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1. Overview

ENERGY STAR® Portfolio Manager® (Portfolio Manager®) is a free tool that helps large building owners track and report electricity usage automatically.

Toronto Hydro offers a data exchange service that enables monthly electricity data to be uploaded directly to your Portfolio Manager® account. Here’s how it works:

- 1. Create or log in to your Portfolio Manager® account. (Have your Toronto Hydro account information ready.)
- 2. Submit a connection request to Toronto Hydro.
- 3. Submit a property share request to Toronto Hydro.

**Note:** Toronto Hydro can’t aggregate usage data from multiple buildings. If needed, use the campus reporting option in Portfolio Manager®.

**Important:** If your building doesn’t meet the eligibility requirements for automated data exchange, you can request manual data aggregation by completing our **Data Request: Reporting Energy Consumption form (PDF, 121 KB)**.

## 2. Setup instructions

This section explains how to enable automated electricity usage data exchange between Toronto Hydro and Portfolio Manager®.

### 2.1 Create a Portfolio Manager® account

If you don't already have an account, visit [Portfolio Manager®](#) to create one.

#### Add properties

If you don't already have your properties set up in Portfolio Manager®, click **Add a Property** from the MyPortfolio home page for each building.

- Fill out the required fields, such as building type, address, year built, gross floor area and occupancy

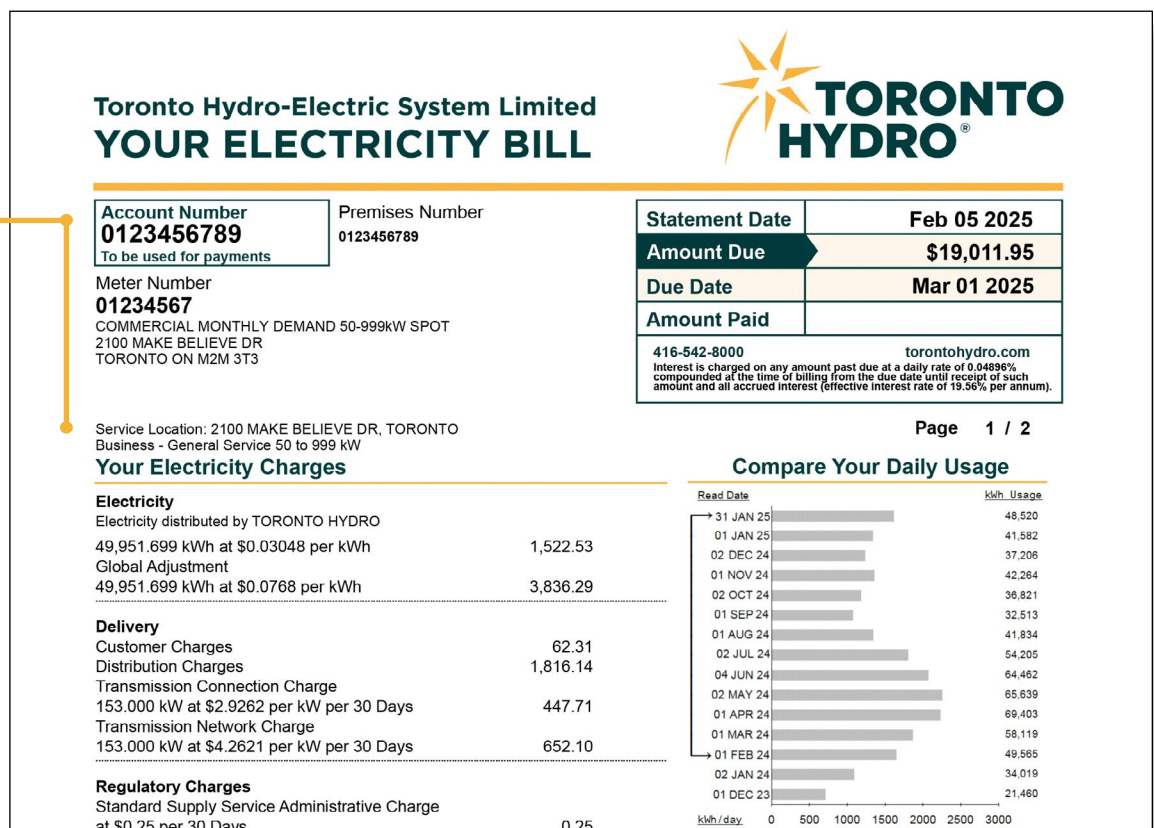
You don't need to enter an electricity meter number — one will be automatically generated for your account, even if you've already created one manually.

### 2.2 Connect to Toronto Hydro's data exchange service

Once logged in, submit a connection request to Toronto Hydro's data exchange service to begin authentication.

