

# Power to Meet the Moment

2025 Year in Review: A Report to Torontonians



## MESSAGE FROM LEADERSHIP

### Chair and CEO Message

We are pleased to present Toronto Hydro's 2025 Year in Review: *Power to Meet the Moment*.

This year's report is presented to Torontonians and reflects the pride we take in powering daily life across our city, as well as our responsibility to serve customers and support Toronto as it grows and evolves.

2025 was a pivotal year for Toronto Hydro. At a time of increasing pressure on electricity systems, a changing energy landscape, and evolving customer and city needs, we took important steps to ensure we are ready to deliver — with the right strategy, investments and capabilities.

We recognize that delivering the essential service of electricity comes with responsibility — first and foremost, to the safety of our people and the public. While 2025 was a year of strong progress, it was also marked by the tragic loss of a valued member of our team, which had a profound impact across our organization. In response, we strengthened our focus on

learning, accountability, and the systems and practices that shape how our work is done. We remain committed to continuous improvement in how we care for our employees and the residents and communities we serve.

This responsibility shapes how we operate and how we plan for the future. This past year, we established a clear path forward by solidifying our corporate purpose, values and strategy — guided by what matters most to our customers and shareholder. Grounded in our purpose of **electrifying communities today and building a brighter tomorrow**, this work positions us to meet the moment today while preparing for what comes next.

Delivering on our purpose means staying focused on serving Toronto today while evolving for the future. In 2025, we advanced our five-year, \$5.1 billion investment plan, investing more than \$944 million to strengthen and modernize our system. Across the city, we completed more than 6,000 capital projects and renewed critical infrastructure that supports the safe, reliable delivery of power to homes and businesses every day.

“

This year's report is delivered to Torontonians — a reflection of the essential role we play in powering daily life across our city, and our responsibility to serve customers and support the city as it grows and evolves.

”





## MESSAGE FROM LEADERSHIP

As part of our role in enabling a growing city, advancing economic growth and supporting affordable housing, we connected more than 5,200 new services and completed over 99 per cent of connections on time — ensuring residents and businesses could connect to the grid when they needed to.

As energy needs evolve, a key part of our role is making it easier for customers to access and manage the energy solutions that meet their needs. In 2025, we supported customers through a range of new tools and services, including personalized energy coaching, a directory of qualified cleantech contractors, and platforms to support electrical upgrades and the adoption of clean-energy technologies. We also worked with the Independent Electricity System Operator to help customers access incentives and resources that make energy-efficient upgrades simpler and more affordable. Looking ahead, we will continue expanding access to energy technologies and solutions that give residents and businesses greater choice, flexibility and control.

At the same time, we are doing our part to support a more sustainable city.

Within our operations in the community, we reduced our direct emissions by 17 per cent compared to 2019 levels and advanced the electrification of our fleet and fleet infrastructure. We enabled major transit projects and expanded access to public electric vehicle (EV) charging in partnership with the Toronto Parking Authority — helping get people moving and enabling broader adoption of electrified transportation across Toronto.

Our commitment to Toronto extends beyond our operations. In 2025, our employees raised more than \$215,000 in support of the United Way Greater Toronto to help power vital services for people across the city, and we showed up throughout the year to support local organizations and events that celebrate inclusion, connection and city pride.

As we look to 2026, our focus remains clear: delivering for the city we serve. We are excited about the positive difference we can continue to make for Toronto by showing up for our community, working closely with our partners and stakeholders to unlock value for customers, and ensuring we are ready to meet the moment, today and in the years ahead.

