.

1. Electricity (Hydro) Distribution

Electricity is distributed by regional Local Distribution Companies (LDCs). Locate your municipality to find your designated provider.

Utility Company	Applicable Municipalities & Service Areas
Toronto Hydro	Exclusive provider for the City of Toronto.
Alectra Utilities	Mississauga, Hamilton, Brampton, St. Catharines, Markham, Vaughan, Barrie, Guelph, Richmond Hill, Aurora, Bradford West Gwillimbury.
Hydro Ottawa	City of Ottawa and surrounding areas (including Kanata, Nepean, Orleans).
Elexicon Energy	Durham Region (Ajax, Whitby, Pickering), Belleville, Brock, Clarington, Gravenhurst, Port Hope.
Hydro One	Vast rural coverage and municipalities including Kawartha Lakes, Caledon, Haldimand County, Timmins, Prince Edward County.
London Hydro & EnWin Utilities	City of London (London Hydro) and City of Windsor (EnWin Utilities).

2. Municipal Water Billing

Water billing methods vary significantly by region. While some municipalities bill directly, others use the local electricity provider to manage water invoices.

Water Provider / Billing Entity	Applicable Municipalities & Service Areas
Toronto Water (MyToronto Pay)	City of Toronto.
Region of Peel Water	Mississauga, Brampton, Caledon.
Alectra Utilities (Joint Billing)	Markham and Vaughan (Alectra invoices for municipal water on behalf of these cities).
Direct Municipal Billing	Hamilton and Guelph (Transitioned to direct municipal billing in 2026), Ottawa, Durham Region, London.

3. Natural Gas Distribution

Natural gas service is highly consolidated across the province.

Provider	Applicable Municipalities & Service Areas
Enbridge Gas	The predominant provider for the vast majority of Ontario (including Toronto, Ottawa, Peel, York, Hamilton, London, Windsor, and Northern communities).

Provider	Applicable Municipalities & Service Areas
EPCOR Natural Gas	Specific rural or franchised regions (e.g., South Bruce, Aylmer).

4. Condominium & Multi-Residential Submetering

Important Note for Condo/Apartment Residents: If you are moving into a multi-residential building, you will likely not set up accounts with the main municipal providers. Instead, a submetering company manages your utilities. **Please verify with your property manager** which of the following companies services your building.

Submetering Company	Common Coverage Areas & Services
Enercare	Ontario-wide (Toronto, Brampton, Oakville, Ottawa). Submetering for electricity, water, thermal, plus HVAC/Water Heater rentals.
Metergy Solutions	Extensive footprint across the Greater Toronto Area (Toronto, Mississauga, Vaughan, Markham) for electric, water, thermal, and gas.
PowerStream Energy Services	GTA and broader Ontario municipalities. Dedicated submetering division for multi-residential and commercial spaces.

Utility Setup Checklist

- O **Timing is Key:** Contact your utility providers to register your account and schedule connections at least 2 to 3 weeks before your closing or move-in date.
- O **Condo/Apartment Dwellers:** Email your property manager immediately to ask: *"Which submetering company do I need to register with for hydro and water?"* Do not register with the main municipal provider unless explicitly instructed.
- O **Water Billing Nuances:** If you are moving to Vaughan or Markham, remember your water bill will come through Alectra Utilities, not the city. For Hamilton and Guelph residents, please note the recent 2026 transition to direct municipal billing.
- O **Information to Have Ready:** Ensure you have your exact closing/move-in date, the complete new address (including unit numbers), your personal contact information, and banking details on hand when registering.