**Important:** The person submitting the request must be authorized by the building owner and have the following building information ready:

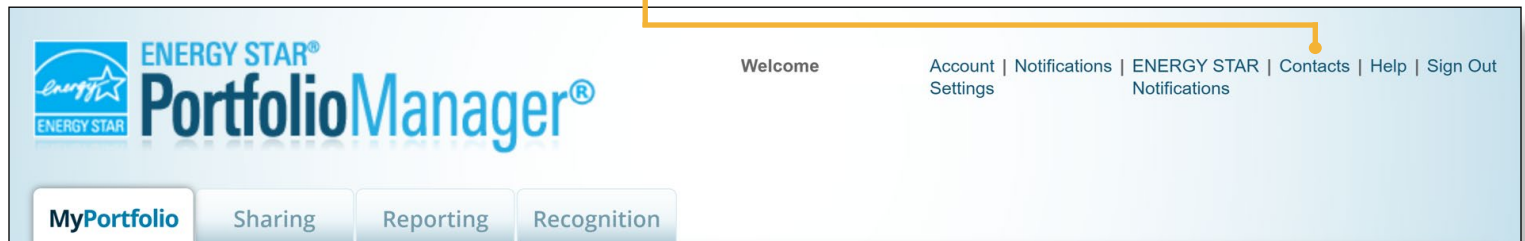
- **Toronto Hydro Account Number** for the building's common area
- **Service Location postal code** (note: this is different from the mailing address and is not shown on your electricity bill)



Follow these steps to complete your connection request:

## STEP 1

Log in to your Portfolio Manager® and click **Contacts** in the top-right corner.



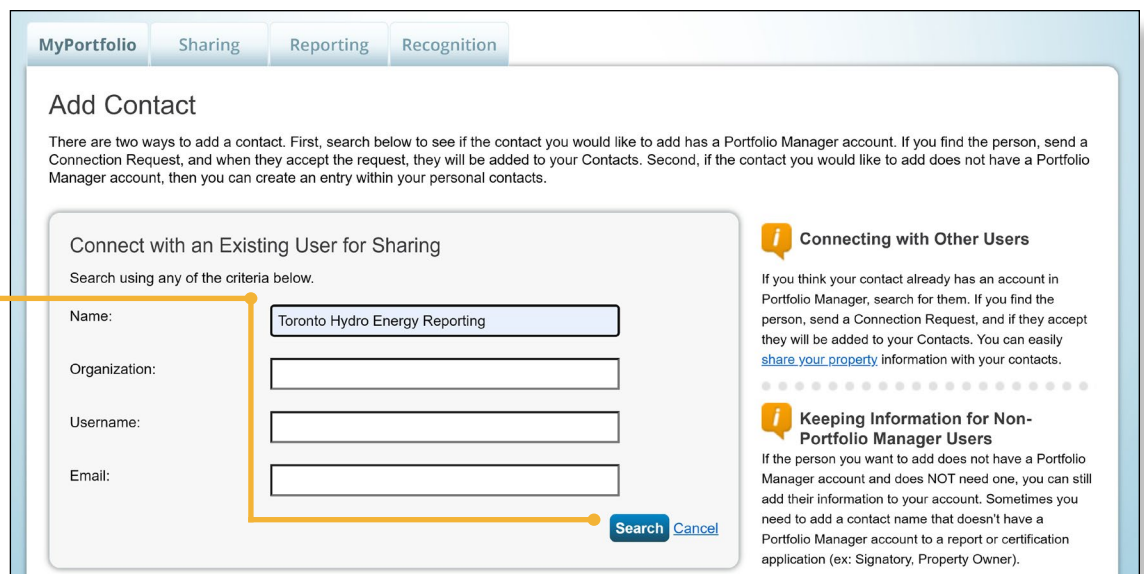
## STEP 2

Select **Add New Contacts/Connections**.



## STEP 3

In the name field, type **Toronto Hydro Energy Reporting** and click **Search**.



## STEP 4

From the search results, locate **Toronto Hydro Energy Reporting** and click **Connect**.

**ENERGY STAR® PortfolioManager®**

Welcome | Account | Notifications | ENERGY STAR | Contacts | Help | Sign Out  
Settings | Notifications

MyPortfolio | Sharing | Reporting | Recognition

### Search Results

The results of your search are listed below. Clicking "Connect" will send a request to the person asking them to confirm your request to add them as your contact. If they accept, you will see them listed as a connected contact in your address book. If they do not accept, or have not accepted yet, you will see them as an unconnected contact in your address book. Connecting with contacts will make it easier to share property information within Portfolio Manager.

