

Bright Ideas & Timely Tips



SWITCHING TO EBILLS IS EASY

Going paperless is the easier, more convenient way to view your Toronto Hydro bill. Plus, you can also set reminders and access up to two years of bill and payment history.

HOW TO SIGN UP:

- 1 Log in to your online account at torontohydro.com/login.
- 2 Click “Enrol for eBills” on the Account Summary page.
- 3 Click “Register” to complete the switch.



Enjoy the perks of paperless access. Learn more at torontohydro.com/eBills.

Set up, move or close your account

Preparing to move can be stressful, but setting up, moving or closing your Toronto Hydro account doesn't have to be. Whether your business is moving to Toronto or relocating within or outside the city, you can submit your move request online. For more information and to access our online moving form, visit torontohydro.com/businessmove. You can also contact us by phone at **416-542-8000** (press 3) from Monday to Friday from 8 a.m. to 8 p.m., to finalize your move request.



Make budgeting easier with our Equal Payment Plan

We know that fluctuating bills can be challenging to manage. Our Equal Payment Plan (EPP) can help small business customers. With EPP, we'll estimate how much electricity you'll use for the upcoming year and divide that amount into equal monthly payments. That way, your annual electricity costs are spread out evenly so you pay the same amount each month.

Once a year, we'll reconcile your account and apply any overpayment or underpayment to your next bill. If you owe an amount equal to or exceeding your average monthly bill, we'll recover the balance over your following year's equal monthly payments.

For more information and to register for EPP, please reach us by email at contactus@torontohydro.com or by phone at **416-542-8000**, Monday to Friday, 8 a.m. to 8 p.m.



Register for EPP online:



Log in to your self-serve portal at torontohydro.com/login.



Don't have an online account? Register at torontohydro.com/registration first.

LIGHTS OUT TORONTO: PROTECTING MIGRATORY BIRDS

As the fall migratory season approaches, we're reminding customers about the City of Toronto's Lights Out Toronto initiative.

This program encourages residents and businesses across Toronto to reduce unnecessary nighttime lighting, providing a critical safeguard for migratory birds that can be disoriented by bright lights during their long journeys.

Help protect migratory birds with the following three tips:

- 1 Turn off lights during the night in unused spaces or on unoccupied floors.
- 2 Turn off exterior floodlights during bird migration seasons.
- 3 Use task lighting at desks and turn off ceiling lights near windows.

For more information, visit toronto.ca/lightsout.



Plug into our community — connect with us on social media!

We love engaging with our community and sharing the stories behind the work we do. Follow us to stay informed, inspired and connected across our social channels.



Scan the QR codes and join the conversation!



X (@TorontoHydro):

Get real-time outage and weather alerts, plus emergency preparedness resources and tools.



Instagram (@torontohydro):

Explore seasonal tips, exclusive content and a behind-the-scenes look at our work.



Facebook (Toronto Hydro):

Stay up to date with customer news and learn about conservation and other programs.



LinkedIn (Toronto Hydro):

Catch up on company news, collaborations and community initiatives.

Questions? 416-542-8000

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

Connect with us

