



**Elections
Ontario**

Elections Ontario & Municipal Elections FAQs

December 2025

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The Register

1. What is the Register?

Elections Ontario's (EO) Register is a database containing information on individuals eligible to vote in provincial and local elections in Ontario.

2. Why does Elections Ontario maintain the Register for local elections?

EO is mandated under the *Election Act, 1990* to maintain the Register with information on individuals eligible to vote in provincial and local elections in Ontario, and to ensure that the information is as accurate as possible. Information in the Register is used to create Preliminary Lists of Electors (PLE's) which are provided to municipalities, District Social Services Administration Boards (DSSABs), and school boards to create voters' lists for elections and by-elections.

3. How do I access the Register?

Municipal clerks, DSSAB administrators, and school board administrators responsible for running elections can access information in the Register through EO's [Election Portal](#).

4. What data sources does Elections Ontario use to maintain elector information in the Register?

The Register is maintained using data from Elections Canada, driver's licence and photo card data from the Ministry of Transportation, health card data from the Ministry of Health, property ownership and school support information from MPAC, and death registrations from the Registrar General. EO also receives updates directly from electors on EO's voter registration site [Register to Vote](#). Using the [Election Portal](#) municipalities can also request updates to elector and geographic data at any time based on information that they have access to.

5. What data sources does Elections Ontario use to maintain property information in the Register?

Property (parcel) information comes from MPAC and Teranet, and street names come from the Ministry of Natural Resources Ontario Road Network database with some modification.

Current ward and poll boundaries are based on 2022 data provided by MPAC.

6. How often does elector data get updated in the Register?

The Register is updated on a continuous basis, and EO's data analysts work daily to integrate updates from multiple sources.

7. How frequently does Elections Ontario receive updates from external data sources?

Updates from Elections Canada, the Ministry of Health, MPAC, and the Registrar General are received monthly. EO receives updates from the Ministry of Transportation weekly, including drivers' licence and photo card data. Electors can update their information using [Register to Vote](#) at any time. Using the Election Portal, municipalities can suggest updates to elector and geographic data at any time based on information they have access to.

8. Is there a hierarchy of data sources that Elections Ontario uses when intaking new information to update the Register?

New data is reviewed by EO's Data Analysts, whether it comes from municipalities, electors, or data partners. Generally, EO prioritizes updates from MOH and MTO as individuals are required to keep this information current.

If municipalities submit an updated elector address to EO which is then reverted to match the next intake of MTO data, electors should be encouraged to update drivers' licence information with MTO. If municipalities have questions about why EO did not accept requests to change information, please reach out and a Municipal Services Coordinator will be happy to discuss further.

9. If we revise information at the poll and then send you our revisions, will information from your other government sources override this?

EO may override municipalities' changes if more current information from other external sources is received.

10. Will information in the Election Portal continue to change leading up to the 2026 elections?

Yes, the information in the Election Portal is updated daily by EO's data analysts. Elector details—such as address changes, name updates, and deaths—are regularly updated as new information is received. These updates come from EO's data partners, the Register to Vote website, and directly from municipalities through the Portal.

11. What data does Elections Ontario receive from MPAC?

MPAC is the data source for property ownership and school support. MPAC provides data updates to EO monthly.

12. Does Elections Ontario use the elector ID number to identify electors?

Yes. EO is required to assign a unique elector ID to each individual under [Section 17.1\(1.1\) of the Election Act](#). This number is applied to all personal and property information associated with the same elector. Stakeholders can see all the properties associated with an elector that are within the boundaries of their municipality, DSSAB, or school board on the **Elector Details** screen in the Election Portal. Municipalities will not be able to see properties associated with an elector if those properties are outside of the organization's boundaries.

13. How are tenants maintained in the Register?

Tenants are maintained differently in the Register depending on whether individuals are a resident or non-resident of the qualifying property.

EO does not differentiate whether an elector is a tenant, owner, or boarder at a home address. EO keeps resident-tenant elector information current through updates from the Ministry of Transportation, Ministry of Health, and Elections Canada, as well as through updates directly from electors.

Non-resident tenant information – someone who leases a property that is not the individual's primary residence, such as a seasonal mobile home – is more challenging to maintain. EO does not have any external data sources that provide information on these electors other than the electors themselves. EO reserves the right to remove non-resident tenants from the Register after an election. Removing them from the Register after an election will prevent them from appearing on municipalities' PLE's long after they are no longer associated with a property.

14. Does Elections Ontario's Register include information on non-resident electors?

Yes, the "Non-resident" category encompasses non-resident owners, tenants, and spouses. EO maintains information on non-resident property owners on an on-going basis in the Register, but EO reserves the right to remove non-resident tenants from the Register after an election.

15. How are electors who own multiple properties maintained in the Register?

EO's Register is person-centric, rather than property-centric (like MPAC's). Individual electors are assigned a unique elector ID in the Register, and this number is applied to each property associated with the same elector.