**Brian Topp**  
Chair, Board of Directors

**Jana Mosley**  
President and Chief Executive Officer

# ABOUT TORONTO HYDRO

## Company overview

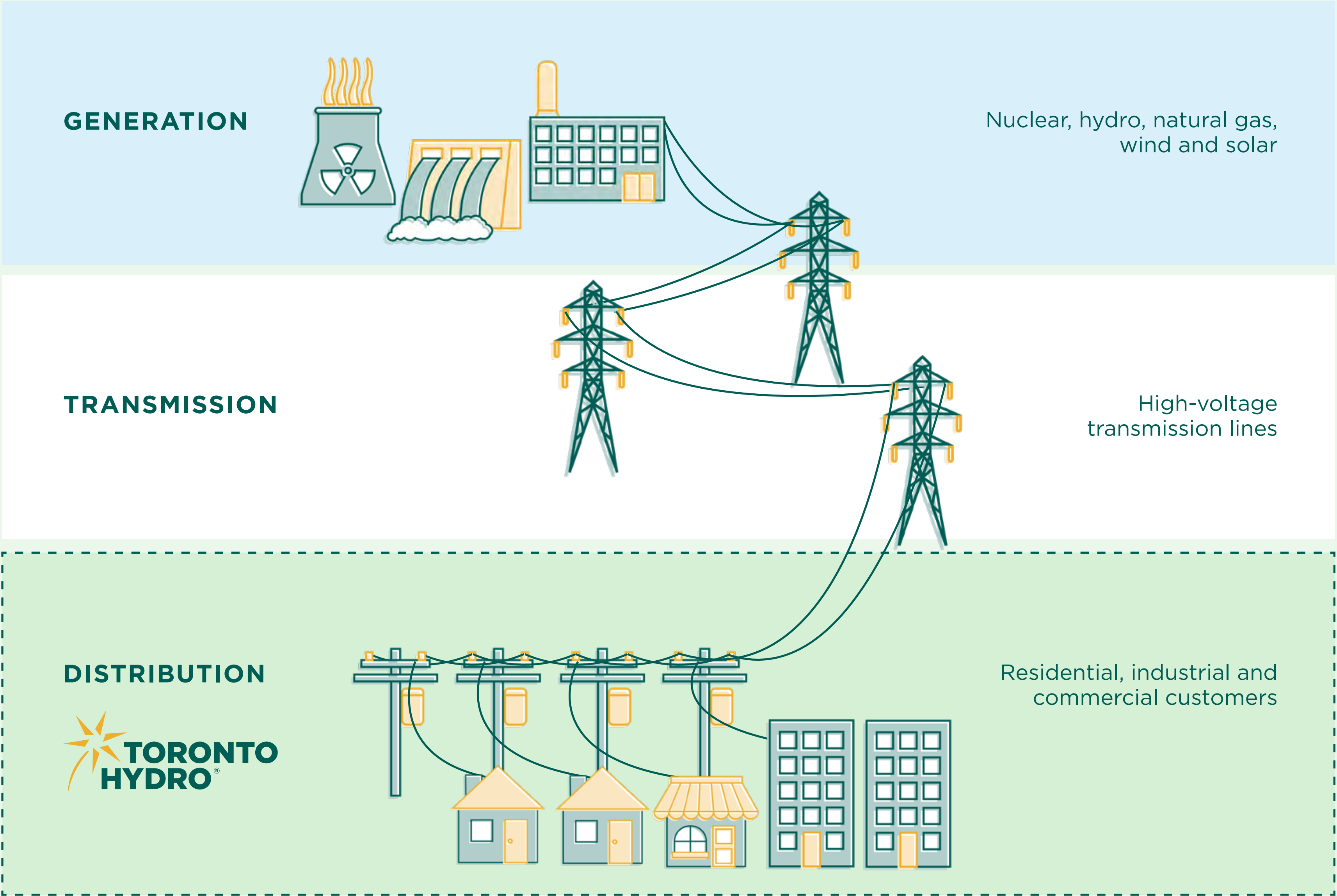
Toronto Hydro powers Canada’s largest city through delivering electricity and related energy solutions to more than 3 million people and businesses, safely, reliably and sustainably.

With the dedication of our skilled employees and partners, we’re electrifying communities today and building a brighter tomorrow by investing in a modern, capable and resilient distribution grid and delivering value to our customers and sole shareholder, the City of Toronto.



Learn more by visiting our [About Us web page](#).