**Your Search Criteria**

Name:

Organization:

Username:

Email Address:

**Search**

**Toronto Hydro Energy Reporting (TorontoHydroEnergyReporting)**

Energy Reporting with Toronto Hydro

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**Connect**

## STEP 5

On the Send a Connection Request page, enter the following information for each eligible property:

- **10-digit common area account number** (including leading zeros)
- **Service location postal code** (note: this may differ from the service address)

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### Send a Connection Request to [Toronto Hydro Energy Reporting](#) to Begin Exchanging Data

[Toronto Hydro Energy Reporting](#) requires the following information in order to complete this information, please contact [Toronto Hydro Energy Reporting](#) and/or meters with them to get started exchanging data.

Toronto Hydro Account Number:  Example: 1  
Enter 10 digit Account Number found on your Toronto Hydro bill.

Postal Code:  Example: M  
Enter postal code associated to the Account Number.

Terms of Use: ☒ I agree to my provider's ([Toronto Hydro Energy Reporting](#)) Terms of Use.

**Send Connection Request** [Cancel](#)

**Toronto Hydro-Electric System Limited**  
**YOUR ELECTRICITY BILL**

**Account Number**  
0123456789  
To be used for payments

**Premises Number**  
0123456789

**Statement Date**  
Feb 05 2025

**Amount Due**  
\$19,011.95

**Due Date**  
Mar 01 2025

**Amount Paid**  
416-542-8000  
Interest is charged on any amount past due at a daily rate of 0.04999%, compounded at the time of billing from the due date until receipt of such amount and all accrued interest (effective interest rate of 19.56% per annum).

**Electricity**  
Electricity distributed by TORONTO HYDRO  
49,951.699 kWh at \$0.03048 per kWh 1,522.53

**Compare Your Daily Usage**

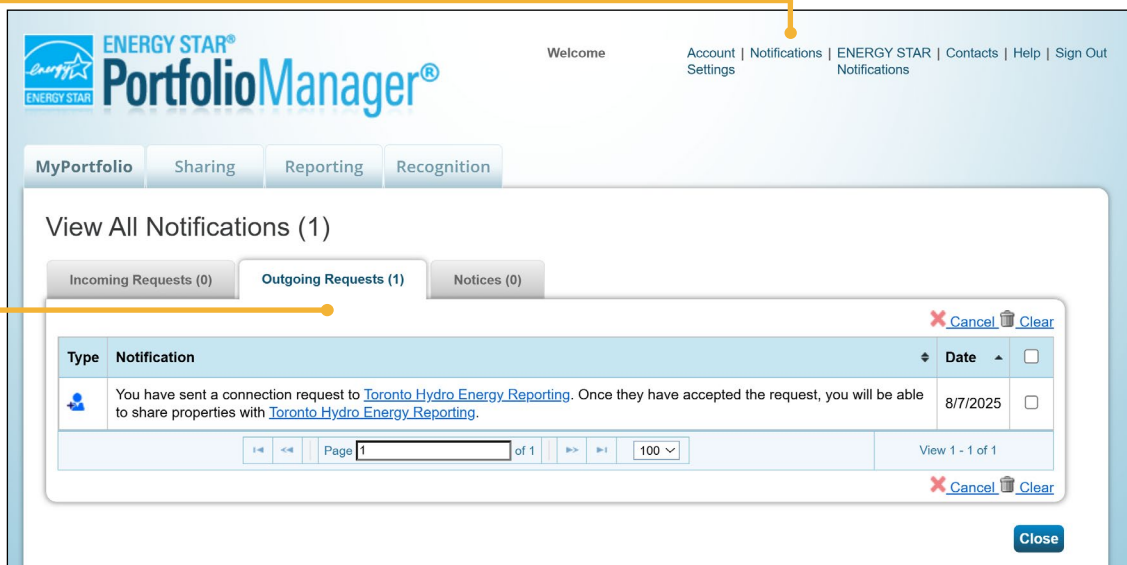
**Send Date**  
31 JAN 25 48,520  
01 JAN 25 41,582

