

HYDRO

Synergy North – 34 Cumberland St N, Thunder Bay

Contact: 1(807)343-1111

customerservice@synergynorth.ca

Hours: Mon-Fri 8:30am-4:30pm

Residential contract deposit: May be required

Commercial contract deposit: May be required

Home page: <https://synergynorth.ca/>



Moving or closing an account? Click here:

<https://synergynorth.ca/residential/account-management/move-close-account/>

Hydro One (Rural) – 680 Beaverhall Pl, Thunder Bay

Contact: 1(807)474-2800

Hours: Mon-Fri 7:30am-8pm; Sat 9am-3pm

Customer Service: 1(888)664-9376

Residential contract deposit: May be required

Commercial contract: May be required

Home page: <https://www.hydroone.com/>



Moving services (Scroll down & click on the tab 'Moving Made Simple'): <https://www.hydroone.com/support/contact>



GAS

Enbridge Gas (Natural Gas) – 1211 Amber Dr, Thunder Bay

Contact (For customer service): 1(877)362-7434

Hours: Mon-Fri 8am-6pm

Contact (For new connections): 1(888)427-8888

Hours: Mon-Fri 8:30am-5pm

Contact (For customers in former Union Gas service area): 1(866)772-1045

Hours: Mon-Fri 7:30am-5pm

24/7 Emergency Line: 1(866)763-5427

Call Before You Dig – 1(800)400-2255 (Call a minimum of 5 days before digging)

Homepage: <https://www.enbridge.com/>

Move request form: <https://myaccount.enbridgegas.com/>



Superior Propane/Canwest Propane – 1950 Mountdale Ave,
Thunder Bay

Contact: 1(877)873-7476 or 1(866)761-5854

Hours: 24 hours a day/7 days a week



Home page: <https://www.superiorpropane.com/>

Switching providers or moving into a home that uses propane? Click here: <https://www.superiorpropane.com/for-home/im-switching-providers>



WATER

City of Thunder Bay Water Department – City Hall 500 Donald St E,
Thunder Bay

Contact: 1(807)625-2255

Hours Mon-Fri 8:30am-4:30pm

****Remember to do the final reading for the water on your last day****

To submit a water reading call: 1(807)625-3160 (24 hr. service) OR text
your reading using your smart phone, text "Hello" to 807-788-1227 OR
enter it online

Water meter readings & billing: <https://www.thunderbay.ca/en/city-services/water-meter-readings-and-billing.aspx>



HOT WATER

Reliance Home & Comfort (Hot water tank) – 285 Memorial Ave,
Thunder Bay

Contact: 1(807)475-3681

Hours: 24 hours a day/ 7 days a week

Contact (For billing & move notifications): 1(888)837-1451

Hours: Mon-Fri 8am-8pm

Contact (For move request): 1(866)735-4262

Hours: Mon-Fri 8am-8pm



Home page: <https://reliancehomecomfort.com/thunder-bay/>

Move request form: <https://reliancehomecomfort.com/thunder-bay/move-request-form/>

Enercare – 286 Secord St, Thunder Bay

Contact: 1(807)345-9353

Contact (Enercare support): 1(855)642-8607 (24 hr. service)



Home page: <https://www.enercare.ca/>

Moving? Click here & scroll to select a question that you'd answered:

<https://www.enercare.ca/support/moves>



CABLE/INTERNET

Shaw Communications – 1000 Fort William Rd in Intercity Shopping Centre, Thunder Bay

Contact: 1(807)285-0164

Hours: Mon-Fri 10am-7pm; Sat 10am-6pm; Sun 10am-5pm

OR

Shaw Communications – 1635 Paquette Rd, Thunder Bay

Contact: 1(807)767-4422

Hours: Mon, Wed & Fri 10am-2pm

Home page: <https://www.shaw.ca/>

Shaw)