### Our role in the electricity system:

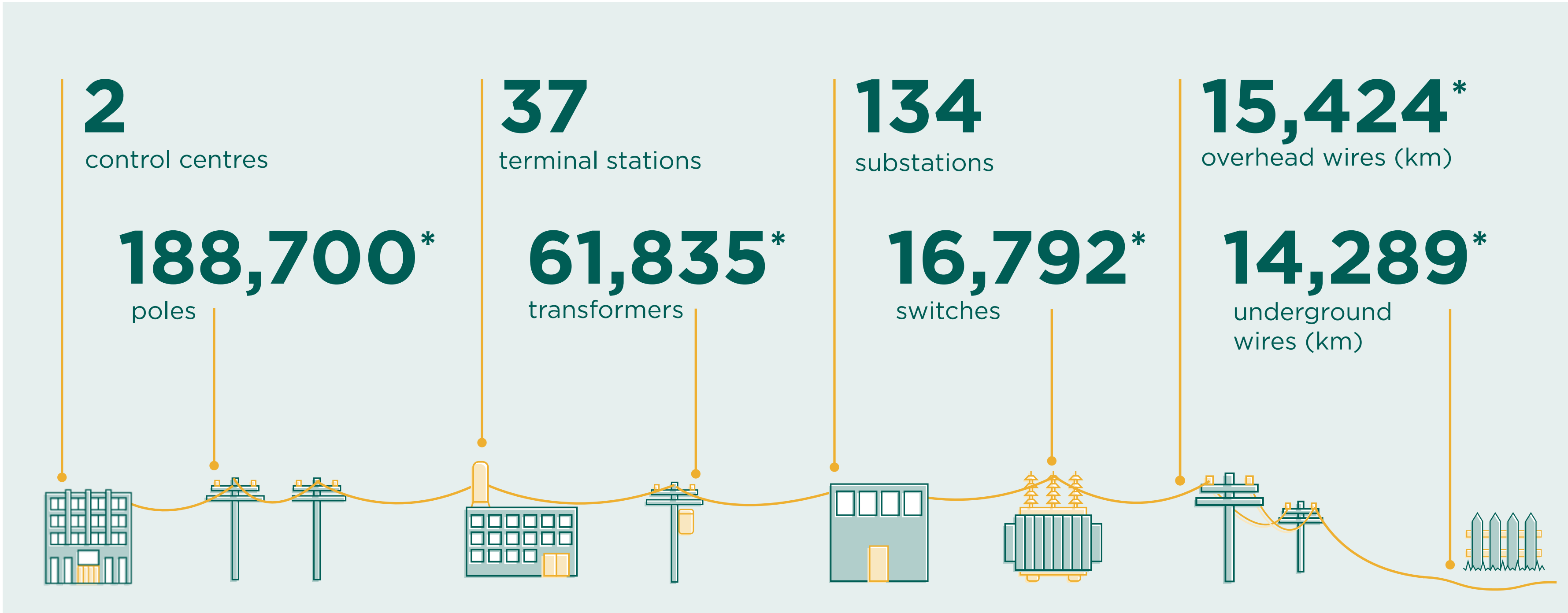


# ABOUT TORONTO HYDRO

Toronto Hydro powers a growing, dynamic city — supporting how people live, work and move every day. From homes and businesses to hospitals, transit and critical infrastructure, our local electricity system is essential to the functioning and growth of Toronto.



## Powered by a reliable, citywide electricity system:



<sup>1</sup> Includes major general hospitals and associated hospital sites.  
\*Figures are approximate.

## OUR PURPOSE IN ACTION

### Our strategy

In 2024, we set our long-term strategy, grounded in our corporate purpose: ***Electrifying Communities Today. Building a Brighter Tomorrow.*** Recognizing the essential role Toronto Hydro plays in serving the city, we worked with our employees and partners to implement this strategy in 2025 through three pillars that guide how we plan, operate and deliver for Toronto:

#### Operational Excellence

We are transforming how we work and leveraging technology to deliver greater value to customers — through improved safety, customer experience, reliability and affordability.

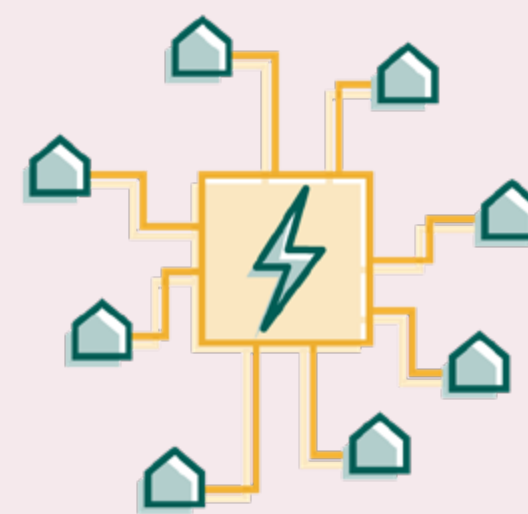
1



#### Responsible Growth

We are creating meaningful value for our customers and shareholder by investing in our grid to support customer connections, infrastructure development and economic growth.

