

# Customer Choice for Regulated Price Plan Customers



This form is for Regulated Price Plan (RPP) customers who want to choose their preferred price plan — Time-of-Use (TOU), Ultra-Low Overnight (ULO) or Tiered.

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

**Note:** Please type your information directly into the fillable fields on the form. To help ensure we can process your request, please avoid submitting a handwritten copy of the form. If you require assistance with filling out the form, please call our Customer Care team at **416-542-8000**.

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

**Please return this completed form to:**

**Email:** [contactus@torontohydro.com](mailto:contactus@torontohydro.com)  
Subject: Pricing Option

**Mail:** Toronto Hydro  
500 Commissioners St.  
Toronto, ON M4M 3N7  
Attention: Customer Choice request

## Who can apply?

You can apply to change your price plan option if:

1. You're a:
  - I. residential customer (including individually billed suites in a multi-unit complex\*); or
  - II. 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 Ontario Electricity Market Price (OEMP)

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

## Customers moving into a new property

Please submit your request through the online move form at [torontohydro.com/move](https://torontohydro.com/move). You don't need to submit this form.

---

\* multi-unit complex means:

- a. a building or related group of buildings in which two or more units are located
- b. a residential complex as such term is defined in subsection 2 (1) of the *Residential Tenancies Act, 2006*
- c. building that forms part of a property as defined in the *Condominium Act, 1998*
- d. a commercial building that contains two or more demised premises
- e. a non-profit housing co-operative building that contains two or more housing units each of which is a member unit or a non-member unit

## 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: \_\_\_\_\_

Main phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

### Choose which Regulated Price Plan (RPP) you would like to change to:

RPP Time-of-Use (TOU)

RPP Ultra-Low Overnight (ULO)

RPP Tiered

Please note that changes to your billing may not take effect until your next billing period, at the earliest.

## 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 Price 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 any price plan.

---

**Account holder's signature**

---

**Date**

We're here to help. If you have a question, you can chat with a Customer Care representative online from our self-serve portal by logging in to your account or registering at **torontohydro.com**. You can also contact us by email at **contactus@torontohydro.com** or by phone at **416-542-8000**, Monday to Friday, 8 a.m. to 8 p.m.

*If you have any questions about the information collected on this form or the ways in which your personal information may be used, you can learn more at **torontohydro.com/privacypolicy** or you can call us at **416-542-8000** to request a copy of the Toronto Hydro Privacy Policy. Please see Toronto Hydro's Conditions of Service at **torontohydro.com/conditionsofservice** for terms and conditions.*

---

By opting to submit this form via email, you are acknowledging that you accept the risk of email communications to and from Toronto Hydro not being encrypted or secure, and that the personal information contained in this form (including but not limited to name, service address, phone number, email address, and Toronto Hydro account number) could be intercepted and/or read by unintended parties. Toronto Hydro accepts no liability for any loss and/or damages caused by unintended parties intercepting and/or reading email communications contained in this form.