

COVID-19 | Utility Payments

March 19, 2020

From Manitoba Hydro:

<https://www.hydro.mb.ca/covid19/>

We anticipate that the COVID-19 pandemic will affect some of you financially. As a result, we have discontinued all service disconnections related to overdue accounts until further notice.

If you are unable to make payments on your Manitoba Hydro account by the due date, [contact us to make a payment arrangement](#). Arrangements can be made through [MyBill](#), by emailing credit@hydro.mb.ca, or by calling [1-204-480-5900](tel:1-204-480-5900) (toll-free at [1-888-624-9376](tel:1-888-624-9376)). A credit representative will help you by making a payment plan that fits your needs and will refer you to programs that we and other community partners offer.

City of Winnipeg, Water and Waste Department

<https://winnipeg.ca/emergweb/covid-19/affected-programs-services.stm#water-waste>

While there have been some statements from the department that it will suspend disconnection orders due to non-payment, the City has yet to make this public. Please contact your [local councillor](#) and press [the Mayor](#) for resolution.