2



#### Enable the Future

We are enabling Toronto's energy future by investing in system technology, grid modernization and energy services to empower customers in managing their energy use and costs.

3



Learn more by visiting our [Purpose web page](#).

# OUR PURPOSE IN ACTION

## Our values

To bring our purpose and strategy to life, we hold a shared set of values that guide how we work, lead and serve our city. These values reflect who we are — and how we show up for our customers and communities every day.



**Safety First**  
We prioritize the well-being of our employees, customers and communities in every decision and action.



**Own the Outcome**  
We hold ourselves and our peers to the highest levels of responsibility and performance.



**Customer-Centred Excellence**  
We listen, respond and deliver with empathy and dedication.



**Driven to Perform**  
We set high standards for ourselves and deliver timely, quality work.



**Respect Every Voice**  
We value diverse perspectives and foster a culture where everyone feels seen, heard and empowered.



**DELIVERING FOR CUSTOMERS**

## OUR SAFETY EVOLUTION

### Safety, accountability and learning

In 2025, Toronto Hydro experienced the tragic loss of a valued team member as a result of a workplace incident.

The loss of an employee underscored the inherent risks involved in delivering electricity safely and reliably and the need to manage those risks with care and vigilance.

Through the remainder of 2025, we strengthened our safety approach by adopting a Human and Organizational Performance (HOP)-based safety philosophy. This approach strengthens our ability to create a safety system capable of anticipating, absorbing and adapting to errors, supporting continuous safety improvement.

Recognizing that safety is foundational to everything we do, Toronto Hydro is embedding the principles of HOP into our culture:

#### The five principles of HOP

**1**  
Error is normal.

**2**  
Blame fixes nothing.

**3**  
Learning and improving is vital.

**4**  
Context drives behaviour.

**5**  
Leadership response matters.

The adoption of HOP represents a foundational shift toward a safety system designed to reduce serious injuries and fatalities by better understanding context, system interactions and real-world work conditions.

As we move forward, we remain committed to reinforcing safe work practices, learning from every incident, and continually improving how we care for the people who do this work and for the residents and communities we serve.

# Our 2025–2029 Investment Plan includes investments of

# \$5.1B

## in our grid and operations



Learn more by visiting our [Investment Plan web page](#).

## OPERATIONAL HIGHLIGHTS

### Delivering the power Toronto relies on

As Toronto continues to grow and evolve, ensuring a reliable and resilient electricity system matters more than ever. In 2025, we focused on operating, strengthening and optimizing the system Torontonians rely on — investing in infrastructure, improving reliability and enabling city-building projects that support everyday life across Toronto.

- We invested more than \$944 million to deliver a stronger, more resilient electricity system for Torontonians, completing more than 6,000 capital projects and upgrading critical electrical infrastructure that powers homes, businesses and communities across the city.
- Our customers experienced fewer and shorter power outages, reflecting one of our strongest system reliability results since 2020. This improved performance was supported by fewer major supply events and faster outage response and restoration through enhanced system monitoring and control.
- We helped advance major city-building and economic development initiatives across Toronto by planning, coordinating and delivering the electricity infrastructure needed for projects such as TTC eBus charging, new transit, affordable housing, data centres and institutional decarbonization.
- Torontonians continued to plug into the grid to support their evolving energy needs, with more than 5,200 new services connected and over 99 per cent of those completed on time — supporting local growth and citywide development.



# OPERATIONAL HIGHLIGHTS



Investing in renewing the essential infrastructure that keeps everyday life in Toronto running safely and reliably:

Replaced or installed nearly

**3,500**  
poles

Replaced or installed more than

**3,500**  
transformers

Replaced or installed nearly

**60**  
circuit km of overhead wires

Replaced or installed more than

**150**  
circuit km of underground cables

## OPERATIONAL HIGHLIGHTS

**From managing peak demand to supporting transportation electrification, we took important steps to make Toronto's electricity system more flexible, resilient and responsive to how Torontonians live, move and use energy.**

### **Demand response program**

Through our Local Demand Response Program, we worked with customers and the City of Toronto to reduce peak electricity demand by 6 megawatts (MW) during the summer, helping maximize the use of our existing grid and defer the need for costly new investments. We also secured 12 MW of flexible capacity for summer 2026 — equivalent to powering approximately 3,000 homes.