If an elector is associated with multiple properties in a municipality, they will only appear on PLEs at one of those properties. They will be extracted onto PLEs at the property that is the place of residence if they reside in your municipality.

16. How are electors who own seasonal properties maintained in the Register?

If an elector owns a seasonal property in a municipality that is not the primary residence, they will be designated as "Non-resident" in the **Resident Status** field on PLEs and as an "Owner" in the **Non-Resident Type** field.

If an elector is associated with multiple properties in a municipality, they will only appear on a PLE at one of those properties.

17. How are electors who reside seasonally in mobile home parks maintained in the Register?

These electors should re-register for each election, as these individuals' information may be removed from the Register between elections. This applies to all non-resident tenants whose information cannot be verified through EO's other external data sources (e.g. MPAC).

18. Does Elections Ontario receive death registrations that municipalities submit to the Registrar General?

Yes, EO receives updates from the Registrar General on a monthly basis.

Even with monthly updates, it takes time for death registrations that municipalities send to the Registrar General to filter through to EO's Register, in some cases up to six months.

Municipalities can request to remove deceased electors directly in the Election Portal when they receive death registrations to ensure that they are reflected in the Register sooner. For instruction on how to mark electors as deceased refer to **Training Document #6** in the Election Portal's Products/Documents/Training folder.

19. Is Elections Ontario doing anything to reduce the occurrence of deceased electors in the Register, and to prevent them from being re-added?

After EO receives information that someone has passed away, EO flags that individual's Elector ID as deceased and maintains that information to ensure that they do not reappear in the Election Portal or on a PLE.

20. Does an elector ID get reused after someone passes away?

No. An elector ID does not get reused after someone passes away. After EO receives information that someone has passed, EO flags them as deceased and maintains the elector ID to ensure that individuals do not reappear in the Election Portal or on a PLE.

21. Does Elections Ontario cross-reference elector dates-of-birth with Ministry of Transportation data?

Yes. Where incoming information from an external source conflicts with what EO has in the Register, EO's data analysts manually review the information and determine which information is kept.

22. Why can't students have more than one home address in the Register?

The Register was not designed for electors to designate more than one home address. Students may choose one home address to use when adding themselves to the Register and will appear on a PLE at that address. Students will need to contact local clerks to be added to the voters' list at a second home address.

23. What is Elections Ontario's source for address changes for Ontario residents?

EO keeps information about Ontario residents current through updates from the Ministry of Transportation, Ministry of Health, and Elections Canada, as well as through direct updates from the electors themselves made using EO's [Register to Vote](#).

24. What is Elections Ontario's source for address changes for non-residents?

EO receives information about address changes for non-resident owners and some non-resident tenants in regular updates from MPAC, or directly from those electors through EO's [Register to Vote](#).

If an elector is a non-resident in a municipality or Territory Without Municipal Organization (TWOMO) but a resident elsewhere in Ontario, EO will receive updates to the correspondence address through the Ministry of Transportation, Ministry of Health, and Elections Canada.

EO does not have good data sources for address changes for most non-resident tenants – if MPAC does not have the individuals' information, then EO's only source is what electors provide through EO's [Register to Vote Website](#).

25. How does Elections Ontario maintain rural route addresses in the Register, since Canada Post does not reliably deliver mail to these addresses?

Where possible, EO's data analysts cross-references postal code information with Canada Post's system, to ensure that the mailing addresses in the system are those that Canada Post delivers to.

Municipalities can use the [Election Portal](#) to correct mailing address information using local knowledge, refer to training document *7. How to add, edit, remove or make a special request on an existing property in the Election Portal* in the Election Portal's Products/Documents feature to learn more.

Register maintenance

1. When Elections Ontario's data sources do not agree, how do you determine which information is correct?

Incoming data is reviewed by EO's data analysts, whether from municipalities, electors, or data partners. Generally, EO prioritizes updates from MOH and MTO as individuals are legally required to keep this information current. If municipalities submit an updated elector address to EO which is then reverted to match the next intake of MTO data, that elector should be encouraged to update drivers' licence information with MTO.

If EO is consistently making changes that municipalities do not agree with, they are encouraged to reach out to EO to set up a meeting to discuss further.

2. Can you change street names in the Register to match my municipality's preferred names and formatting?

Yes – for property addresses. Until December 31st, 2025, Municipalities can complete the Street Name Standardization activity sheet to share preferences with EO. EO will work to update the Register to match preferences – there may be a few instances where EO does not apply suggested updates if they do not meet EO's system requirements, but this can be discussed with municipalities if needed.

EO cannot update street types (e.g. RD, ST, LANE) to match preferences at this time, as it complicates matching with EO's external sources.

3. Does Elections Ontario have separate lists for provincial and municipal elections?

EO does not maintain municipal and provincial information separately in the Register. Each elector is assigned a unique elector ID: If an elector is eligible to vote provincially as a resident of Ontario and updates information with EO, that same information is extracted onto the PLE where they qualify to vote municipally.

