

Utility and Community Services

You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service.

Cable TV/Internet

Shaw Cable

Intercity Shopping Centre
1000 Fort William Road, Thunder Bay
1-888-472-2222
Mon. - Fri. 10:00 am - 9:00 pm
Sat. - Sun. 10:00 am - 6:00 pm
www.shaw.ca

TbayTel

1046 Lithium Drive, Thunder Bay
807-767-4422 Mon. - Fri. 8:30 am - 9:30 pm
1-800-264-9501 Toll Free
807-623-4400 Technical Support
customer@tbaytel.net
www.tbaytel.net

Electricity

Thunder Bay Hydro

34 Cumberland St.N., Thunder Bay
1-807-343-1111
Mon. - Fri. 8:30 am - 4:30 pm
www.uniongas.com

Gas

Union Gas

1211 Amber Drive, Thunder Bay
1-888-774-3111
Mon. - Fri. 8:00 am - 6:00 pm
www.uniongas.com

Mail

Canada Post

General Inquiries
1-866-607-6301
Mon. - Fri. 7:00 am - 11:00 pm
Sat. - Sun. 9:00 am - 9:00 pm
www.canadapost.ca

*Utilities and services
to notify before
moving-in to avoid any
interruption in service.*



640 Beverly Street | 807.344.3232
www.avistarealty.ca

Other Important Contacts

Hot Water

Enercare

1046 Lithium Drive, Thunder Bay
1-807-623-4400
4000 Victoria Park Ave., North York
1-844-363-7227
www.enercare.ca

Reliance

2-1112 Russel St., Thunder Bay
1-807-475-3681 24 hrs./7 days a week
1-888-837-1451 Moves
1-807-626-1934 Billing
Mon. - Fri. 8:00 am - 6:00 pm
reliancehomecomfort.com

Propane

Canwest Propane

1950 Mountdale Ave., Thunder Bay
1-807-344-3300/1-888-580-5660
Mon. - Fri. 8:30 am - 9:00 pm
General Inquiries:
1-855-539-5862/1-877-473-7467
24 hrs./7 days a week
1-855-539-5855 Service Equipment/Service Appt.
1-855-539-5856 Account Inquiries - Payment/Billing
1-855-539-5858 Moving out-propane fueled home
1-855-539-5860 Sales New/Add/Remove
customerservice@superiorpropane.com
www.canwestpropane.com

Pets

Pet Locator Line

Stray Pets - City of Thunder Bay
1-807-345-4156
24 Hours

Transit

City of Thunder Bay Transit (Bus)

1-807-684-3744
24 Hour Information Line

Taxi

Diamond Lacey's Taxi

1-807-622-6001

Roach's Yellow Taxi

1-807-344-8481

Driving Miss Daisy

Driving and Assistance
1-807-630-0890
Mon. - Fri. 7:00 am - 5:00 pm
Evenings and Weekends by Arrangement
janice@drivingmissdaisy.net

Locating Outside Utilities

Call Before You Dig 1-800-400-2255

Other Important Contacts

Telephone

Bell Telephone

Intercity Shopping Centre
1000 Fort William Rd., Thunder Bay
1-807-623-4400
4000 Victoria Park Ave., North York
1-807-684-3278
Mon. - Fri. 10:00 am - 9:00 pm
Sat. - Sun. 10:00 am - 6:00 pm
www.bell.ca

Tbay Tel

1-807-625-2199 Mon. - Fri. 8:30 am - 9:00 pm
1-866-310-2355 Mon. - Fri. 8:30 am - 4:30 pm
www.tbaytel.net

City of Thunder Bay

Infrastructure & Operations Concerns or Emergencies Regarding

Applications
Water Connections
Parks
Roads
Traffic Signals
Sewer and Water
Snow Dump Sites
Snow Removal
Street Lighting
Street Light Maintenance
1-807-625-2195
24 Hours a day/7 Days a Week
publicworks@thunderbay

Trash/Recycling

Collection - Thursdays

2 Garbage Bag Limit
(Weekly/\$2 for Extra Bag)
No Limit on Recycling Collection
(Every Second Week) - Area 3 Zone 2
Waste Collection Information
1-807-625-2195 24 Hours
Waste Management Hotline
1-807-623-5756 24 Hours
publicworks@thunderbay

Water/Sewer

City of Thunder Bay Rev. Dept.

500 Donald St. S., Thunder Bay
1-807-625-2255
Mon. - Fri. 8:30 am - 4:30 pm
publicworks@thunderbay

Transit

City of Thunder Bay Transit (Bus)

1-807-684-3744
24 Hour Information Line