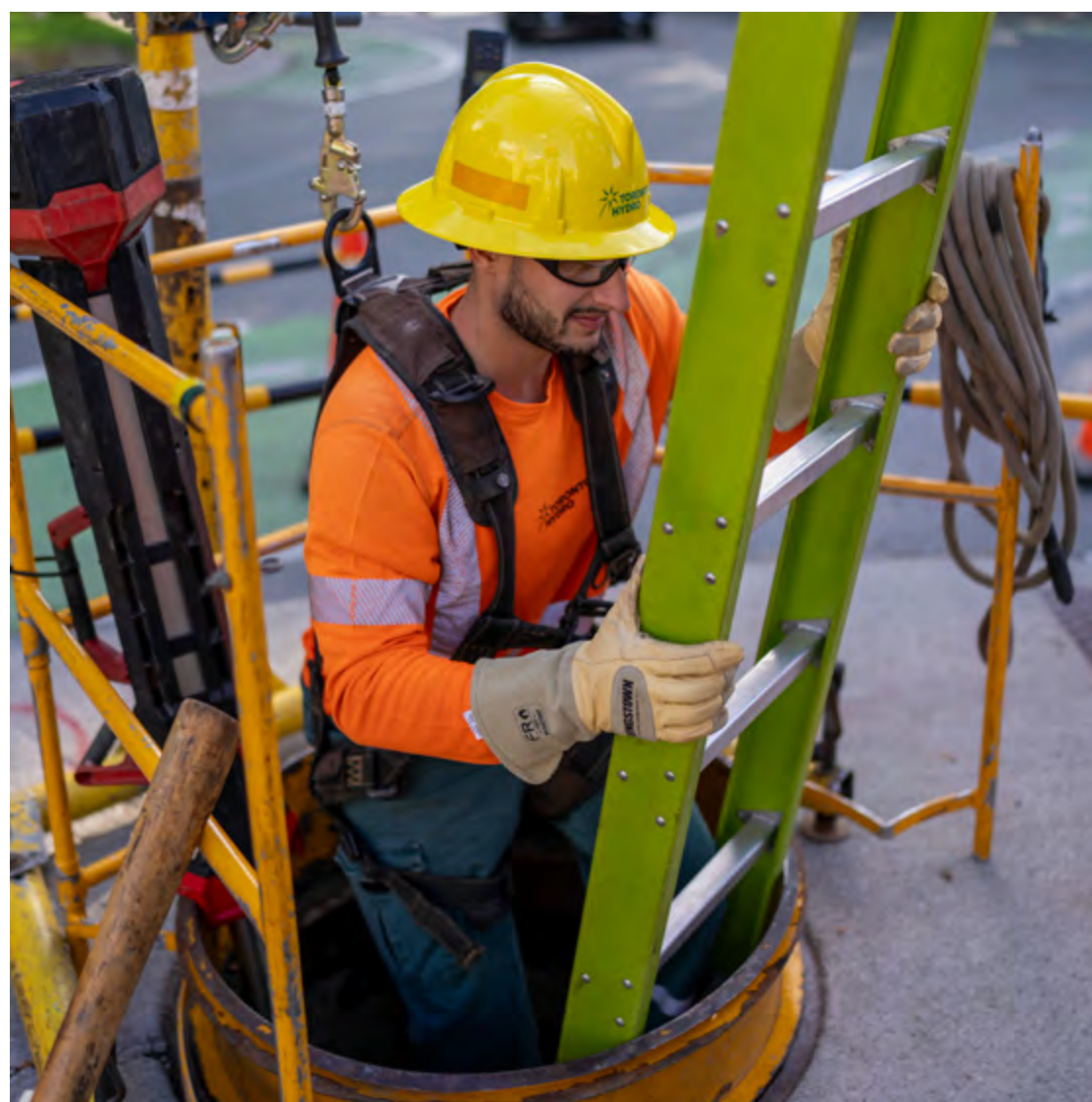
### **Building a flexible grid**

To support a more flexible and dynamic local electricity system, we completed a strategic roadmap outlining our evolution toward a Distribution System Operator (DSO) model. This work lays the foundation for two-way power flows, greater use of customer-owned generation and energy storage, and increased customer participation in local energy programs.