4. Will elector updates from the 2025 provincial and federal elections show up on 2026 Preliminary Lists of Electors?

EO's data analysts have processed revisions from the 2025 provincial elections. EO anticipates receiving updated information from Elections Canada once they have processed the revisions from the 2025 federal election and will use these to update the Register in accordance with EO's data processing rules.

It is important to note that the Register is maintained on a continuous basis; updates from the 2025 provincial and federal elections may be overwritten by more recent updates from other external sources.

5. My municipality uses a different street name spelling than Canada Post – can I share these with Elections Ontario?

Yes, please do. Municipalities can share street name preferences by completing the Street Name Standardization activity, but preference will only be applied to the Property Address and not to the Mailing Address. EO maintains Mailing and Correspondence Address information in accordance with Canada Post standards, to ensure mail gets delivered.

6. Does Elections Ontario still use rural route addressing?

EO still has rural route addressing in the Register if external sources have indicated that these addresses exist. If a municipality no longer uses rural route addressing but can see these addresses in the Election Portal, please reach out to help correct the information.

7. How does Elections Ontario maintain non-resident tenant information?

Non-resident tenants (someone who leases a property that is not the individual's primary residence, such as a seasonal mobile home) are difficult for EO to maintain. EO does not have any external data sources that provide information on these electors and when these individuals' tenancies end, other than what the elector submits through our [Register to Vote Website](#).

Non-resident tenants can register with EO in advance of an election, but they may be removed from the Register after an election. Removing them from the Register will prevent them from appearing on your PLE long after they are no longer associated with a property.

8. An elector who has lived at the same address for 30 years is not in the Election Portal, why doesn't Elections Ontario have their information?

Data quality in the Register is not perfect, and you may encounter missing electors and other incorrect information, including long-time electors whose information has not changed. Municipalities can add electors to the Register using the [Election Portal](#), refer to training document *6. How to add, edit, or remove an Elector in the Election Portal* to learn more. If a municipality does not have all necessary elector information, they can promote [Register to Vote](#) using the communications toolkit available in the Election Portal's Products feature.

9. Many properties in my municipality are missing electors in the Election Portal – what is the reason for this?

If property addresses are missing or incorrect, EO cannot match electors to those properties when EO receives information from external sources.

For new developments, there are delays between real-life changes and when updated elector information reaches EO, which can also result in gaps.

Individuals will not be visible in the Election Portal if EO cannot confirm citizenship status, or if the date of birth information is incomplete.

Municipalities' local knowledge is valuable in helping EO identify gaps in Register data. Please reach out to discuss any concerns that you have about missing electors.

10. How does Elections Ontario determine which property is an elector's place of residence, if they are associated with more than one property in a municipality or in Ontario?

EO keeps information about Ontario residents current through updates from MTO, MOH, and Elections Canada, as well as through direct updates from the electors themselves made using EO's [Register to Vote](#).

11. How long will it take for revisions from the 2025 provincial election to show up in the Election Portal?

EO's data analysts have processed all revisions from the 2025 provincial election, they are visible in the [Election Portal](#) now.

School Support

1. What is Elections Ontario doing to change the legislation around school support?

EO is not in a position to advocate for changes to legislation around school support at this time.

2. Why can't electors update their school support with Elections Ontario?

MPAC remains legislatively responsible for collecting school support information. MPAC has launched an online tool that electors can use to maintain [School Support](#). EO receives updated school support information in regular data feeds from MPAC.

3. If an elector registers with Elections Ontario for the first time, will they be able to choose their school support?

No. Electors registering for the first time will be defaulted to English Public and should use MPAC's School Support Tool to change their school support.

Elector Registration

1. If electors updated their information for the 2025 provincial election, will this be reflected in PLE's for local elections in 2026?

Yes. Electors who update voter information with EO for a provincial general election will not have to update information again for the subsequent local elections *if the information remains the same*. An elector's information is not maintained separately in the Register for local and provincial elections – instead all personal, property, and correspondence information is tied to the same elector ID and the relevant information is extracted to produce provincial, municipal, DSSAB, or school board PLEs.

2. Is Register to Vote accessible?

As a public-sector organization, EO complies with the *Accessibility for Ontarians with Disabilities Act* (AODA), and the requirements in the Integrated Accessibility Standards, Regulation 191/11, including on public-facing websites and online platforms.

3. Can I access Register to Vote using a screen reader?

Yes. EO's website complies with Web Content Accessibility Guidelines 2.0, Level AA. EO also regularly tests the website using screen-reading programs like JAWS and NVDA to confirm usability.

4. Where can I find more information on the accessibility of Elections Ontario's services?

For more information on the accessibility of EO's services including the 2022-2026 Multi-Year Accessibility Plan (MYAP) and yearly MYAP updates, visit [EO's website](#).

5. When can electors start registering with Elections Ontario for the 2026 municipal and school board elections?

Now! Electors can check, update or add their information on [Register to Vote](#) until August 12, 2026, to be included on PLEs for the October 2026 elections.

