

How to Contact Hydro One

In the case of an emergency or power outage you can reach us by calling one of our emergency numbers below.

- **Hydro One Power Outage & Emergency Line:**

1-800-434-1235

Use this number to report a power outage, fallen tree hazard or emergency (24 hours, 7 days a week)

- **Hydro One Media Relations:**

416-345-6868 or 1-877-506-7584

- **Hydro One Community Relations**

Hydro One's Media and Community Relations staff members are available to answer questions and concerns from elected officials (e.g. MPP's, Mayors, Reeves)

Monday - Friday: 1-877-345-6799

After-hours, on weekends and holidays: 1-888-254-3992

For More Information

In the event of an emergency or power interruption we encourage you to take a moment to visit www.HydroOne.com, follow Hydro One on Twitter: www.HydroOne.com or check any one of the links below for more information:

- [Power Outages & Safety Information](#)
- [Interactive Power Outage Map Outlining Planned & Unplanned Power Outages](#)
- [Contact Us](#)

Hydro One transmits and distributes electricity in the province of Ontario however; there are other local distribution companies that may serve your community. Visit the Independent Electricity System Operator (IESO) website at www.ieso.ca to find your local utility.

Hydro One's Business Continuity & Emergency Preparedness Team

- **Business Continuity & Emergency Preparedness**
416-603-4308 / 1-844-791-1155

Hydro One's Business Continuity & Emergency Preparedness team plans for and assists with Hydro One's internal response to any significant disruptions to our electricity system. Please use the communication resources listed above for power outage and restoration information. In the event of an extraordinary situation, contact the team and special arrangements will be made to facilitate appropriate levels of support to you and your community.