

## Ministry of Transportation

Operations Division  
Highway Operations  
Management Branch  
Highway Operations Permits  
Office

2nd Floor  
301 St. Paul Street  
St. Catharines, ON L2R 7R4

## Ministère des Transports

Division des opérations  
Direction de la gestion des  
opérations routières Bureau des  
permis d'utilisation des routes

2e étage  
301, rue St. Paul,  
St. Catharines ON L2R 7R4



## Important Notice for Oversize/Overweight Permit Applicants

### Fax Submissions Ending

Effective **January 1, 2026**, the Ministry of Transportation (MTO) will no longer accept applications or payment information by fax for oversize/overweight permits, as part of MTO's larger effort to modernize this process.

The ministry encourages all clients to begin using alternative submission methods immediately to ensure a smooth transition.

### What's Changing

- **Fax submissions will not be accepted as of January 1, 2026.**
- All permit applications and payments must be submitted through one of the following approved channels:
  - Online via Permitting and Registration for International Registration Plan and Oversize/Overweight (PRIO)
  - Email (for specific permit types)
  - Phone (for payment only in exceptional cases)

### Submission and Payment Options by Permit Type

Permit/Certificate Type	Submission Method	Payment Method
Single Trip (incl. Superloads)	Online via PRIO	Online via PRIO
Annual Project	Online via PRIO Email to oo.permits@ontario.ca	Online via PRIO Online via PRIO (exceptional cases by phone)

Special Vehicle Configuration (SVC)	Email to <a href="mailto:oo.permits@ontario.ca">oo.permits@ontario.ca</a>	Online via PRIO (exceptional cases by phone)
Disabled Vehicle Towing certificates	Email to <a href="mailto:oo.permits@ontario.ca">oo.permits@ontario.ca</a>	Online via PRIO (exceptional cases by phone)
Certified Superload Escort (CSE) Certificates	Email to <a href="mailto:oo.permits@ontario.ca">oo.permits@ontario.ca</a>	Not applicable
PRIO Account Setup/User ID Forms	Email to <a href="mailto:oo.permits@ontario.ca">oo.permits@ontario.ca</a> visit <a href="#">Get an Oversize/Overweight Permit</a>	Not applicable

**Note:** Payment information must not be sent via email to comply with Payment Card Industry standards.

## Training Sessions

To support applicants unfamiliar with the PRIO system, HOPO will host **several virtual training sessions**:

- November 18, 2025, at 1 p.m. (Eastern Time)
- December 11, 2025, at 1 p.m. (Eastern Time)
- January 7, 2026, at 1 p.m. (Eastern Time)
- January 20, 2026, at 1 p.m. (Eastern Time)

Each session includes a live demo and Q&A. To register, email: [oo.permits@ontario.ca](mailto:oo.permits@ontario.ca)

## Need Help Setting Up a PRIO Account?

If you do not have a PRIO account, you can set one up by visiting the [Get an Oversize/Overweight Permit](#) page and following the instructions under “[Set up a PRIO account](#)”. You may also email [oo.permits@ontario.ca](mailto:oo.permits@ontario.ca) for support.

## Questions?

For more information or assistance, contact the Highway Operations Permits Office:

- **Phone:** 416-246-7166 or 1-800-387-7736 (Toll-free)
- **Email:** [oo.permits@ontario.ca](mailto:oo.permits@ontario.ca)

Thank you for your cooperation as the ministry moves toward a more secure and efficient permitting process.

Sincerely,

A handwritten signature in cursive script that reads "Meda Belcota". The signature is written in a dark ink and is positioned above the typed name and title.

Meda Belcota  
Manager, Highway Operations Permits Office  
Ministry of Transportation