6. If electors register with Elections Ontario now, will they show up on my Preliminary List of Electors in 2026?

Electors who update their information with EO now should appear on 2026 PLEs *if the information remains the same*. EO may update the information if they receive data from external sources indicating a change.

7. Should we update our website with registration information now, or closer to the 2026 municipal and school board elections?

EO encourages municipalities to update their websites to promote [Register to Vote](#) now, and to encourage electors to check information early. EO has a Communications Toolkit available for download from the Election Portal that includes assets for municipal websites, social media, postcards, and other engagement strategies.

8. Can non-resident tenants register with Elections Ontario?

Yes. Non-resident tenants can register with EO, provided they submit proof of identity and tenancy for the qualifying property. Acceptable documentation is listed on the [Register to Vote website](#).

9. What are Elections Ontario's plans for registration outreach ahead of the 2026 elections?

EO will run a targeted outreach campaign in March of 2026 using data collected from the 2025 provincial election. EO will also run a province-wide campaign in July of 2026 to promote registration for the October 2026 municipal elections.

10. Elections Ontario's registration is very digital-focused. What are Elections Ontario's plans for reaching electors who do not have good internet access?

The communications toolkit, available in the [Election Portal's](#) Products feature, contains print assets municipalities can use to promote voter registration. During the July 2026 Register to Vote campaign, EO will promote voter registration using newspaper and radio ads in rural and northern areas where internet access may be deficient.

11. Can Elections Ontario collect information that is specific to my municipality, e.g. registration for mail-in ballots?

No. EO does not have the ability to tailor registration services to meet specific municipal needs. Under the *Election Act*, EO is allowed to collect information needed to maintain the Register and provide PLEs, but not to *run* municipal elections.

12. Can non-resident spouses add themselves to the Register using Register to Vote?

Yes. Non-resident spouses can register with EO, as long as they submit proof of identity and proof of the spouse's ownership or tenancy. Acceptable documentation is listed on the [Register to Vote website](#).

13. Can electors still register using VoterLookup?

No. MPAC's VoterLookup site was retired in 2023. Electors should use EO's [Register to Vote](#) website to add, check, or update information for both provincial and local elections.

14. Should new property owners register directly through Register to Vote?

Electors can update information and register new properties using EO's [Register to Vote](#) website. While EO does receive information about new property owners from MPAC on a regular basis, electors should still confirm their information is correct using Register to Vote.

Communicating with Elections Ontario

1. What is the best way to get in touch with Elections Ontario?

You can get in touch with the Municipal Stakeholder Relations team via the following methods:

- a. Through the Message Centre in the Election Portal
- b. At voterslist@elections.on.ca
- c. By emailing your Municipal Services Coordinator directly
- d. By phone at 1 (888) 812-8828

2. Who is our primary contact at Elections Ontario?

Each municipality, DSSAB, and school board has an assigned Municipal Services Coordinator as their primary contact at EO. Reach out to voterslist@elections.on.ca and a designated Municipal Services Coordinator will get in contact.

3. Do you reply faster to correspondence by email or in the Message Centre?

Both the **Message Centre** and the voterslist@elections.on.ca inbox are monitored daily. A Municipal Services Coordinator will respond to municipalities' inquiries within one business day. Should changes to this Service Level Agreement occur, EO will notify stakeholders in the Election Portal and by email.

4. How do I let Elections Ontario know that I am going to have a by-election?

Municipalities should contact EO through the Election Portal or by email at voterslist@elections.on.ca to notify EO of any upcoming by-elections and set up a meeting to confirm timelines. Requests for PLEs for by-elections can be submitted through the **Requests** section in the Election Portal.

Division of Responsibility

1. Is Elections Ontario responsible for running municipal/DSSAB/school board elections?

No. EO's mandate does not extend to running local elections.

EO's responsibility is to provide registration services and produce PLEs. Local elections remain the responsibility of local electoral bodies and include elections for municipal council members, district social services administration board (DSSAB) members, and school board trustees.

2. When do we stop using the Election Portal during an election cycle?

The Election Portal is an election *planning* tool to be used up until July 31st, 2026, two weeks ahead of the PLE delivery date of August 14th, 2026. Municipalities can use the Portal to request updates to elector information, improve address data, and reduce revisions workload before receiving a PLE. Once the PLE has been provisioned, the Portal should not be used again until after the elections and revisions have been submitted.

3. Why doesn't Elections Ontario collect school support information from electors?

MPAC is legislatively responsible for collecting this information, not EO. School support has both elections and property assessment purposes, and MPAC remains responsible for approving all applications to change school support.

4. Is there any discussion about changing eligibility for local elections to align more with provincial eligibility?

EO is not involved in any discussions related to changing eligibility to vote in local elections.

5. Has there been any discussion of Elections Ontario taking over responsibility for local elections?

EO is not involved in any discussions related to changes in responsibility for local elections.

6. Is Elections Ontario involved in legislation change related to internet voting?

EO is not involved in any discussions about legislation change related to internet voting.

