

# Bright Ideas & Timely Tips



**POWERLINE SAFETY**

Steer clear of downed lines

**EMERGENCY PREPAREDNESS**

How to get emergency-ready

**MOMENTARY OUTAGES**

Understanding what causes them

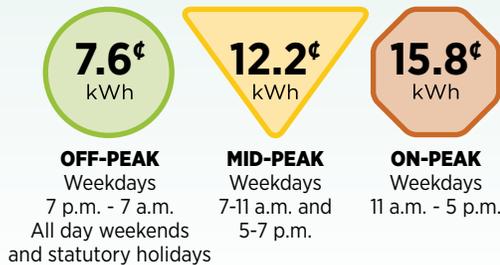


## SUMMER HOURS STARTED MAY 1 NO CHANGES TO ELECTRICITY RATES

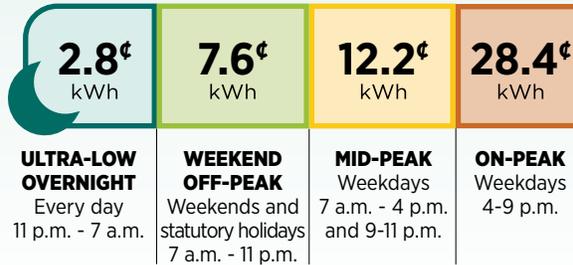
May 1 marks the start of summer Time-of-Use (TOU) hours and Tier thresholds for customers under the Regulated Price Plan (RPP). Customers on the Ultra-Low Overnight (ULO) price plan are not affected, and electricity rates remain unchanged.

**THE CHOICE IS YOURS** — RPP customers have the option to choose between TOU, ULO and Tiered price plans. For more information and to learn how you can choose your preferred price plan, visit [torontohydro.com/businesscustomerchoice](https://torontohydro.com/businesscustomerchoice).

**TOU RATES**



**ULO RATES**



**TIERED RATES**



## Save on Energy extends the BizEnergySaver program

Save on Energy's BizEnergySaver program has been extended and is accepting new participants. Businesses in central or west Toronto, or select areas of south Etobicoke, may be eligible to receive substantial instant discounts on energy-saving equipment upgrades.

A qualified assessor will identify opportunities to upgrade your lighting systems, add variable frequency drives (VFDs) to your fan and pump systems, and more — all with minimal paperwork and expert installation.



Learn more and see if you qualify at [saveonenergy.ca/bizenergysaver](https://saveonenergy.ca/bizenergysaver).



# POWERLINE SAFETY

## LOOK UP, LOOK DOWN, LOOK ALL AROUND

Here are our top four tips to help protect yourself and your colleagues from contact with powerlines:

- 1 Stay at least **3 metres** away from overhead powerlines.
- 2 Stay back at least **10 metres** from downed powerlines (the length of a school bus).
- 3 Always assume the wire is live and potentially dangerous.
- 4 Report downed wires to Toronto Hydro at **416-542-8000** or call **911**.

Powerlines are one of our most important types of equipment — however, they're also one of the most dangerous. According to the Electrical Safety Authority, contact with a powerline is the leading cause of electrical-related deaths in Ontario.

For more information, visit [torontohydro.com/powerlinesafety](https://torontohydro.com/powerlinesafety).

## Prepare your business for the unexpected

Even as the weather improves, it's important to stay prepared for the unexpected. Power outages are rare, but when they do happen, they can interrupt operations and impact your bottom line.

**While we work hard to minimize outages and restore power quickly, a few simple steps can help reduce the impact of outages on your business:**

- 1 Stock a workplace emergency kit and keep it easily accessible to staff.
- 2 Assign roles and responsibilities for how your personnel should respond during an outage.
- 3 Keep an up-to-date list of staff with first aid training and emergency contacts.
- 4 Back up essential files regularly (consider storing them securely offsite or in the cloud).
- 5 Develop a communications plan in case you need to reach staff and/or customers during disruptions.

For more emergency preparedness tips, visit [torontohydro.com/prepareyourbusiness](https://torontohydro.com/prepareyourbusiness).



## Understanding momentary outages

We understand outages, even short ones, can be an inconvenience. While we're continuously working to help improve grid reliability, momentary outages can happen from time to time.

These outages, which can last anywhere from seconds to a few minutes, happen due to faults in electricity flow. Some common causes for momentary outages include:

- Extreme weather, such as high winds, lightning or heavy rain
- Tree branches or animals making contact with our lines
- Environmental issues, including the buildup of winter road salt or dust and pollen on our equipment

To learn more about momentary outages and what we're doing to address them, visit [torontohydro.com/momentaryoutages](https://torontohydro.com/momentaryoutages).



**Questions?** 416-542-8000

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

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