

# Customer Choice for Regulated Price Plan Customers

This form is for eligible Regulated Price Plan (RPP) customers who want to choose their preferred price plan - Time-of-Use (TOU) or Tiered.

Please ensure that the information provided is accurate and up-to-date.

For more information about Customer Choice, please visit [torontohydro.com/customerchoice](http://torontohydro.com/customerchoice).

## Who can apply?

You can apply to change your price plan option if:

1. You're a:
  - a. residential customer (including individually billed suites in a multi-unit complex); or
  - b. a small commercial customer with peak demand less than 50kW; and
2. You're buying electricity from Toronto Hydro and you don't have a contract with an electricity retailer.

## Multi-Unit Complexes and Other Customers on Hourly Ontario Electricity Price (HOEP):

If you have already applied for the Regulated Price Plan (RPP) for an account servicing a multi-unit complex, please don't fill out this form. Request to switch your price plan by emailing [billingspecialist@torontohydro.com](mailto:billingspecialist@torontohydro.com).

If you haven't applied for RPP, and would like to see if you qualify, please visit [torontohydro.com/rpp](http://torontohydro.com/rpp)

Customers moving into a new property: please submit your request through the online move form at [torontohydro.com/move](http://torontohydro.com/move). You don't need to submit this form.

If you've already told us that you're moving out from your property, you can still submit this form.

## Account information

Please provide your account information exactly as it appears on your Toronto Hydro bill. Incorrect or incomplete information may result in a delay with processing your request.

Account number:		Account holder's full name:	
Account holder's service address:			
Apartment/unit number:	City:		Postal code:
Phone number:		Email address:	
<b>Choose which price option you'd like to switch to:</b>			
a. Time-of-Use (TOU)		b. Tiered	

If you have any questions about the information collected on this form, the ways in which your personal information may be used, or would like further information about Toronto Hydro's Privacy Policy, you can access our Privacy Policy at [torontohydro.com/privacypolicy](http://torontohydro.com/privacypolicy)



# Notice and consent

By submitting this completed form, you acknowledge Toronto Hydro is collecting your personal information in accordance with applicable privacy legislation including the *Municipal Freedom of Information and Protection of Privacy Act* and the licence granted to it by the Ontario Energy Board under the *Ontario Energy Board Act, 1998*.

Your personal information is being collected for the purpose of changing your pricing plan and determining your eligibility for the change.

In addition, Toronto Hydro may use personal information previously collected from you for the purposes of administering your Toronto Hydro account (e.g., any data respecting billing, bill payments) and for the purposes of evaluating your eligibility for the chosen Regulated Pricing Plan, in support of Toronto Hydro's obligations under the *Electricity Act, 1998* and the *Ontario Energy Board Act, 1998*, applicable Ontario Energy Board Codes and Rules, associated policies, standards and procedures and its electricity distribution licence.

By signing below,

- a. I declare that the information I have provided in this application is true and correct;
- b. I indicate my consent to the collection, use and disclosure of my personal information as described in this form; and
- c. I acknowledge that I will continue to be bound by Toronto Hydro's Conditions of Service under either price plan.

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**Name of Account Holder**

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**Date**

Please email this form to **contactus@torontohydro.com** (please include "Pricing Option" in the email subject line) or print and mail a copy of this form to:

**Toronto Hydro-Electric System Limited**  
500 Commissioners Street  
Toronto, ON M4M 3N7  
Attention: Customer Choice request