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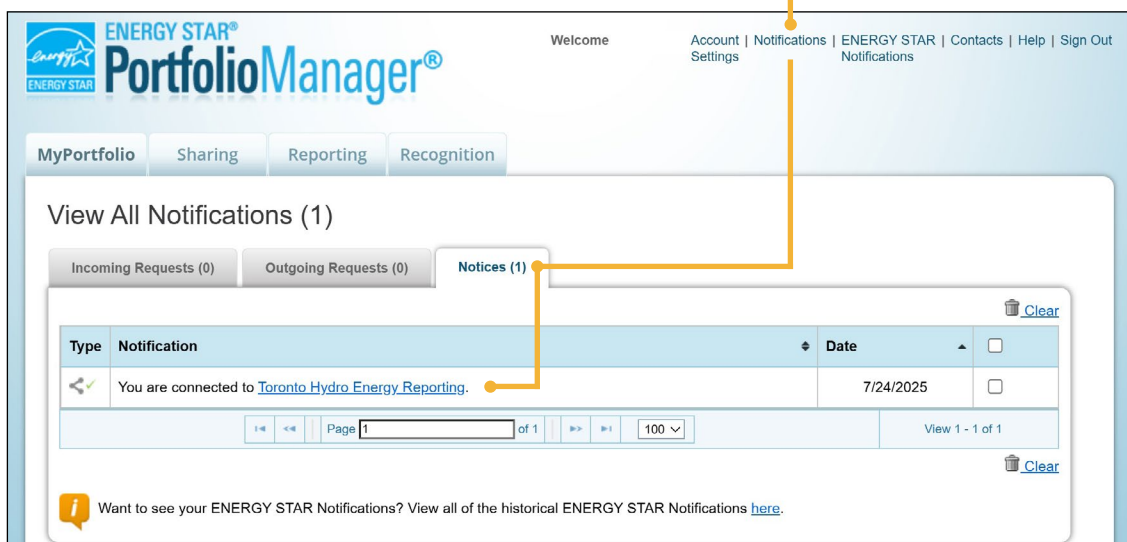
## STEP 6

To view your pending request, click **Notifications** in the top menu, then go to the **Outgoing Requests** tab.



## STEP 7

Once your connection is approved or rejected, you'll receive a notification in Portfolio Manager®. This can be found under **Notices** in the **Notifications** section.



## 2.3 Share your properties with Toronto Hydro

To begin receiving your monthly electricity data through Portfolio Manager®, you'll need to share each property using the built-in sharing feature. This creates a secure connection for ongoing data exchange. Before you begin, please ensure your connection request has been approved.

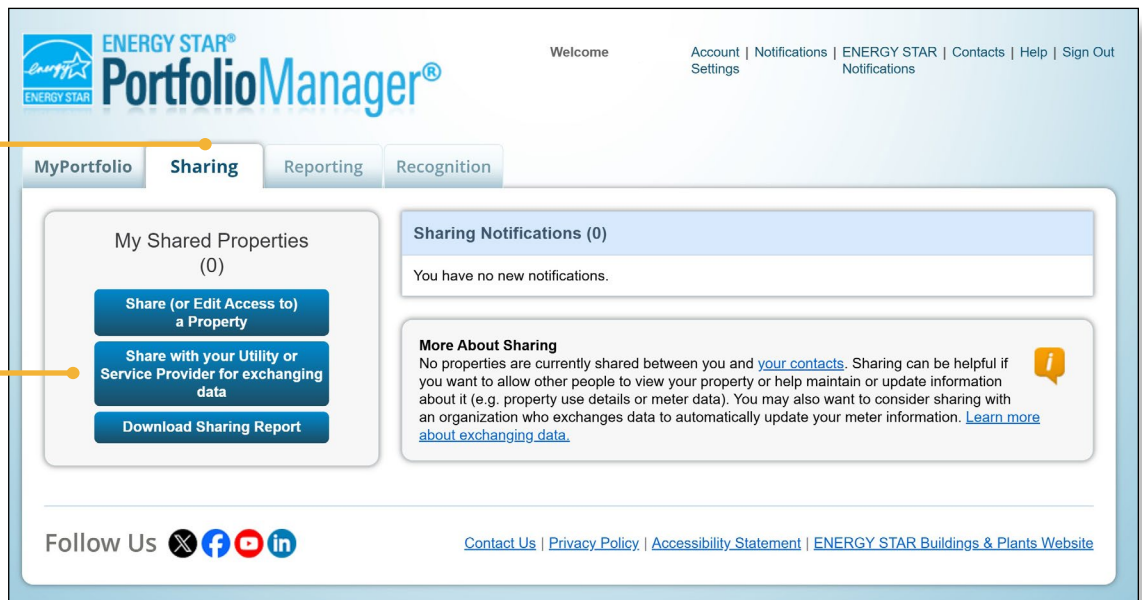
**Note:** A single connection enables you to share multiple properties — even if they have different account numbers or addresses. You can submit multiple share requests under the same connection.



