

Emergency Management

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 Community Relations

Hydro One's Community Relations staff members are available to answer questions and concerns from elected officials (e.g. MPP's, Mayors, Reeves) Monday – Friday, during regular business hours: **1.877.345.6799**

For More Information

In the event of an emergency or power interruption we encourage you to take a moment to visit [HydroOne.com](https://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 [ieso.ca](https://www.ieso.ca) to find your local utility.

Hydro One's Emergency Management Team

Emergency Management

416.603.4308 /1.844.791.1155

EmergencyPreparedness@HydroOne.com (monitored during business hours only)

Hydro One's Emergency Management & Business Continuity 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 emergency response, power outage and restoration information. In the event of an extraordinary situation, contact the team and arrangements will be made to facilitate appropriate levels of support to you and your organization.

EmergencyPreparedness@HydroOne.com or **416.603.4308 /1.844.791.1155**.

Note the mailbox is not monitored after hours or on weekends. Please do not use this email or phone number to send a request for emergency assistance.