Completed

# 6,000+

investment projects to strengthen and maintain Toronto's local electricity system



### **Supporting transportation energy needs**

We supported the expansion and electrification of public transit across the Greater Toronto Area through relocating electrical assets, resolving infrastructure conflicts and delivering the power needed to keep projects moving. This work helped advance key regional transit projects including the Finch West LRT, GO Transit electrification and the Ontario Line.

### **Technology in action**

We commissioned one of the largest transit-supporting energy storage systems in Canada to provide a renewable, reliable emergency power solution for the new Eglinton Crosstown LRT. This battery storage system strengthens the resilience of a critical transit corridor, helping ensure service continuity for residents during local power outages.

Addressed

# 25,000+

streetlight outage requests to keep our communities safer and better lit for residents



## CUSTOMER EXPERIENCE HIGHLIGHTS

### Supporting customers' evolving energy needs

Customers' energy needs are evolving, and accessible, reliable, easy-to-use energy information services are increasingly important. In 2025, we focused on making it easier to connect with us and providing tools and programs that help customers manage energy use, navigate new options and make informed decisions that fit their needs.

- Customers reached us across multiple channels throughout the year, with most inquiries resolved quickly and effectively. More than 92 per cent of customer inquiries were resolved on first contact, supported by over 380,000 calls, 90,000 emails and 10,000 live chats on our website.
- Customers received timely and accurate outage communications in 2025, with 97 per cent of estimated restoration times meeting our accuracy and timeliness standards. We also worked with our Customer Advisory Panel to strengthen how we share clear, timely and transparent outage information so customers know what to expect during service interruptions.
- We supported customers in planning energy management projects by launching new digital tools that provide visibility into available system capacity and local infrastructure readiness for customer-owned solar and energy storage.

In 2025, we partnered with the Independent Electricity System Operator to better assist customers with accessing **Save on Energy** programs, which provide incentives and resources for energy-efficiency upgrades, including HVAC, heat pumps and solar.

## CUSTOMER EXPERIENCE HIGHLIGHTS

The following are examples of initiatives we launched in 2025 to help customers manage their energy, budgets and environmental footprint:

- Introduced the **Your Peak Demand tool**, helping customers understand their electricity needs and determine when electrical panel upgrades may or may not be required
- Introduced new energy tools for commercial, industrial, institutional and multi-unit residential buildings, including a **Virtual Decarbonization Planner** and a **Heating Load Estimator** to help customers better understand energy use and potential opportunities
- Provided **free access to energy experts** as part of the City of Toronto's Furnace Upgrade Program, offering homeowners tailored advice on energy savings, electrification options and available incentives
- Launched a free **Cleantech Services Directory** to help customers easily find qualified professionals to support home energy upgrades, electrification and efficiency improvement
- Launched a **Heat Pump Assistance Program** that helped more than 90 income-eligible customers access cold-climate heat pumps that meet their energy needs



**Did you know:** Electrical service upgrades are not necessary for most customers electrifying their homes.

### The power of data

We offered customers the ability to download hourly usage data for up to two years to help them better manage their energy use and efficiency and introduced automated electricity data uploads to make it easier for large buildings to comply with energy reporting requirements.

# 9.5 million

customer bills issued with 99% accuracy

### Investing in our system

We continued our multi-year program to replace existing customer meters with next-generation smart meters, helping improve outage management and cybersecurity while better preparing the grid to support customer-owned renewable energy and EV charging infrastructure.

# 53,000+

individual customers supported through assistance programs

## COMMUNITY HIGHLIGHTS

### Supporting our community

At Toronto Hydro, how we show up for people matters. That's why we proudly support local initiatives that strengthen communities and bring people together.

- We raised over **\$215,000** for the United Way Greater Toronto area to support essential community services and programs for people across the city – bringing our total contributions to more than **\$5 million** since 1998.
- Building on our proud history of fundraising efforts for Sunnybrook's Ross Tilley Burn Centre, we raised over **\$775,000** in 2025 alone for a dedicated Toronto Hydro Fund for Burn Care and Research. The fund plays a vital role in advancing care for burn patients and supporting life-changing research.
- Building on approximately **\$6 million** invested in student scholarships and awards since 2010, we continued to promote and mentor students through collaborations with Electricity Canada, local colleges and universities, and other organizations – including a focus on supporting women pursuing education in electrical engineering and contributing to a more diverse future workforce.
- We continued to collaborate with the Centre for Urban Energy at Toronto Metropolitan University, exploring ways to modernize the electricity grid and address the complex challenges of serving a growing, increasingly electrified city.
- We furthered our support for a number of local organizations and community events, including: Cavalcade of Lights, Canada Powered by Women, the Santa Claus Parade, the Eco Fair, Cycle Toronto, Pride Toronto, Building Diversity Awards, and the Climate and Energy Symposium.