Follow these steps to share your properties and start receiving data:

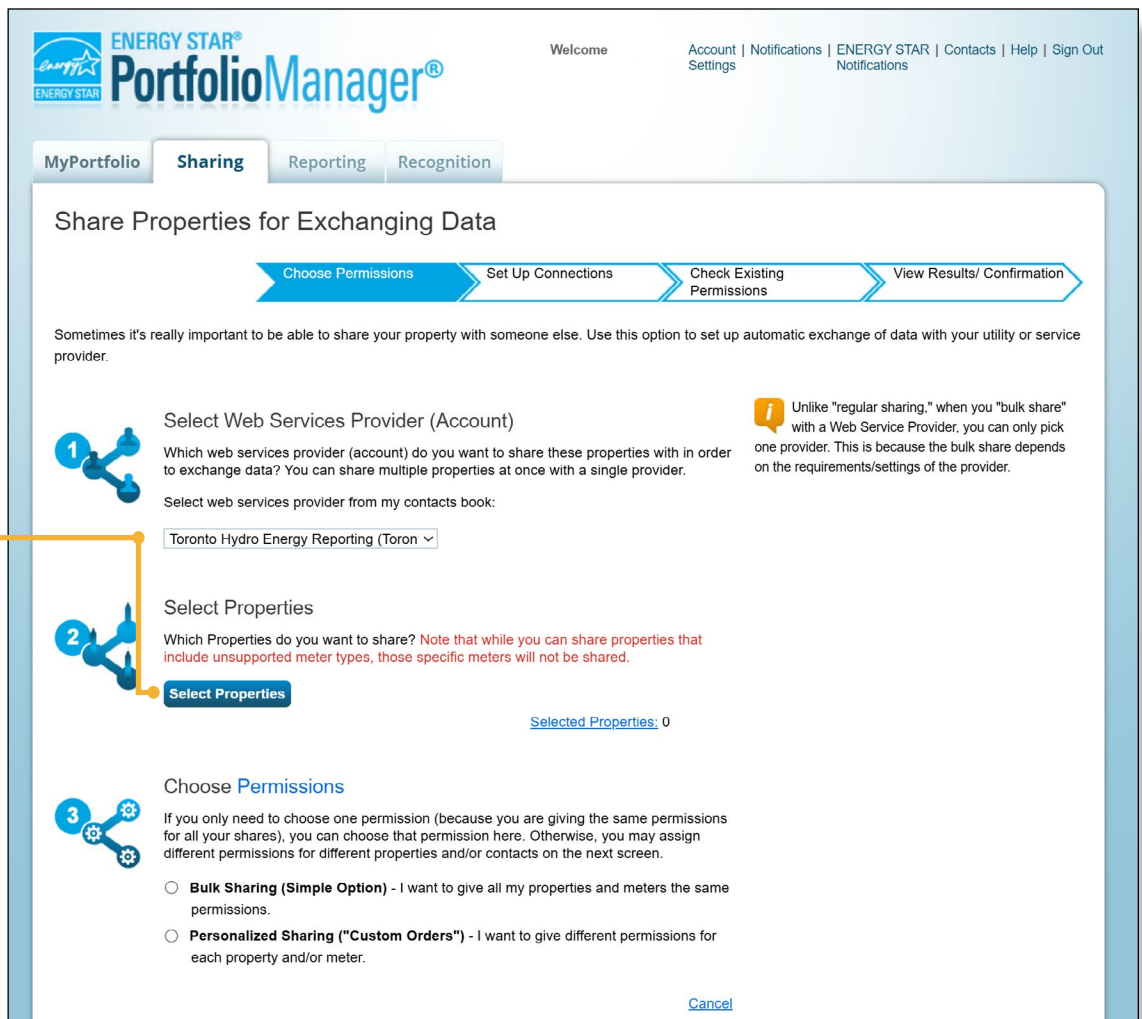
## STEP 1

In Portfolio Manager®, go to the **Sharing** tab and select **Share with your Utility or Service Provider for exchanging data**.



## STEP 2

Under **Select Web Services Provider (Account)**, select **Toronto Hydro Energy Reporting** from the dropdown menu. Then click **Select Properties**.



### STEP 3

After clicking the **Select Properties** button, a pop-up window will appear. Check the box for each property you'd like to share. Only select properties that meet the eligibility criteria. Then, click **Apply Selection**.

ENERGY STAR® PortfolioManager®

Welcome Account | Notifications | ENERGY STAR | Contacts | Help | Sign Out  
Settings Notifications

Select Properties (only properties you have permission to share are shown below)

Search:  Selected Properties: 2 ([View Selection](#))

<input type="checkbox"/>	Name	Property Type	State/Province
<input checked="" type="checkbox"/>	<a href="#">NRCAN/RNCAN Sample Multifamily</a>	Multifamily Housing	ON
<input checked="" type="checkbox"/>	<a href="#">NRCAN/RNCAN Sample Office</a>	Office	ON
<input type="checkbox"/>	<a href="#">NRCAN/RNCAN Sample Office</a>	Office	ON

Filter Properties (3)

**Filter by Property Type**

☐ Multifamily Housing (1)  
☐ Office (2)

**Filter by Construction Status**

☐ Test (3)

**Filter by State/Province**

☐ Ontario (3)

**Filter by Shared from**

☐ None - My Properties (PDA) (3)

First Previous Page 1 of 1 Next Last 100 ▾

Selected Properties: 2 ([View Selection](#))

[Apply Selection](#) [Cancel](#)

### STEP 4

After selecting your properties, click **Personalized Sharing (“Custom Orders”)** and click **Set Permissions**.