7. How will Elections Ontario validate the eligibility of electors returned by clerks in post-election revisions?

Once the PLE has been provisioned to municipalities, responsibility for all changes to the list becomes the municipalities' jurisdiction. Vetting elector eligibility when registering at local offices, websites and the polls is the responsibility of municipal clerks. When revisions are returned to EO it is assumed that any updates made were verified by the municipality.

Election Portal

1. Will Elections Ontario be adding data cleansing tools to the Election Portal to help identify duplicates or other incorrect information?

No. EO's data analysts perform data cleansing on the back end, and EO does not have any plans to implement data cleansing features in the Election Portal.

2. What user activity are you tracking in the Portal?

EO tracks users in the Election Portal, which is standard for most online applications. EO tracks who connects to the Election Portal, when they connect, what they do, and where they connect from to monitor for suspicious usage patterns.

3. Can I use the Election Portal for strike-offs during the election period?

No. The Election Portal is not designed to be used during an election to manage voters' lists or track election strike-offs.

The Election Portal provides a window into municipalities' data outside of an election period, to reduce the volume of changes required when municipalities receive PLEs. It can also support the planning of elections by providing access to Register data and key metrics at any time.

4. Are changes requested in the Election Portal processed automatically, or are they manually reviewed?

Some requests are processed automatically, and changes will appear in the Election Portal within 24 hours.

Other requests are flagged for review by EO's system based on internal rules and then manually reviewed by EO's data analysts. They may be approved or rejected, or EO may reach out to municipalities for more information before processing requests.

5. I submitted a change to elector information in the Election Portal, but it was not accepted by Elections Ontario, why?

EO may not accept changes that contradict information that comes from other external sources (e.g. MTO). If a change was not accepted, reach out in the Election Portal's Message Centre to understand why.

6. My neighbour moved two months ago, why are they still at their old address in the Election Portal?

EO receives updated driver's license and health card information on a regular basis, but it can still take time for updated address information to appear in the Election Portal. If you have concerns about the currency of the data you are seeing in the Election Portal, please email voterslist@elections.on.ca.

7. I did not receive the 6-digit verification code email when logging in.

Election Portal users who do not receive the One Time Passcode when logging into the Portal, should ensure that notifications@elections.on.ca and noreply@elections.on.ca are added as safe senders.

Attempt the following troubleshooting steps:

- **Access the Portal using Google Chrome**
- **Use another work device (e.g. a work phone or laptop to attempt access)**
- **Use a mobile device as a Wi-Fi hotspot**
- **Ask your IT for support**

If these troubleshooting steps do not work, please email voterslist@elections.on.ca for support.

Ward Boundaries

1. What is your source for ward and voting subdivision information?

The current ward and voting subdivision assignments in the Election Portal were provided by MPAC.

2. My municipality is conducting a ward boundary review, what do I do?

Please reach out to the Municipal Stakeholder Relations team by email or by using the Message Centre in the Election Portal. A Municipal Services Coordinator will provide access to the Election Portal's **Ward Management Feature** and review next steps for updating Wards and Subdivisions with EO.

3. When do we provide our ward boundary changes?

The legislated deadline for ward boundary changes for the 2026 municipal elections is December 31, 2025, as outlined in [Section 222 \(9\) of the *Municipal Act*](#). However, municipalities are encouraged to provide these changes as soon as they have passed the review period, as the Election Portal can maintain two sets of ward boundaries simultaneously. The current ward boundaries remain in case of a by-election, while the future ward boundaries allow for planning of the next election. The two ward sets can be toggled between current and future in the **Geography** section of the Election Portal.

4. When do we provide our subdivision changes?

Municipal subdivision changes must be provided to EO by March 31, 2026 as per [Section 18\(2\) of the *Municipal Elections Act*](#).

5. My ward and voting subdivision information is incorrect in the Election Portal, how do I fix it?

Municipalities can use the **Geography** section in the Election Portal to request changes to individual properties which are assigned to the incorrect ward and/or poll.

For bulk changes, Municipalities can request access to EO's Ward Management tool in the Election Portal.

6. Can I get an overview of elector counts by ward and/or voting subdivision in the Election Portal?

Yes. Municipalities can see summary counts of elector information by ward and/or voting subdivision in the **Metrics** section of the Election.

7. Can I share subdivision approvals and other new address information from our Planning Department directly with Elections Ontario?

Yes. Municipalities can share information on new addresses and property subdivisions that their Planning Department sends to MPAC by copying preo@elections.on.ca. Please note, EO is still refining the processes for intaking this information and it may take some time for it to appear in the Election Portal. By sharing this information, you are helping EO's data analysts set up processes for the long term.

8. Can I share shapefiles of my ward and voting subdivision boundaries with Elections Ontario?

EO would prefer to receive ward and voting subdivision information in a .dat format. Please reach out to discuss ward boundary shapefiles with EO.

