

Bright Ideas & Timely Tips



APRIL IS DIG SAFE MONTH
Call or click before you dig

MAINTAINING EASE OF ACCESS
Three tips for property owners

DECARBONIZE YOUR HOME
Electrification can help

WATCH OUT FOR SCAMS — SPOT, STOP AND SPEAK UP —

March is Fraud Prevention Month and we want to help you protect yourself, your business and your loved ones from falling victim to fraud.

In 2024, there was an increase in the reported number of fraud cases compared to the previous year, with fraudsters soliciting payment from customers via cash or credit card. Scammers often targeted small businesses by threatening to immediately disconnect power if payment wasn't made.

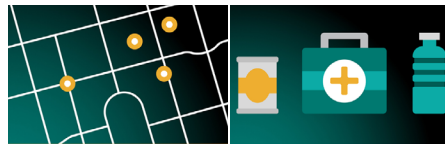
If you believe you may be a victim of fraud, please contact Toronto Hydro at **416-542-8000** and the Canadian Anti-Fraud Centre at **1-888-495-8501**. For more information, including a tip sheet in multiple languages and examples of ongoing scams, please visit torontohydro.com/fraud.

HERE ARE OUR TOP FRAUD PREVENTION TIPS TO HELP KEEP YOU SAFE:

- Never make a payment for a charge that isn't listed on your most recent bill
- Ignore texts or emails with suspicious links promising refunds
- Keep in mind that we will never threaten immediate disconnection
- Know that we don't accept electronic transfers, bitcoin or any sort of pre-paid card
- Contact us directly to check the status of your account
- Switch to eBills to receive your bills instantly and securely: torontohydro.com/eBills



Outage tools and resources at your fingertips



We understand the impact that unexpected outages can have on your day-to-day life. While our crews work to restore power as quickly and safely as possible, we've made it easier for you to stay informed and connected during outages.

Introducing our outage hub — your one-stop shop for all of our outage tools and resources.

EXPLORE THESE OUTAGE ESSENTIALS AND MORE:

- **Mobile app:** Download the app to access our outage map, your online account and more
- **Notifications:** Stay up to date with text or email notifications on outages in your area
- **Outage map:** Search outages by location, with updates every 10 minutes, 24/7
- **Live outage chat:** Chat with a representative from Monday to Friday, 7 a.m. to 7 p.m.
- **Emergency preparedness guide:** Read our full outage guide, available in 10 languages
- **More outage advice:** Get tips on appliance safety, emergency supplies and more

Visit the outage hub to learn more: torontohydro.com/outagehub

Peak Perks program for small businesses

Save on Energy has expanded its Peak Perks program to include small businesses such as convenience stores and restaurants.



Businesses that enrol will receive a \$75 incentive upon joining the program, plus \$20 each additional year they stay enrolled in the program. There is no limit to the number of smart thermostats that can be enrolled by businesses, as long as each one is connected to a separate air conditioner or heat pump.

Participants will be asked to take part in short, time-limited thermostat adjustments during peak electricity demand periods, which typically occur between June and September.

To learn more, visit saveonenergy.ca/peakperks.

APRIL IS DIG SAFE MONTH

CALL OR CLICK BEFORE YOU DIG!



As the ground begins to thaw and we welcome the warmth of spring, outdoor construction projects and yard work start to pick up. When digging's involved, it can lead to a heightened risk of underground cable strikes — which is why April is appropriately designated as National Dig Safe Month.

Whether you're planting a tree or building a fence, you should begin by contacting Ontario One Call at least five business days before any work that requires digging begins — it's the law. They'll locate any underground utility lines so you can dig safely and avoid damage to your property and public infrastructure.

Call **1-800-400-2255** or submit a request online at **on1call.com** to get a free locate.

Three ways to maintain ease of access on your property

All property owners are required to maintain minimum clearances around hydro vaults, access grates, powerlines, hydro poles and electrical boxes within the boundaries of their property. Doing your part can help us complete work safely and more efficiently.



YOU CAN HELP BY KEEPING THESE TIPS IN MIND:

- 1 Ensure vault doors and grates are kept clear.**
Avoid parking or leaving debris on or near Toronto Hydro equipment in case an emergency crew needs to access these spaces quickly.
- 2 Don't build on top of equipment or access doors.** Patios, fencing, plants, concrete and other structures will be required to be removed. This is for the safe operation and maintenance of Toronto Hydro's equipment.
- 3 Be mindful where you're digging and working.**
Contact Ontario One Call before starting any project that may disturb underground utilities.

Decarbonize your business through electrification



If you're looking to take climate action and reduce your business' greenhouse gas (GHG) emissions, focusing on electrification through heat pumps, electric water heaters, electric vehicles (EVs) and electric appliances is essential.

Toronto Hydro is working with contractors, clean energy and renewable companies, and collaborating organizations to help reduce GHG emissions in the city of Toronto by switching from technologies fuelled by fossil fuels to perform day-to-day activities, to ones that use electricity instead.

You can reduce your business' emissions by switching to the following electrified systems:

- **Electric space heating** — replace your natural gas furnace with an electric heat pump
- **Electric water heating** — replace your natural gas water heater with an electric water heater
- **Electric transportation** — replace your gas-fuelled vehicle with an electric vehicle

To learn more, visit

torontohydro.com/businessclimateaction.

Questions? 416-542-8000

To report an outage or emergency, press 1 (24 hours, 7 days a week).

Connect with us

