

Important Notice: Your water billing in Hamilton is changing in April 2026

Dear Valued Customer,

Alectra Utilities would like to inform you about **important changes** coming to your combined water and electricity utility billing starting in April 2026.

What you need to know:

Hamilton water, wastewater and stormwater customers will begin receiving two separate utility bills: one from Alectra Utilities for electricity, and one from the City of Hamilton for water.

- Your water, wastewater and stormwater bill will come directly from the City's **Hamilton Utilities Billing (HUB)** service.
- You will continue to receive your electricity bill directly from Alectra Utilities.
- The City of Hamilton will introduce a new web portal to manage your water billing account online.
- Any outstanding water, wastewater and stormwater charges from your last bill are to be paid to Alectra Utilities within 90 days.
- Any remaining balances after 90 days will be added to the City of Hamilton tax roll.

An important note to paperless billing customers:

- **Already paperless with Alectra?** You don't need to do anything. You'll continue to receive your electricity bills by email from Alectra Utilities and your water bill by email from Hamilton Utilities Billing.
- **Want to switch to paperless now?** Before April 2026, you can sign up through the Alectra website at: **[AlectraUtilities.com/MyAlectraSignUp](https://www.alectrautilities.com/MyAlectraSignUp)**
- **After April 2026**, visit **[my.hamilton.ca](https://www.hamilton.ca)** to create your online profile and select the paperless billing option.

Pre-authorized payment customers:

Electricity services: Your pre-authorized payment agreement with Alectra Utilities for electricity will continue without change. No action is required.

Water, wastewater and stormwater services: Customers currently enrolled in pre-authorized payments with Alectra will need to re-enrol at **[Hamilton.ca/HUB](https://www.hamilton.ca/HUB)**.

Our teams at Alectra Utilities and the City of Hamilton are dedicated to supporting you throughout this transition and ensuring you have a smooth experience with your utility services.

For more information about how these important billing changes will affect you, please visit **[AlectraUtilities.com/BillingChanges](https://www.alectrautilities.com/BillingChanges)** and **[Hamilton.ca/HUB](https://www.hamilton.ca/HUB)**.

Sincerely,

Alectra Utilities Customer Service

Alectra Utilities Corporation

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