Utilities and internet setup checklist

What to sort out when you move in: which bills are yours, accounts to open, and what to ask before you sign a contract. Providers and rules differ by city and province.

NAME _____ DATE _____

BEFORE YOU SIGN THE LEASE

- ☐ ❒ Which utilities are included in the rent (heat, electricity, water, internet), written in the lease
- ☐ ❒ Which bills I must open in my name, and the provider for this address (ask the landlord)
- ☐ ❒ Roughly what past bills were for this unit (ask the landlord or the last tenant)

OPEN ACCOUNTS

- ☐ ❒ Electricity: provider [name] · account [number] · start date [date]
- ☐ ❒ Gas or heating: provider [name] · account [number]
- ☐ ❒ Water, if billed to tenants: [provider]
- ☐ ❒ Internet: provider [name] · plan [speed] · price [CAD per month] · price after any promotion ends [CAD] · contract length [months] · cancellation fee [CAD]
- ☐ ❒ Ask whether a deposit or connection fee applies, and get it in writing

MOVE-IN DAY

- ☐ ❒ Photo of each meter with the date
- ☐ ❒ Router and equipment received: [list] (keep the box for returns)
- ☐ ❒ Due dates added to my calendar or budget

IF SOMETHING GOES WRONG

- ☐ ❒ Phone or internet problem not fixed after you contact the provider: see the CCTS note below
- ☐ ❒ Keep bills and emails in one folder

Replace every [bracket] with your own words.

SOURCES (CHECKED 2026-11-26)

Check current details on the official page. https://www.ccts-cprst.ca/ (checked 2026-11-26)
Check current details on the official page. https://www.cmhc-schl.gc.ca/consumers/renting-a-home (checked 2026-11-26)