Products

1. What products are available to request from the Election Portal?

Municipalities can request

- Extracts of Official Streets,
- Extracts of Addresses, and
- Preliminary Lists of Electors

Products can be requested in the **Requests** section of the Election Portal.

2. Will Elections Ontario provide the same reports and data summaries that MPAC provided?

Some reports may still come from MPAC, such as the Ontario Population Report (OPR) and Population of Electoral Groups (PEG) reports. EO only has access to elector data and not to the broader population data that these reports are based on.

If you require other reports or summaries for election planning, you can request an ad hoc PLE to run reports.

3. How long does it take for Elections Ontario to process product requests?

Until December 31, 2025, requested Extracts of Official Streets will be provided within one week of request. Municipalities should review and return their Extract of Official Streets before requesting an Address Extract.

Street name changes will be integrated into the Register within two weeks of receipt. Address Extracts will be provided within two weeks of Street name integration. After December 31, 2025, municipalities should contact their Municipal Services Coordinator to confirm product delivery timelines.

When/whether EO provisions an ad-hoc PLE is determined on a case-by-case basis, based on the needs of the municipality and the capacity of EO's data analysts.

4. Can I request tailored data products, or only predefined ones?

If municipalities require information for election planning that is not available as a preset Product Request in the Election Portal, they can request an ad hoc PLE to generate internal reports.

5. Should I remove addresses associated with corporations/estates/non-electors from my Extract of Addresses?

No. Property addresses appear on the Extract of Addresses regardless of whether they have associated electors. Properties may change hands and later owners or tenants may be eligible electors. Some properties, such as schools or religious buildings, may be used as provincial polling places and their address information is required by EO.

6. Should we remove forest roads/roads with no properties on them when correcting our Extract of Official Streets?

No. Street names appear on the Extract of Official Streets regardless of whether they have associated properties, but they will not appear on PLEs. Keeping those street names allows addresses to be added more easily if these roads are developed later.

7. Should we remove mobile home park internal streets and other unofficial streets when correcting our Extract of Official Streets?

No. These internal streets are useful when matching eligible electors to properties, particularly when electors submit their information to EO using Register to Vote.

8. What is the deadline for completing the Street Name Standardization and Property Address Review activities for the changes to appear on 2026 Preliminary Lists of Electors?

Municipalities are encouraged to complete these activities by the **end of 2025**. This will allow time for EO's data analysts to process changes, identify missing electors, and follow up with municipalities on other data gaps. If a municipality cannot complete these data cleansing activities by the December 31 deadline, they should reach out to their Municipal Services Coordinator.

PLEs

1. Can I see when information was last updated for an individual elector?

This information is not visible in the Election Portal. However, under the Vintage Date column of the PLE the most recent date an elector's information was changed or verified will be provided.

2. Will the Preliminary List of Electors include a revision source field that explains which source Elections Ontario used to update information?

No, providing this information on the 2026 PLE could contravene the terms of EO's data sharing agreements with external sources.

There is a revision source field on PLE, but it will be blank.

3. Will there be duplicates on the Preliminary List of Electors?

EO has staff working daily to clean up duplicates in the Register, but the PLE will never be entirely free of duplicates. Municipalities can flag duplicates directly in the Election Portal for EO to review by using the edit tools available in the Elector section.

4. The number of electors on my by-election Preliminary List of Electors is lower than what was on my 2022 list from MPAC – what is the reason for this?

There are a few reasons why elector counts on EO's PLEs may be different than on MPAC's previous lists.

a. Removal of duplicates

EO's data analysts evaluate potential duplicates and remove them before extracting PLEs. EO has had issues in the past with the same elector appearing multiple times in MPAC's system with transposed dates-of-birth, or slightly different address spelling, and EO may have been able to remove some of these duplicates by cross-referencing with additional external sources that MPAC did not have access to including drivers' licence, health card, and Elections Canada data.

b. Removal of boarders

Historically, many of these individuals remained in MPAC's database long after they moved away from a property. EO's primary sources for Ontario residents (including boarders) are drivers' licence, health card, and Elections Canada data, and EO removes electors from properties if information from these sources indicate that they have moved.

c. Lack of data sources for non-resident tenants

EO does not have good data sources for non-resident tenants, and electors who qualify to vote under this category may not appear on PLE's as EO does not maintain them in the Register unless eligibility can be verified with EO's external sources. These electors can still register with the municipality directly or add their information on [Register to Vote](#).

d. Removal of unconfirmed citizens

EO uses information from Elections Canada and the Ministry of Health to confirm citizenship and only includes confirmed citizens on PLEs. Lists from MPAC may have included individuals with unconfirmed citizenship.

e. Removal of electors associated with multiple properties

EO maintains a unique elector ID for each elector in the Register. This ID captures all personal and property information associated with said elector. This process of information management means an elector will only appear on PLE's once, rather than multiple times at each registered property, which was previously known to happen on MPAC's lists.

5. I've heard that on some by-election Preliminary Lists of Electors provided by Elections Ontario, properties have been placed in the wrong ward – how does this happen?

