

Setting Up Utilities



The content within this program, including but not limited to videos, written materials, expert interviews, and downloadable resources, is intended to assist individuals in understanding the processes and considerations involved in relocating to Mexico. However, it does not constitute legal, financial, tax, immigration, or real estate advice.

While every effort has been made to ensure the accuracy and relevance of the information provided, laws, regulations, and policies in Mexico are subject to change. Therefore, we strongly recommend consulting with qualified professionals, such as immigration lawyers, financial advisors, tax consultants, and real estate specialists, before making any decisions or taking action related to moving to or investing in Mexico.

Internet, Phone, and Utilities Setup in Mexico

Setting up internet, phone services, and utilities in Mexico is a crucial step in making your transition smooth. While urban areas and expat-friendly regions have reliable services, rural areas may have limited options. Below is a detailed guide on how to get your home connected efficiently.

1. Internet & Home Wi-Fi Setup

Available Internet Providers

Mexico has **fiber-optic, cable, and DSL internet options**, with availability varying by location. The most common providers include:

Main Internet Companies:

- **Telmex (Infinitum)** – The most widespread provider, offering fiber-optic in select areas but mostly DSL.
- **IZZI** – Provides cable internet and bundles with TV and phone services.
- **Totalplay** – One of the fastest fiber-optic options, available in larger cities.
- **Megacable** – Another cable-based provider, offering good speeds in urban areas.

How to Set Up Internet

1️⃣ **Check Availability** – Visit the provider’s website or visit a local store to confirm service in your area.

2️⃣ **Choose a Plan** – Plans vary based on speed (typically **30 Mbps – 1 Gbps**) and whether you need TV or phone bundles.

3️⃣ **Sign Up** – You’ll need:

- A valid **ID (passport or residency card)**
- A **CURP number** (Mexican tax ID, sometimes optional for foreigners)
- A **proof of address** (CFE electricity bill is commonly used)

4️⃣ **Installation** – Most providers schedule installation **within 3–5 days**, though in busy areas, it may take longer.

💡 **Tips:**

- ✓ **Fiber-optic is the fastest and most reliable**, but **not all areas have it**.
 - ✓ If you work online, **having a backup connection** (e.g., mobile hotspot) is smart.
 - ✓ **Starlink** is available in Mexico for those needing **high-speed satellite internet** in rural locations.
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2. Mobile Phone Service

Choosing a Mobile Provider

Mexico has excellent **4G and growing 5G coverage** in major cities. The main cell service providers are:

📶 **Popular Carriers:**

- **Telcel** – The largest network with the best coverage.
- **AT&T Mexico** – Good urban coverage with competitive plans.
- **Movistar** – Budget-friendly, but weaker signal in rural areas.

Prepaid vs. Postpaid Plans

✅ **Prepaid ("prepago")** – Best for flexibility, no contract needed. You buy a SIM card (~\$50–150 MXN) and add credit as needed.

✅ **Postpaid ("plan")** – Monthly contract with better data and call packages. Requires **residency status or a Mexican credit card**.

How to Get a Mexican SIM Card

1️⃣ Visit a **Telcel, AT&T, or Movistar store** or buy a SIM card at **OXXO (convenience store)**.

2️⃣ Provide your **passport** for registration.

3️⃣ Choose a **prepaid package** (e.g., unlimited social media, data bundles).

💡 **Tips:**

- ✓ Many **plans include unlimited WhatsApp, Facebook, and Instagram**.
- ✓ **Google Fi and eSIMs** (like Airalo or Holafly) can be a temporary solution for travelers.
- ✓ Free Wi-Fi is common in **cafés, malls, and public areas**, but **use a VPN** for security.

3. Setting Up Electricity, Water, and Gas

Electricity (CFE – Comisión Federal de Electricidad)

⚡ The national electricity provider is **CFE**. Bills are **issued every two months** and are based on **consumption tiers**.

How to Get Electricity in Your Name:

- If renting, **your landlord typically keeps the bill in their name**, and you pay them directly.
- If purchasing a home, you must visit a **CFE office** with:
 - Your **passport or residency card**
 - **Proof of home ownership or rental contract**
 - The **current CFE bill from the property**

Payment Options:

- Online via **CFE's website**
- At **banks, OXXO stores, or convenience stores**
- In-person at a **CFE office**

💡 Tips:

✓ **Electricity costs more in coastal and hot regions** due to air conditioning use.

✓ **Some neighborhoods have scheduled power outages**; consider a battery backup for work needs.

Water Service

💧 Water is usually managed **by local municipal agencies**, and bills are **monthly or bi-monthly**.

- **For renters:** Landlords often include water in rent, but confirm this.
- **For homeowners:** Visit your local water provider's office to register your name.

💡 **Tips:**

✓ Tap water is **not drinkable**; install a **water filtration system** or use **garrafrones** (large purified water jugs).

✓ Some areas experience **water shortages**, especially in dry seasons.

Gas Service (LP Gas & Natural Gas)

Gas in Mexico is either **LP gas (delivered in cylinders or by truck)** or **piped natural gas** in some cities.

- **LP Gas (Most Common):**

- Delivered in **portable tanks (cilindros)** or **stationary tanks (tanques estacionarios)**.
- Delivery trucks drive around neighborhoods; you can flag one down or call for service.
- Payment is in **cash or online, depending on the company**.

- **Natural Gas (Less Common):**

- Available in parts of Mexico City, Monterrey, and Guadalajara.
- Billed monthly and paid like electricity.

💡 **Tips:**

✓ Always check gas levels **before running out** (some homes have meters).

✓ Gas is mainly used for **cooking, water heaters, and some dryers**.

TV & Streaming Services

Many expats in Mexico **skip traditional cable TV** and rely on streaming services instead.

📺 **Cable TV Options:**

- **IZZI, Sky, Megacable** – Offer local and international channels, but often require bundling with internet.

Popular Streaming Services Available in Mexico:

- **Netflix Mexico** (cheaper than U.S. subscriptions)
- **Disney+ and Star+**
- **HBO Max, Amazon Prime, Apple TV+**
- **YouTube Premium, Spotify, and local IPTV services**

Tips:

- ✓ Use a **VPN** to access content from your home country.
 - ✓ Many **Mexican bank cards** are needed for local streaming subscriptions, but PayPal often works.
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Final Tips for Setting Up Utilities in Mexico

- ✓ **Payments are mostly in cash or at convenience stores** (like OXXO or 7-Eleven).
- ✓ **Expect occasional service delays** – internet and utilities may take a few days to install.
- ✓ **Check your landlord's policies** – Some bills may already be included in your rent.
- ✓ **Customer service is mostly in Spanish** – Using Google Translate or having a Spanish-speaking friend can help.