## SUSTAINABILITY HIGHLIGHTS

### Planning with tomorrow in mind

Building a brighter future for Torontonians means supporting sustainable growth, resilience and prosperity — both through our own operations and by contributing to the City’s broader climate and community goals. In 2025, we continued taking practical steps to reduce operational emissions, prepare our facilities and fleet for long-term decarbonization, manage climate-related risks, and support a healthier, more resilient city.

- As part of our responsibility to operate sustainably, we actively manage risks to our people, operations and the communities we serve. This includes routinely assessing climate-related risks, investing to make our infrastructure more resilient to the impacts of climate change and integrating climate considerations into our business planning.
- We advanced efforts to reduce emissions from our fleet and buildings by investing in electric and hybrid vehicles and electrified fleet technology, and by expanding building automation and energy management systems to improve efficiency and reduce emissions in the work centres that support our essential operational activities.
- As part of our role in supporting the City of Toronto’s TransformTO Net Zero Strategy, we are committed to doing our part by reducing emissions associated with our own operations. In 2025, we cut our Scope 1 (direct operational) emissions by 17 per cent compared to our 2019 baseline and continued progressing towards achieving net-zero Scope 1 emissions by 2040.
- We continued working with the Toronto Parking Authority to expand public electric vehicle (EV) charging across the city, helping make charging more accessible and reliable for Torontonians. In 2025, we reached a milestone by powering more than 500 public EV chargers — making Toronto home to one of Canada’s largest municipally owned charging networks.

## SUSTAINABILITY HIGHLIGHTS

### Safely eliminating hazardous waste

We eliminated known in-service equipment containing elevated polychlorinated biphenyl (PCB) concentrations, reducing potential environmental risks across our system. The completion of this multi-year program marked an important milestone in our ongoing commitment to environmental stewardship and public safety.

# 264

EV charger connections facilitated

# 91%

of Toronto Hydro's waste diverted from landfill

### Supporting affordable housing

We continued supporting the City's efforts to increase housing capacity by implementing updated construction standards that improve flexibility and align with current zoning allowances, and by exploring ways we can electrify multiplex housing faster, more efficiently and more affordably.

# 33%

electrification of our fleet (electric and hybrid vehicles)

# 247

pieces of major equipment<sup>2</sup> repaired for re-use

<sup>2</sup>Electrical materials used in the grid that are stored in Toronto Hydro's warehouse.



Learn more by reading our [2025 Sustainability Report](#).



## FINANCIAL HIGHLIGHTS

### Strong financial performance

Strong financial management supports reliable investment in the electricity system, today and in the long term. In 2025, we maintained a strong financial position while continuing to invest in the electricity system Torontonians rely on, delivering value to our customers and shareholder and supporting the city's evolving energy needs.

- We continued investing to support Toronto's growing energy needs in 2025, as we advanced our five-year, \$5.1 billion capital plan to expand system capacity and reliability. Capital expenditures totaled \$944.1 million, a 7 per cent increase compared to 2024.

---

- Net income after net movements in regulatory balances for the year ended December 31, 2025, was \$201.5 million, compared to \$130.3 million for the previous year.

---

- Toronto Hydro Corporation delivered dividends of \$60.0 million to its sole shareholder, the City of Toronto, which can be used to support City services and priorities that benefit Torontonians.

---

- The City of Toronto continued its multi-year equity investment in Toronto Hydro, contributing \$25.0 million in 2025 as part of a broader \$300.0 million commitment to support long-term financial stability and ongoing investment in Toronto's electricity system.