The current ward assignments that EO has in the Register came from MPAC, and these assignments may be more accurate for some municipalities than others. EO asks municipalities to conduct a visual review of ward information in the **Geography** section of the Election Portal, and to reach out to EO to correct any errors.

6. I have heard that on some by-election Preliminary Lists of Electors provided by Elections Ontario, addresses have been placed on the wrong street – how does this happen?

EO has encountered difficulties with assigning some addresses correctly for some amalgamated municipalities where street names are repeated (e.g. Kawartha Lakes has a King St in Lindsay and in Fenelon Falls). If this is the case in your municipality, please reach out ASAP to EO to ensure that any errors are corrected before the 2026 PLE is provided.

7. Will tenants be better represented on 2026 Preliminary Lists of Electors than in past elections?

Tenants are maintained differently in the Register depending on whether they are a resident or non-resident of the qualifying property.

EO does not differentiate whether an elector is a tenant, owner, or boarder at an individual's home address. EO keeps information on resident electors' current through updates from the Ministry of Transportation, Ministry of Health, and the Canada Revenue Agency (via Elections Canada), as well as through updates directly from electors. EO anticipates that data quality for resident tenants will be better on the 2026 PLEs than in past elections.

Non-resident tenants are more difficult for EO to identify and verify, and you may see fewer non-resident tenants on PLEs than in previous years.

8. I can't see if an elector is an owner, tenant, or boarder the way I could in MPAC's system – is Elections Ontario planning to add this information?

The Register is not designed to differentiate resident electors in this way. The data sources EO primarily relies on for Ontario residents (MOH, MTO, Elections Canada) do not provide this information.

EO does identify Occupancy Status for non-resident electors, and this status is visible in the Election Portal and on PLEs. Occupancy statuses that qualify non-resident electors to vote are "Owner", "Tenant", and "Spouse".

9. Do I need to work with a list management vendor in order to access my Preliminary List of Electors?

No. PLEs will be available for download in the Election Portal's **Products Vault**. It will be provided as a .DAT file, which is a common file format that can be opened in Microsoft Excel or other similar applications.

Please note that the Election Portal is not meant to replace the services provided by list management vendors after PLEs are provisioned. If a municipality intends to use a list management vendor, they should reach out to EO to discuss file compatibility and revisions processes.

10. Is there a cut-off date for making changes in the Election Portal for information to appear on the Preliminary List of Electors?

Municipalities can make changes in the Election Portal until July 31st, 2026, two weeks before PLE provisioning.

11. When will the Preliminary List of Electors be available for download?

All PLE's for the 2026 municipal and school board elections will be provisioned on August 14, 2026, and they will be available for download from the Election Portal. Direct transfer of PLEs to DataFix may take longer.

If you require a PLE sooner for election planning purposes, you can request one in the Election Portal.

12. Will Elections Ontario provide an exceptions file after the PLE is delivered on August 14, 2026?

No. The Chief Electoral Officer has decided that EO will provide all PLE's for the 2026 municipal and school board elections on one date and will not provide a supplementary list after that date.

Municipalities have the ability to request changes to Register information on an ongoing basis leading up to the single PLE delivery date. Municipalities are encouraged to engage with EO now, to clean up Register information early and reduce the number of changes during the election period.

13. Can I print a copy of PLE from the Election Portal?

No. Election Portal products containing personal elector information are only available by request and cannot be printed directly from the Election Portal.

14. How do I let Elections Ontario know that I need a Preliminary List of Electors for a by-election?

Submit a PLE request through the Requests section of the Election Portal, including the election date (if known) and any relevant details in the Product Request Details screen. Product requests related to upcoming by-elections are prioritized to allow for Register data clean up ahead of provisioning a PLE.

Please contact Elections Ontario using the Message Centre or email voterslist@elections.on.ca, to schedule a meeting to confirm by-election dates and review processes.

Third-party vendors

1. If I make changes in VoterView, will they show up in the Election Portal?

No. VoterView is a DataFix application and there is no connection between VoterView and EO's Register. Changes made directly in the Election Portal will be reflected on PLEs, changes made on VoterView will not.

2. Can Elections Ontario send my Preliminary List of Electors or other requests directly to my election vendor?

Municipalities can request direct transfer of their PLE to DataFix, since the majority of municipalities use them in some capacity. If a municipality would like their PLE sent directly to DataFix they should email voterslist@elections.on.ca.

EO is not planning to directly transfer Election Portal products to other third-party vendors. Clerks can provide their PLE to other third-party vendors provided those third parties adhere to the [Terms & Conditions](#) of the Election Portal.

3. Will Elections Ontario have a Candidates Portal that municipalities can use, similar to the one that DataFix provides?

No. EO's mandate does not extend to providing services to local election administration during the election period.

EO has specification files available for download from the Election Portal that describe the format of the PLE, and these can be shared with third-party vendors in advance to prepare them to work with files from EO.

