

# COVID-19 | Utility Payments

April 14, 2020

## From Manitoba Hydro:

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

### BEWARE OF TELEPHONE SCAMS DEMANDING PAYMENT

Manitoba Hydro has discontinued all service disconnections related to overdue accounts until further notice.

“If you are struggling financially because of the COVID-19 pandemic, we can arrange a flexible payment plan and will suspend late-payment charges for up to six months. If you’re unable to pay your bill by your due date, contact us so we can help you by making these changes on your account.”  
*see link above*

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

## City of Winnipeg, Water and Waste Department

<https://myutilitybill.winnipeg.ca/UtilityPortal/announcements>

The City is also committed to offering assistance and flexibility for customers experiencing economic impacts as a result of COVID-19. To provide some financial relief for customers during these extraordinary times, we are suspending:

- turn-offs for non-payments
- late payment charges

Suspending turn-offs helps to ensure that all homes have access to water, allowing for proper hand-washing and hygiene. Suspending late payment charges provides relief to customers facing financial hardship.

We encourage customers facing economic hardship as a result of COVID to contact the Utility Billing Centre to work with us to make payment arrangements that will not create additional financial hardship.

Customers will continue to receive utility bill reminders, water meter reading reminders and other related utility account notices to keep them informed of the status of their account.

These changes in billing and services are in effect until June 30, 2020, but may be subject to change as the situation evolves. For updates to other City services please visit [winnipeg.ca](http://winnipeg.ca)