

## BILLING & PAYMENT OPTIONS

### GO PAPERLESS WITH EBILLS

Conveniently manage your bill online — anytime, anywhere  
[torontohydro.com/ebills](http://torontohydro.com/ebills)

### MAIL

Send cheque (including invoice stub) to: Toronto Hydro  
PO BOX 4490 STN A  
Toronto, Ontario M5W 4H3

### BANK ATM OR TELLER

Pay your bill in person

### TELEPHONE OR ONLINE BANKING

Make a payment right through your bank!

### GO GREEN, SAVE TREES

If you don't need a return envelope with your bill, please email us at [contactus@torontohydro.com](mailto:contactus@torontohydro.com)

### PRE-AUTHORIZED DEBITS

Pay your bills automatically and on time, through your bank  
[torontohydro.com/pad](http://torontohydro.com/pad)

## SAFETY FIRST



### POWER OUTAGE?

24-HOUR HOTLINE 416-542-8000



### CALL BEFORE YOU DIG

IT'S THE LAW 1-800-400-2255



### REPORT A STREETLIGHT OUT

24-HOUR HOTLINE 416-542-8000

OR ONLINE AT

[torontohydro.com/streetlightmap](http://torontohydro.com/streetlightmap)

## CHOOSE THE ELECTRICITY PRICE PLAN THAT WORKS BEST FOR YOU

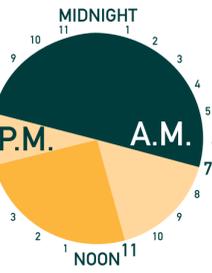
### Time-of-Use (TOU) Rates

Customers are charged according to the day of the week and time of day that they use electricity. This gives customers the option to shift higher electricity-use activities, such as laundry or running the dishwasher, to off-peak periods, which are charged at a lower rate.

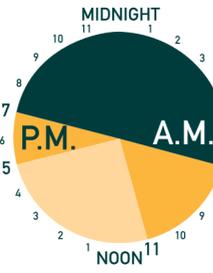
### Tiered Rates

Tiered pricing separates electricity consumption into two price tiers. Customers are charged one rate for electricity usage up to a certain amount of consumption (or threshold) per month, and a higher rate for electricity used above that amount.

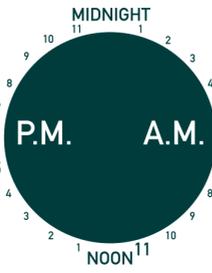
#### WEEKDAY RATES May 1 — October 31



#### WEEKDAY RATES November 1 — April 30



#### YEAR-ROUND WEEKENDS AND HOLIDAYS



■ Off-peak  
■ Mid-peak  
■ On-peak



Residential WINTER  
(Nov. 1 — Apr. 30)



Residential SUMMER  
(May 1 — Oct. 31)



Small Business YEAR-ROUND

For more information and to learn how you can choose your preferred pricing plan, please visit [torontohydro.com/customerchoice](http://torontohydro.com/customerchoice)



## PROGRAMS TO HELP YOU SAVE AT HOME

### Ontario Electricity Support Program (OESP):

Qualify for a monthly on-bill credit based on household income and size.

### Low-Income Energy Assistance Program (LEAP):

Qualify for a one-time grant of up to \$500 if you're struggling to pay past due bills or have received a disconnection notice.

### Energy Affordability Program:

Qualify for free energy-efficient upgrades for your home.

### Pricing and Rebates for Bulk Metered Multi-Unit Buildings:

To learn more, please visit [torontohydro.com/multiunits](http://torontohydro.com/multiunits)

To learn more about these programs and how to apply, please visit [torontohydro.com/help](http://torontohydro.com/help)

## Your self-serve portal: Access your account online — 24 hours a day, 7 days a week



### Moving made easier

Update your move information online in just minutes — quick and easy



### See your bills at a glance

Up to two years of payment history is available



### Are you a landlord?

Track electricity consumption for units across the city



### View account details with just one click

Current balances, due dates and payment methods



### Manage your electricity use

Track your usage and set up billing/usage notifications

Sign up for an online account at [torontohydro.com/register](http://torontohydro.com/register)



You can access our Privacy Policy at [torontohydro.com/privacypolicy](http://torontohydro.com/privacypolicy) or you can call us at 416-542-8000 to request a copy. We're committed to protecting your privacy and would like to take this opportunity to inform you about the personal information we collect, how it's used, how we protect your confidentiality, and your rights with respect to this information.

## LEARN MORE ABOUT HOW YOUR ELECTRICITY DOLLARS ARE SPENT AT [TORONTOHYDRO.COM/INVESTMENTPLAN](http://TORONTOHYDRO.COM/INVESTMENTPLAN)

Explanation of electricity terms on your bill. For a detailed explanation of electricity terms, please visit [oeb.ca](http://oeb.ca)

**Electricity** — This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

**Delivery** — These are the costs of delivering electricity from generating stations across the Province to Toronto Hydro then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems.

A portion of these charges is fixed and does not change from month to month. The rest are variable and increase

or decrease depending on the amount of electricity that you use.

The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.\* Toronto Hydro collects this money and pays this amount directly to our suppliers.

\*When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.

**Regulatory Charges** — Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.

**Global Adjustment** — Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation, and payments under contracts. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.

## OUR COMMITMENT TO ACCESSIBILITY

Toronto Hydro is committed to providing quality service that's accessible to everyone. It's our goal to eliminate any barriers that may exist by ensuring that all customers, employees and members of the public receive the same information and quality of service. To learn more, visit [torontohydro.com/accessibility](http://torontohydro.com/accessibility)

## CONTACT US



### BUSINESS HOURS

Monday — Friday  
8 a.m. — 8 p.m.



### TELEPHONE

416-542-8000



### WEBSITE

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