Moving? Click here: <https://www.shaw.ca/moving>

Tbaytel Store – 959 Fort William Rd, Thunder Bay

Contact: 1(807)684-2069

Hours: Mon-Fri 9:30am-8pm; Sat 9:30am-6pm; Sun 12pm-5pm

OR

Tbaytel – 1046 Lithium Dr, Thunder Bay

Contact: 1(807)623-4400

Hours: Mon-Fri 8:30am-8pm

Technical Support: 1(800)264-9501

Hours: 24 hours a day/7 days a week

tbaytel

Home page: <https://www.tbaytel.net/>



MAIL FORWARDING & CHANGE OF ADDRESS

Canada Post (Retail PO) – 1005 Alloy Dr, Thunder Bay

Contact: 1(807)343-2079

Hours: Mon-Fri 8:30am-5pm; Sat & Sun - Closed

Mail forwarding assistance: 1(800)267-1177

Technical support: 1(866)607-6301

Hours: Mon-Fri 7am-11pm; Sat & Sun 9am-9pm

Home page: <https://www.canadapost-postescanada.ca/cpc/en/home.page>

Help on mail forwarding/change of address:

<https://www.canadapost-postescanada.ca/cpc/en/support/kb/receiving/mail-forwarding-change-of-address/how-can-i-change-my-mailing-address-or-forward-my-mail>



GOVERNMENT OF CANADA CRA – (CPP/Old Age Pension/Passport)



Government of Canada Pension Center – 10 Weldon St, Shediac, NB

Contact: 1(506)533-5982

Toll Free: 1(800)561-7930

Hours: Mon-Fri 8am-4pm

Change an address (Scroll through list & click 'Change Address':

<https://www.canada.ca/en/employment-social-development/services/my-account/cpp-oas.html#Change-of-address>

OR check out our local office

Service Canada – 975 Alloy Dr, Thunder Bay

Changing your address on your passport:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports/help-centre/general.html>

Contact (Passport office): 1(800)567-6868

How to change your address on your passport:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports/help-centre/general.html>



SERVICEONTARIO – (Driver's license & health card)

ServiceOntario – 581 Red River Rd Unit 103

Contact: 1(807)766-9682

Hours: Mon-Fri 9am-5pm; Sat & Sun - Closed

ServiceOntario – 189 Red River Rd

Contact: 1(807)343-7436

Hours: Mon-Fri 9am-5pm; Sat & Sun – Closed

ServiceOntario – 435 James St S Unit 113

Contact: 1(800)267-8097

Hours: 8:30am-5pm; Sat & Sun – Closed



ServiceOntario – 400 Balmoral St Unit B (Does NOT do Health Card's at this location)

Contact: 1(807)626-8166

Hours: Mon, Tues, Wed, & Fri 9am-5pm; Thurs 9am-7pm;

Sat 9am-1pm; Sun-Closed

Change your address online (Driver's license):

<https://www.ontario.ca/page/change-address-drivers-licence-vehicle-permit-and-health-card>

Change of address (OHIP):

<https://www.health.gov.on.ca/en/public/publications/ohip/address.aspx>

To speak with a ServiceOntario representative: 1(416)326-1234



FINANCIAL

RBC – Customer support: 1(800)769-2511

RBC online: <https://www.rbcroyalbank.com/personal.html>

All of the things to do before moving:

<https://www.rbcroyalbank.com/mortgages/before-moving-day.html>

Choosing a mortgage:

<https://www.rbcroyalbank.com/mortgages/index.html>

Scotiabank – Customer support: 1(800)472-6842

Scotiabank online: <https://www.scotiabank.com/ca/en/personal.html>

Things to consider before buying a home:

<https://www.scotiabank.com/ca/en/personal/mortgages/articles/things-to-consider-before-you-move.html>

Choosing a mortgage:

<https://www.scotiabank.com/ca/en/personal/mortgages.html>

TD – Customer support: 1(866)222-3456

TD online: <https://www.td.com/ca/en/personal-banking/my-accounts/>

Plan your move to Canada: <https://www.td.com/ca/en/personal-banking/solutions/new-to-canada/planning-to-move-to-canada/>

Mortgage calculator: <https://tools.td.com/mortgage-affordability-calculator/>

BMO – Customer service: 1(877)225-5266

BMO online: <https://www.bmo.com/main/personal>

Switch your mortgage:

<https://www.bmo.com/main/personal/mortgages/buying-a-home/>

CIBC – Customer service: 1(800)465-2422

CIBC online: <https://www.cibc.com/en/personal-banking.html>

Moving checklist: <https://www.cibc.com/en/personal-banking/mortgages/resource-centre/home-moving-checklist.html>