4. Between elections, should we make changes in the Election Portal, in VoterView, or in both?

Please make your requests for changes directly in the Election Portal.

5. Is the Election Portal compatible with DataFix's VoterView software?

There is no direct link between the Election Portal and DataFix's VoterView software. Outside of an election, municipalities should make all changes to elector and address information in the Election Portal.

Municipalities can permit DataFix to release revisions made to the voters' list during an election directly back to Elections Ontario.

6. Does Datafix know Elections Ontario is not providing occupancy status (residents - tenant/owner/boarder status) for residents in the PLE?

EO has worked with DataFix to ensure that their VoterView software can intake the new PLE format. Municipalities can request an ad hoc PLE and share it with DataFix in advance of the next election to ensure that they are prepared to intake the new format.

7. Does Elections Ontario use the same elector ID number as DataFix does in VoterView?

No. The Elector ID that EO assigns is not the same as the one used by DataFix.

8. How do we provide our post-election revisions to Elections Ontario if we use DataFix's VoterView to manage our voters' list?

After the election, municipalities can permit DataFix to release revisions made to the voters' list directly back to Elections Ontario. EO has worked with DataFix to ensure a revisions format compatible with the Register.

9. If we request a PLE and import it into VoterView, will this override existing data or merge with it?

If you have questions about this, please reach out to DataFix directly. EO cannot speak to DataFix's processes.

10. Will you offer training on how to integrate Elections Ontario's products with external election management systems?

EO will not provide training on this as it falls under the responsibility of the vendor. EO has worked with DataFix to ensure that they have the information they need to receive PLEs from EO. For other vendors, you can request an ad hoc PLE for planning purposes – this includes working with election vendors to ensure that they are prepared to intake PLEs from EO for your next election.

11. We provide copies of the voters' list to third-party vendors for telephone and internet voting – will this still be allowed?

You can share information from the Election Portal including PLEs and voters' lists that you create from those PLEs, with third-party vendors and candidates provided that that you comply with Section 5.3 of the **Election Portal Terms and Conditions**, available in the **Legal** section of the Election Portal.

MPAC – Elections Ontario: Transition

1. Will we still receive a PLE from MPAC if we have a by-election?

No, as of January 1, 2024, municipalities, DSSABs and school boards must request a PLE from EO for any by-elections.

2. Did Elections Ontario receive data from MPAC following the 2022 municipal general elections?

MPAC provides data updates to EO on a regular basis. If MPAC integrated 2022 post-election revisions into their database, then EO should have them. If municipalities do not see the revised information reflected in the Election Portal, they should reach out.

3. MPAC has a new Data Sharing and Services Agreement with municipalities – does this impact the information that they will be sharing with Elections Ontario?

No. MPAC will continue to provide EO with monthly updates and will remain the primary source for property ownership and school support information.

4. Will Elections Ontario have an online registration tool similar to MPAC's VoterLookup?

Yes. EO has redesigned the existing online registration services to support local as well as provincial electors. Electors can check, update, or add their information at home addresses or search, add, or remove properties where they qualify to vote as a non-resident here: [Register to Vote](#).

5. Will the process for receiving the PLE from Elections Ontario be similar to what it was with MPAC?

EO will follow the requirements of the *Municipal Elections Act* and provide a PLE in the Election Portal on August 14, 2026, to all municipalities, DSSABs and electing school boards. Management of voters' lists during the election period is still the responsibility of the municipality, DSSAB or school board.

6. How will school support be maintained after January 1, 2024?

MPAC is EO's only source of school support information. Electors should be directed to MPAC's [school support tool](#) to change school support, and EO will receive these updates in regular data feeds from MPAC. If incorrect school support is a significant problem for a municipality, get in touch to help EO better understand the issue.

Revisions

1. How do we send our final voters' list to Elections Ontario?

For municipalities that work with DataFix, EO has worked out a revisions file format that works with the system. Municipalities will need to give DataFix permission to release the final voters' list to EO.

Municipalities should reach out to their Municipal Services Coordinator to ensure they use the revisions process that aligns with their list management process.

2. Can municipalities send EL15 forms to Elections Ontario after the election?

No. The EL15 is not an EO form. It was designed by AMCTO to help clerks meet the legislative requirements around voters' list revisions in the *Municipal Elections Act*. Municipalities should incorporate EL15 form changes into the final voters' list and send a single revisions file to EO after the 2026 elections.

3. When removing duplicates on our voters' list, which elector ID should we keep when we send revisions to Elections Ontario?

When removing duplicates from the Voters' List municipalities must share both elector IDs with EO to help evaluate the duplicate information and process any changes into the Register. EO's deduplication rules may differ from the municipalities, and without complete information it is difficult to process duplicate removals. Reach out to discuss deduplication in more detail.

Other

- 1. We rented ePoll books and/or tabulators from Elections Ontario for previous elections – is this service still available?**

Please contact votingtechnologysharing@elections.on.ca for information about renting equipment from EO for the 2026 elections.