

Bright Ideas & Timely Tips



NEW RATES AND WINTER HOURS TOOK EFFECT — NOVEMBER 1 —



The Ontario Energy Board announced a change to Time-of-Use (TOU), Ultra-Low Overnight (ULO) and Tiered rates effective November 1. Winter TOU hours and winter Tiered thresholds also came into effect. This change impacts all customers under the Regulated Price Plan (RPP).

For details, please visit:
torontohydro.com/businessrates



TOU RATES

9.8¢ kWh	15.7¢ kWh	20.3¢ kWh
OFF-PEAK Weekdays 7 p.m. - 7 a.m. All day weekends and statutory holidays	MID-PEAK Weekdays 11 a.m. - 5 p.m.	ON-PEAK Weekdays 7-11 a.m. and 5-7 p.m.

ULO RATES

9.8¢ kWh	15.7¢ kWh	39.1¢ kWh
ULTRA-LOW OVERNIGHT Every day 11 p.m. - 7 a.m.	WEEKEND OFF-PEAK Weekends and holidays 7 a.m. - 11 p.m.	MID-PEAK Weekdays 7 a.m. - 4 p.m. and 9-11 p.m.

TIERED RATES

12.0¢ kWh	14.2¢ kWh
TIER 1 Up to 750 kWh/ month	TIER 2 More than 750 kWh/ month

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/customerchoiceforbusiness.

The Ontario government announced that the Ontario Electricity Rebate has changed to 23.5%. Learn more about the rebate at torontohydro.com/oer.

Our 2024 Electricity Distributor Scorecard is now available

Every year, the Ontario Energy Board releases a scorecard for all electricity utility companies in Ontario. The scorecards track and evaluate the performance of each organization across key utility performance measures.

To view our 2024 scorecard, visit torontohydro.com/scorecard.



Changes to our Conditions of Service

Toronto Hydro's Conditions of Service and reference documents are changing as of January 1, 2026. Learn more at torontohydro.com/conditionsofservice.

If you'd like to comment on any of the changes, you can submit your comments to conditionsofservice@torontohydro.com until December 22, 2025.



INTRODUCING THE ELECTRIC VEHICLE CHARGING RATE

If you own or operate a commercial electric vehicle (EV) charging station, you may be eligible for the new Electric Vehicle Charging (EVC) rate, available January 1, 2026.

The EVC rate is developed by the Ontario Energy Board for qualifying EV charging stations in Ontario. It's designed to better reflect the cost of transmitting electricity to EV charging stations that operate with low load factors — meaning they use electricity in short, high-powered intervals rather than continuously.

With this rate, participating EV charging stations pay a reduced amount for transmission costs — the portion of the electricity bill that covers the cost of moving electricity across the transmission system. Transmission Charges can be found under the Delivery section of your bill.

Eligible customers can opt in to the EVC rate at any time.

To learn more, visit:
torontohydro.com/evcrate

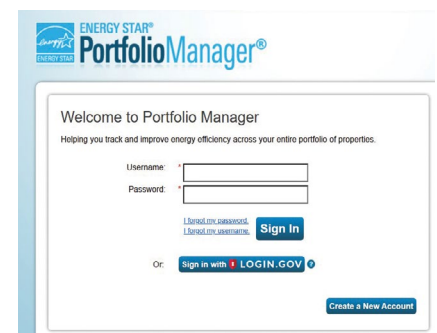


New ENERGY STAR® Portfolio Manager®

Toronto Hydro is the first utility in Ontario to offer ENERGY STAR® Portfolio Manager® through our data exchange service — a free, automated service that helps save time and improve accuracy with automated monthly electricity usage uploads through Portfolio Manager®.

The service makes it easier for your building to comply with the City of Toronto's Energy & Water Reporting for Buildings (EWRB) bylaw and Ontario regulation by reporting energy and water usage annually.

Visit torontohydro.com/portfoliomanager to get started today.



Where does power come from?

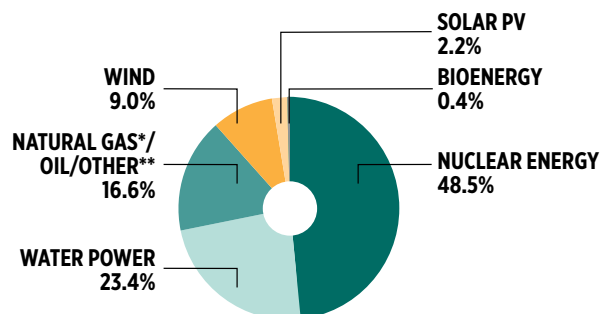
Toronto Hydro distributes electricity to approximately 796,000 customers from the following sources:

* Includes Lennox, dual fuel (natural gas/bioenergy) and non-contracted emitting generation consistent with the Independent Electricity System Operator (IESO).

** Other (non-emitting) represents a variety of non-contracted fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).

Note: Figures may not add to 100% due to rounding.

Source: Ontario Energy Board — oeb.ca



Questions? 416-542-8000

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

Connect with us