## FINANCIAL HIGHLIGHTS

### Selected annual consolidated financial information (in millions of Canadian dollars)<sup>3</sup>

YEAR ENDED DECEMBER 31	2025 \$	2024 \$
Revenue	<b>4,329.7</b>	3,980.0
Net income after net movements in regulatory balances	<b>201.5</b>	130.3
AS AT DECEMBER 31		
Total assets and regulatory balances	<b>8,664.7</b>	8,134.8
Total debentures and other non-current financial liabilities <sup>4</sup>	<b>3,720.1</b>	3,239.9
Total equity	<b>2,366.5</b>	2,200.0
Dividends	<b>60.0</b>	83.9

<sup>3</sup>Derived from Toronto Hydro's consolidated financial statements based on extracts of selected information only and do not represent the full set of consolidated financial statements.

<sup>4</sup>Total debentures include current and long-term debentures. Other non-current financial liabilities primarily include non-current customer deposits.



### Consolidated statements of income — year ended December 31 (in millions of Canadian dollars)

REVENUES	2025 \$	2024 \$	CHANGE \$	CHANGE %
Energy sales	<b>3,229.7</b>	2,923.3	306.4	10.5%
Distribution revenue	<b>959.4</b>	937.8	21.6	2.3%
Other	<b>140.6</b>	118.9	21.7	18.3%
	<b>4,329.7</b>	3,980.0	349.7	8.8%
EXPENSES				
Energy purchases	<b>3,165.6</b>	3,005.6	160.0	5.3%
Operating expenses	<b>392.3</b>	378.5	13.8	3.6%
Depreciation and amortization	<b>322.6</b>	299.7	22.9	7.6%
	<b>3,880.5</b>	3,683.8	196.7	5.3%
Finance costs	<b>(136.5)</b>	(137.8)	1.3	(0.9)%
<b>Income before income taxes</b>	<b>312.7</b>	158.4	154.3	97.4%
Income tax expense	<b>(63.5)</b>	(18.6)	(44.9)	>100%
<b>Net income</b>	<b>249.2</b>	139.8	109.4	78.3%
Net movements in regulatory balances	<b>(101.5)</b>	(33.6)	(67.9)	>100%
Net movements in regulatory balances arising from deferred taxes	<b>53.8</b>	24.1	29.7	>100%
<b>Net income after net movements in regulatory balances</b>	<b>201.5</b>	130.3	71.2	54.6%



Learn more by reading our [2025 financial reports](#).

## LEGAL AND DISCLOSURE

### Forward-looking information

Certain information included in this report constitutes “forward-looking information” within the meaning of applicable securities legislation. All information, other than statements of historical fact, which address activities, events or developments that we expect or anticipate may or will occur in the future, are forward-looking information. The words “anticipates,” “believes,” “budgets,” “continual,” “could,” “estimates,” “expects,” “intends,” “may,” “ongoing,” “outlook,” “plans,” “seek,” “will,” or the negative or other variations of these words or other comparable words or phrases, are intended to identify forward-looking information, although not all forward-looking information contains these identifying words. The purpose of the forward-looking information (including any financial outlook) contained herein is to provide Toronto Hydro’s current expectations regarding its future results of operations, performance, business prospects and opportunities, and readers are cautioned that such information may not be appropriate for other purposes. All forward-looking information is given pursuant to the “safe harbour” provisions of applicable Canadian securities legislation.

Specific forward-looking information in this report includes, but is not limited to, statements regarding: the payment of dividends to the City of Toronto; Toronto Hydro’s continuing investments in its grid, including those outlined in its five-year

investment plan; and Toronto Hydro’s potential role in facilitating decarbonization and actively contributing to the reduction of greenhouse gas emissions in Toronto. The forward-looking information reflects Toronto Hydro’s current beliefs and is based on information currently available to Toronto Hydro. Forward-looking information is subject to risks, uncertainties and other factors that could cause actual results to differ materially from historical results or results anticipated by the forward-looking information. For information on Toronto Hydro’s risks, uncertainties and other factors that could cause actual events or results to differ materially from those described in forward-looking information, refer to the “Risk Management and Risk Factors” section of Toronto Hydro’s Management’s Discussion and Analysis for the years ended December 31, 2025 and 2024, available at [torontohydro.com/reports](https://torontohydro.com/reports) and through [sedarplus.ca](https://sedarplus.ca).

All forward-looking information in this document is qualified in its entirety by the above cautionary statements. Furthermore, unless otherwise stated, all forward-looking information contained herein is made as of the date hereof, and Toronto Hydro undertakes no obligation to revise or update any forward-looking information as a result of new information, future events or otherwise, except as required by law.

[torontohydro.com](https://torontohydro.com)