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MyPortfolio **Sharing** Reporting Recognition

Share Properties for Exchanging Data

Choose Permissions Set Up Connections Check Existing Permissions View Results/Confirmation

Sometimes it's really important to be able to share your property with someone else. Use this option to set up automatic exchange of data with your utility or service provider.

**1** Select Web Services Provider (Account)

Which web services provider (account) do you want to share these properties with in order to exchange data? You can share multiple properties at once with a single provider.

Select web services provider from my contacts book:

Toronto Hydro Energy Reporting (Toron ▾)

**2** Select Properties

Which Properties do you want to share? Note that while you can share properties that include unsupported meter types, those specific meters will not be shared.

[Select Properties](#)

[Selected Properties: 2](#)

**3** Choose Permissions

If you only need to choose one permission (because you are giving the same permissions for all your shares), you can choose that permission here. Otherwise, you may assign different permissions for different properties and/or contacts on the next screen.

☐ Bulk Sharing (Simple Option) - I want to give all my properties and meters the same permissions.

☒ Personalized Sharing (“Custom Orders”) - I want to give different permissions for each property and/or meter.

[Set Permissions](#) [Cancel](#)

## STEP 5

On the Share Your Property(ies) page, select **Exchange Data** for each property and a pop-up window will appear.

**Note:** If your Portfolio Manager® account is not the Property Data Administrator, you may be asked to connect **Toronto Hydro Energy Reporting** to the **Property Data Administrator** on their behalf before continuing.

In the pop-up window, enter the following information:

- **10-digit common area account number** (including leading zeros)
- **Service location postal code** (note: this may differ from the billing address)

### Permissions

- For **Property Information**, select **Full Access** permission
- For **Meter Information**, select either **None** or **Read Only Access**

Scroll to the bottom of the page to view more items.

**Share Your Property(ies)**

To finish up, tell us what type of access the people you have selected should have for each of the properties that you have selected. The option to exchange data is only available for authorized accounts.

**Select Permissions for Each Contact**

The access levels you select do not have to be the same for each property or each person.

Sort by:

Name (ID)	No Access	Read Only Access	Full Access	Custom Access	Exchange Data
▼ NRCAN/RNCAN Sample Multifamily (19524755)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toronto Hydro Energy Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▼ NRCAN/RNCAN Sample Office (19524757)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toronto Hydro Energy Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Who gets to Share Forward?**

**Full Access** - Automatically includes "Share Forward" rights

**Read Only** - Automatically does NOT include "Share Forward" rights

**Custom** - You decide, along with the individual permissions for property, meter, goals and recognition permissions.

**Exchange Data** - You decide, along with the individual permissions for property, meter, goals and recognition permissions.

**Share Property(ies)** [Cancel](#)

**Select Access Permissions to NRCAN/RNCAN Sample Multifamily for Toronto Hydro Energy Reporting.**

The following information is required by Toronto Hydro Energy Reporting in order to provide service to your property(ies). If you have any questions about how to complete this information, please contact them directly.

Toronto Hydro Account Number:  Example: 1234567890  
Enter 10 digit Account Number found on your Toronto Hydro bill; 1 - 10 Characters

Postal Code:  Example: M5B 1K5  
Enter postal code associated to the Account Number above; 1 - 7 Characters

Select the permission level below that you would like to grant Toronto Hydro Energy Reporting for each category.

Item	None	Read Only Access	Full Access
Property Information	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
▼ All Meter Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▼ Energy Meters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

**Toronto Hydro Energy Reporting**

▼ NRCAN/RNCAN Sample Office (19524757)



## STEP 6

Scroll to the bottom of the page and continue setting permissions for all meters. For the **Recognition** category, select **None**. For the **Share Forward** prompt, select **Yes** or **No**. Finally, click **Apply Selections & Authorize Exchange**.

**Note:** We encourage you to set up your other meters as well. Sharing additional meter types, such as gas and water, helps us support long-term grid planning and the design of energy-efficiency programs.

Select Access Permissions to [NRCAN/RNCAN Sample Multifamily](#) for [Toronto Hydro Energy Reporting](#).

Water / Eau Potable	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Waste Meters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goals, Improvements, & Checklists	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Recognition	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

☒ The provider with whom you are sharing does not support this meter type.

Additional Options:

Item	Yes	No
* Share Forward Allow Toronto Hydro Energy Reporting to share this property with others and give them any permissions that he/she has, including the right to share with more people.	<input checked="" type="radio"/>	<input type="radio"/>

[Apply Selections & Authorize Exchange](#) [Cancel](#)

## STEP 7

Repeat this process for each eligible property. Once completed, click **Share Property(ies)**.