Choosing a mortgage: <https://www.cibc.com/en/special-offers/cash-back-mortgage.html>

BAY Credit Union Limited

Contact: 1(807)345-7612 OR 1(807)345-8153

BAY Credit Union Ltd. online: <https://baycreditunion.com/>

Copperfin Credit Union – Customer service: 1(877)202-5722

Copperfin online:

<https://www.copperfin.ca/waystobank/onlinebanking>



DONATIONS

Twice as Nice – 250 May St N, Thunder Bay

Contact: 1(807)622-7575

Hours: Mon-Fri 10am-4:30pm; Sat 11am-4pm; Sun - Closed

Home page: <http://twiceasnicetbay.com/>

Salvation Army

Contact: 1(807)343-0411 (915 Memorial Ave, Thunder Bay)

OR

Contact: 1(807)767-7768 (870 Red River Rd, Thunder Bay)

Hours: Mon-Fri 10am-8pm; Sat 10am-6pm; Sun – Closed

Home page: <https://salvationarmy.ca/>



Habitat for Humanity – 660 Squier St, Thunder Bay

Contact: 1(807)346-4884

Hours: Mon-Fri 10am-5pm; Sat & Sun - Closed

Home page: <https://www.restoretbay.ca/>



Community Clothing Assistance – 404 May St N, Thunder Bay

Contact: 1(807)474-3583

Hours: Mon-Fri 10am-5pm; Sat 12-5pm; Sun - Closed

Home page: <https://communityclothingassistance.com/>



Shelter House – 420 George St, Thunder Bay

Contact: 1(807)623-8182

Hours: 24 hours a day/7 days a week



Home page: <https://www.shelterhouse.on.ca/>

Adult & Teen Challenge – 107 Johnson Ave, Thunder Bay

Contact: 1(807)286-7888

Hours: Mon-Sat 9:30am-6pm; Sun - Closed



Home page:

<https://teenchallenge.tc/locations/thunder-bay-on-women/>

Grace Place – 235 Simpson St, Thunder Bay

Contact: 1(807)473-3538

Hours: Mon-Wed 1pm-4pm; Thurs-Sat – Closed; Sun 2pm-4:30pm

Home page: <https://www.graceplacethunderbay.com/>

Underground Gym – 414 Victoria Ave E, Thunder Bay

Contact: 1(807)622-5666

Hours: Mon-Thurs 5pm-8pm; Fri-Sun – Closed

Home page: <https://www.undergroundgym.ca/>



JUNK/DEBRIS COLLECTIONS

Junk Away – 196 Robinson Dr, Thunder Bay

Contact: 1(807)633-0606

Hours: Mon-Fri 8am-4pm

Home page: <https://myjunkaway.com/>

****Please feel free to print off this page, as well as the provided checklist/timeline of things you should do before moving day****

Thank you for choosing Avista Realty Group Ltd. for your real estate needs!!



Who You Should Notify of a Change in Address

<p>Personal Contacts</p> <ul style="list-style-type: none"> ➤ Relatives ➤ Friends ➤ Employer ➤ Schools, colleges, universities, daycares ➤ Landlord (if necessary) ➤ Clubs, associations and charities 	<p>Healthcare Professionals</p> <ul style="list-style-type: none"> ➤ Doctor(s) ➤ Dentist ➤ Veterinarian ➤ Other healthcare specialist(s)
<p>Creditors and Services</p> <ul style="list-style-type: none"> ➤ Phone, cable, internet, mobility company ➤ Electricity/hydro ➤ Natural Gas ➤ Heating fuel company (ask if you receive a deposit refund) ➤ Financial institution ➤ Credit card companies ➤ Insurance companies/broker(s) ➤ Lawyer/notary ➤ Subscriptions (e.g., newspapers, books, music, loyalty programs) 	<p>Government Services</p> <ul style="list-style-type: none"> ➤ Driver's license ➤ Health card ➤ Vehicle registration ➤ Canada Post / epost ➤ Canada Revenue Agency ➤ Canada Pension Plan/Quebec Pension Plan ➤ Old Age Security ➤ Employment Insurance