



**HOW TO *START*,  
*TRANSFER*, OR *STOP*  
ENERGY SERVICE ONLINE**





There's a lot to consider when moving, especially when it comes to setting up utilities in your home. Whether you're moving to Manitoba, from one house to another, or out on your own for the first time – we're here to help. Click one of the options below to learn more.



**I'M STARTING SERVICE AS  
A NEW HOMEOWNER**



**I'M TRANSFERRING EXISTING  
SERVICE TO A NEW HOME**



**I NO LONGER NEED SERVICE  
AT MY NEW HOME**





## I'M STARTING SERVICE AS A NEW HOMEOWNER

If you are a new homeowner and do not have an existing account with us, welcome and congratulations! We look forward to providing you with affordable and reliable energy service.

Follow our start service checklist to learn how to set up electricity and natural gas service for the first time.



## BEFORE YOUR MOVING DAY



### 1. SUBMIT A START SERVICE REQUEST

Use our online form to [submit a start service request and create an online account](#). You'll receive a moving confirmation email once complete.

Fill out the online form as close to your move-in date as possible. We'll process your move after you take possession of your home, it takes around 14 business days. We'll email you when your account number is ready, and your online account will automatically update with all your information.

[Watch a step-by-step tutorial video on how to start service using the Manitoba Hydro app.](#)



# ON YOUR POSSESSION DATE



## 2. LOCATE AND READ YOUR METER(S)

Your home will have an electricity meter. Ask your realtor if your house has natural gas – if it does, you will also have a natural gas meter. Meters are typically found outside your home.

If you are moving to an apartment or condominium, you may need to contact your property manager for meter access.

Find the numbers listed on your meter(s) and take a picture. Your billing cycle will begin on your possession date, and reading your meter ensures your first bill is accurate and you aren't being charged for the previous owner's energy use.

Learn [how to read your electricity meter](#) and [how to read your natural gas meter](#).



## 3. SUBMIT AN INITIAL METER READING

Details on how to submit your first meter reading are found in the moving confirmation email.

Your energy bill will be estimated every other month. As the new homeowner, you should submit regular meter readings to make your bill more accurate, as your estimated readings will be based on the previous homeowner's energy use.

[Learn more about how to submit meter readings.](#)





# AFTER YOUR POSSESSION DATE



### 4. WAIT FOR A CONFIRMATION EMAIL

We'll send you a confirmation email once we've processed your move, which can take around 14 business days after your possession date.



### 5. ACTIVATE YOUR ONLINE ACCOUNT

After your move is processed, you'll be able to complete your online account registration and set a password.

You can access your online account from your internet browser or through the Manitoba Hydro app. Once you've logged in, verify that your contact information is correct. You can also [add guest users](#) and [set up text or email notifications](#) to help you manage your account easier.

It may take up to 8 weeks after you move in to receive your first bill.

[Learn more about what to expect on your energy bill.](#)



## I'M TRANSFERRING EXISTING SERVICE TO A NEW HOME

If you are an existing homeowner moving within Manitoba, transferring your existing energy service allows you to stop service at your current home and start service at your new one.

You'll keep your existing Manitoba Hydro account, but you'll pay for energy used at your new address and stop paying at your old one.

Follow our transfer service checklist to learn how to get started.



## BEFORE YOUR MOVING DAY



### 1. SUBMIT A TRANSFER SERVICE REQUEST

Use our online form to [submit a transfer service request](#). You'll receive a moving confirmation email once complete.

Fill out the online form as close to your move-in date as possible. We'll process your move after you take possession of your home, it takes around 14 business days. We'll notify you by email when your new account number is ready, and your online account will automatically update your information.

[Watch a step-by-step tutorial video on how to transfer service using the Manitoba Hydro app.](#)





## ON YOUR LAST DAY OF POSSESSION (AT YOUR OLD HOME)



### 2. SUBMIT A FINAL METER READING

Find the numbers listed on your meter(s) and take a picture. Use your online account to submit a final (move out) meter reading.

## ON YOUR POSSESSION DATE (AT YOUR NEW HOME)



### 3. LOCATE AND READ YOUR METERS

Your new electricity and/or natural gas meters may be in a different location than your previous home. Find the numbers listed on your meter(s) and take a picture.

Your new meters may also look different from your old ones. If you need help, here's [how to read your electricity meter](#) and [how to read your natural gas meter](#).

[Watch a step-by-step tutorial on how to submit a meter reading through the Manitoba Hydro app.](#)



# ON YOUR POSSESSION DATE (AT YOUR NEW HOME)



### 4. SUBMIT AN INITIAL METER READING

Details on how to submit your first meter reading are found in the moving confirmation email.

As the new homeowner, you should submit regular meter readings to make your bill more accurate, as your estimated readings will be based on the previous homeowner's energy use.

[Learn more about how to submit a meter reading.](#)



### 5. WAIT FOR A CONFIRMATION EMAIL

We'll send you a confirmation email once we've processed your move, which can take around 14 business days after your possession date.

Your online account will automatically update with your new account number and address.



## I NO LONGER NEED SERVICE AT MY NEW HOME

If you no longer require energy service at your new home (for example, if you move out of the province or to a new place where utility costs are included), you can request to stop your existing service and close your Manitoba Hydro account.





I NO LONGER NEED SERVICE AT MY NEW HOME

## BEFORE YOUR MOVING DAY



### 1. SUBMIT A STOP SERVICE REQUEST

Use our online form [to submit a stop service request](#).

You'll receive a moving confirmation email once complete.

## ON YOUR LAST DAY OF POSSESSION



### 2. SUBMIT A FINAL METER READING

Use your online account to submit a final (move out) meter reading.

It may take around 14 business days after your final possession date for us to process your move. We'll notify you by email when your final bill is ready.

[Watch a step-by-step tutorial video on how to stop service using the Manitoba Hydro app.](#)



## OTHER HELPFUL RESOURCES

- [Resources for new customers](#)
- [Additional moving information](#)
- [How to read and understand your energy bill](#)
- [Enrolling in the Pre-Authorized Payment Plan](#)
- [Frequently asked questions](#)
- [Reporting power outages](#)
- [Online account support videos](#)
- [Security deposits](#)



Need help? Give us a call at  
**1-888-MBHYDRO (1-888-624-9376)**