Share Your Property(ies)

To finish up, tell us what type of access the people you have selected should have for each of the properties that you have selected. The option to exchange data is only available for authorized accounts.

**4** Select Permissions for Each Contact

The access levels you select do not have to be the same for each property or each person.

Sort by: [Property Name](#)

Name (ID)	No Access	Read Only Access	Full Access	Custom Access	Exchange Data
<a href="#">NRCAN/RNCAN Sample Multifamily</a> (19524755)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<a href="#">Toronto Hydro Energy Reporting</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> <a href="#">Edit</a>
<a href="#">NRCAN/RNCAN Sample Office</a> (19524757)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<a href="#">Toronto Hydro Energy Reporting</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> <a href="#">Edit</a>

[Share Property\(ies\)](#) [Cancel](#)

Next steps

After we receive your property share request, Toronto Hydro will:

- Email the primary account holder with the request details
- Confirm the share through a notification in Portfolio Manager®
- Add an Electric Grid Meter for your property in Portfolio Manager®

Data uploads

Within one to two weeks, we'll start monthly uploads of up to two years of historical electricity data.

Review your data

Check for duplicate meter records. New meters aren't automatically included in your building's performance metrics, so update your settings if you'd like to add them.

1. Go to the **Energy** tab.
2. Select **Change Meter Selections**.

Summary

Details

Energy

Emissions

Water

Waste & Materials

Goals

Design

Meter Summary

3 Energy Meters Total

2 - Used to Compute Metrics

1 - Not Used in Metrics

[Add A Meter](#)

Current Energy Date

Jun 30, 2025

Enter Your Bills

Five Ways to Enter Bill Data

1. Manual (Instructions here)

2. Use our simple spreadsheet (on the bottom of each meter's Manage Bills page) to upload or Copy/Paste

3. Use our complex spreadsheet (multiple meters + multiple properties)

4. Hire an organization to electronically enter your data

5. See if your utility offers this service in the US or Canada.

Energy Use by Calendar Month (Not Weather Normalized)

Meters - Used to Compute Metrics (3)

[Change Meter Selections](#)

[View as a Diagram](#)

Meter Name Portfolio Manager Meter ID	Energy Type	Most Recent Bill Date	In Use? (Inactive Date)
<a href="#">Electric</a> 24987385	Electric - Grid	01/01/2020	Yes
<a href="#">Natural Gas - Pool / Gaz naturel - Piscine</a> 24987386	Natural Gas	01/01/2020	Yes
<a href="#">Natural Gas / Gaz naturel</a> 24987387	Natural Gas	01/01/2020	Yes

[Download Annual Totals by Meter](#)

Additional Meters - Not Used in Metrics (1)

[Change Meter Selections](#)

Meter Name Portfolio Manager Meter ID	Energy Type	Most Recent Bill Date	In Use? (Inactive Date)
<a href="#">Electric Grid Meter</a> 25091484	Electric - Grid	02/01/2025	Yes

Tip: If you update custom field values like account numbers or postal codes, un-share and re-share the property to keep uploads running smoothly.

### 3. Additional information

#### Property transfers

Portfolio Manager® allows you to transfer property ownership to another user — such as a new property manager. The new user must already be connected to Toronto Hydro. If they're not, data exchange will be paused and require additional support to resume.

The new user will receive a transfer notification in Portfolio Manager®. They should select **Connect Now with Provider** to maintain data sharing. Please allow up to two business days for the transfer to be completed.

**Important:** The new user shouldn't click **Remove Provider's Access** — this will stop data sharing permanently.

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PortfolioManager®

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### Accept Transfers for Properties Managed by Web Services





You have selected to accept the property transfer request for the property(ies) listed in the table below. Each property listed currently has data managed by a [Web Services Provider](#). In order for the service to continue, you must be [connected](#) to them as the new [Property Data Administrator](#). Alternatively, you can choose to un-share the property with the Web Services Provider, but please note they will not longer be able to update this property.

Web Services Provider Name	Connect Now with Provider (Property will be transferred)	Connect Later with Provider (Property will NOT be transferred)	Remove Provider's Access (Property will be transferred)
<a href="#">Toronto Hydro Energy Reporting</a>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Accept Transfer](#) [Cancel](#)

#### Don't Have This Information?

If you don't have this information available to you at the moment, you can simple click the cancel link on this page or the Keep Transfer Pending and Connect Later option. The transfer property requests will remain pending in your account until you have this information ready. You can view the notifications on the my [My Portfolio](#) tab.

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#### Meter data information

Toronto Hydro's data exchange service reports electricity usage using adjusted (billed) kWh consumption, which includes both actual consumption and line losses. To calculate the unadjusted (metered) amount, divide the reported value by the Loss Factor Adjustment.

#### Troubleshooting

If you experience any issues with Toronto Hydro's data exchange service, please email us at [EnergyReporting@torontohydro.com](mailto:EnergyReporting@torontohydro.com) or call us at **416-542-8000**.

## 4. Frequently asked questions

### Eligibility

#### Can any building owner automatically subscribe to Toronto Hydro's data exchange service?

In some cases, building owners may not have a direct relationship with Toronto Hydro — for example, they may not be the holder of any common area account — and can't enroll unless they obtain the account number and service location postal code for the building's common area account. In these situations, they can request manual data aggregation by completing our [Data Request: Reporting Energy Consumption form \(PDF, 121 KB\)](#).

#### Can a building owner with only one account use Toronto Hydro's data exchange service?

Yes, as long as the building is over 50,000 square feet.

#### Why can't buildings smaller than 50,000 square feet participate in Toronto Hydro's data exchange service?

Currently, only buildings over 50,000 square feet are eligible for data exchange. Smaller buildings are expected to be included starting in 2026.

#### Can a tenant's account holder register for Toronto Hydro's data exchange service?

No, only building owners are eligible, unless the tenant owns the sole meter in the building.

#### My building has multiple property locations under one account. Is it eligible?

Yes. If those property locations belong to the same property parcel, we aggregate the multiple units even if they have different street addresses.

### Portfolio Manager® overview

#### Is there a cost to use this service?

No, this is a free service for eligible Toronto Hydro building owners.

#### Does this service extend to my other utilities, such as natural gas and district energy?

No, it only applies to electricity accounts served by Toronto Hydro.

#### What happens to Toronto Hydro's data exchange service when a building is sold?

When a building is sold, a new Toronto Hydro account is eventually created for the new owner and the existing data exchange service is terminated. More details are available in the [Property transfers](#) section.

#### Can Toronto Hydro access and update my Portfolio Manager® account?

No, we don't have access to your Portfolio Manager® account and can't make any changes on your behalf. We're responsible for providing a data exchange service — which means uploading your usage data to your Portfolio Manager® account. For help using Portfolio Manager®, please visit the [ENERGY STAR® Portfolio Manager® website](#) for further assistance.

### Data uploads

#### How soon after submitting a share request does my data get uploaded to Portfolio Manager®?

Usage data uploads typically begin within one to two weeks after a successful share request.

#### How often is new data uploaded to Portfolio Manager®?

Your energy data is updated monthly, but there's a three-month delay to ensure all meter readings are included. For example, if you sign up on September 1, the most recent data available will be from May.

#### How is monthly consumption calculated?

Toronto Hydro prorates meter readings based on the dates they were taken, then calculates the total monthly consumption by combining those values.

#### How do I know that all my meters' data has been included?

The total meter count will be emailed to the primary account holder. Meters that track energy you produce — like solar — are counted, but they don't add to your total energy consumption.

### **What happens if a tenant account becomes inactive or new tenants move in?**

Inactive accounts stop uploading data. New or transferred accounts are automatically included in future aggregations.

## **Account details**

### **When sharing a property, how do I identify the common area account?**

Search for an account without a suite number, or terms like “common,” “house,” “garage,” “elevator” or “fire pump” in the account name. Without a clear anchor account, data exchange can’t be connected.

### **Is it okay if the address in Portfolio Manager® is different from my Toronto Hydro account?**

Yes. We use the address on the Toronto Hydro common area account — not the address listed in Portfolio Manager®.

### **What if I entered incorrect account details or need to update them later?**

If the account number and service location postal code listed in Portfolio Manager® don’t match Toronto Hydro’s records, the data upload will fail. To correct this, you’ll need to un-share the property and re-share with the correct, up-to-date account details.

## **Special metering cases**

### **How are meters for renewable energy generation handled?**

Meters that track renewable energy generation are included in the total meter count, but excluded from net electricity consumption calculations.

## **5. Resources and services**

### **Province of Ontario EWRB reporting**

The Ontario government requires owners of large buildings to report their energy and water usage through the Energy and Water Reporting and Benchmarking (EWRB) program annually by July 1.

[\*\*Learn more about provincial reporting requirements\*\*](#)

### **City of Toronto EWRB Reporting**

Toronto’s Energy and Water Reporting Bylaw requires owners of large buildings in Toronto to report their energy and water use to the City of Toronto annually by July 2.

[\*\*Learn more about municipal reporting requirements\*\*](#)

### **PowerLens Business**

The PowerLens Business portal enables Toronto Hydro customers with interval metering to analyze their energy consumption and manage their account.

[\*\*Log in or register for PowerLens Business\*\*](#)