

Energy usage tracker guide: How to cancel or remove third-party access



Who this guide is for: Interval metering commercial customers, residential net metering and small commercial customers.

Third-party users, such as energy consultants, can be invited to access your electricity usage information through the energy usage tracker. They do not have access to your billing, payment or other account management information.

This guide provides step-by-step instructions to **cancel a pending third-party invitation** before it's accepted or **remove a third-party user's access** after it's been accepted.

How to cancel a pending invitation

To cancel a third-party invitation that **hasn't been accepted**, follow these steps:

STEP 1

Log in to your self-serve portal.

The screenshot shows the Toronto Hydro online account login page. At the top, there is a navigation bar with the Toronto Hydro logo and several menu items: Accounts & Billing, Outages & Safety, Savings & Sustainability, and Customer Service. On the right side of the navigation bar are links for Search, Log In, and Tools. The main heading is "Log in" with the subtext "Access your Toronto Hydro online account." Below this, there is a login form with two input fields: "Email address" and "Password". The "Email address" field contains a blurred email address, and the "Password" field contains a series of dots. Below the password field is a link for "Forgot password?". At the bottom of the form are two buttons: "Log in" and "Sign up". Below the login form, there is a note: "Note: You may be receiving eBills notifications, but may not be registered for a Toronto Hydro online account. If you're receiving an 'Unable to authenticate. Please try again.' error message when attempting to log in, please [register for an online account](#)." At the bottom of the note, it says "If you continue to experience log in issues, please [contact us](#)."

STEP 2

Click **View other authorized users**.

The screenshot shows the 'Account summary' page on the Toronto Hydro website. The header includes the Toronto Hydro logo and navigation links: 'Accounts & Billing', 'Outages & Safety', 'Savings & Sustainability', and 'Customer Service'. There are also links for 'Search', 'Log Out', and 'Tools'. The main content area has a breadcrumb trail 'MY ACCOUNT | ACCOUNT SUMMARY' and a title 'Account summary' with the subtitle 'Manage your billing, usage and services.' On the left, there's a sidebar with 'Current balance', 'Ways to pay', 'Account holder name', 'Account number', 'Service address', and 'Other authorized users'. The 'Other authorized users' section has a link 'View other authorized users'. On the right, there's a list of actions: 'Manage profile', 'Bill & payment history', 'Manage eBills', and 'Manage Pre-Authorized Debit'. A green checkmark icon is visible in the bottom right corner.

STEP 3

Click **Invite a third party or manage pending invitations**.

The screenshot shows the 'View users' page on the Toronto Hydro website. The header is identical to the previous page. The main content area has a breadcrumb trail 'MY ACCOUNT | VIEW USERS' and a title 'View users' with the subtitle 'View authorized users on your account.' Below this, there's a paragraph: 'The users shown on this page belong to the account selected in the top-right corner of the portal. If you have multiple accounts, you can select a different account to view and manage its users.' At the bottom, there's a call-to-action box that says: 'Do you want to give a third party access to electricity usage data for your account(s)? [Invite a third party or manage pending invitations](#).'

STEP 4

Scroll down to **Pending invitations** and click **Cancel**.

Pending invitations

The table displays invitations you've sent. The third parties have not yet accepted or declined them. Invitations are removed from the table when they expire, or when the third party accepts or declines them.
Note: Invitations expire **seven days** after they were sent.

Third-party email address	Account(s) shared	Date sent	Manage invitation
		9/29/2026	Cancel
	2 View accounts -	9/29/2026	Cancel

Note: If the third-party invitation is linked to multiple accounts, click **View accounts** to view the list of accounts included in the invitation.

You'll receive an email confirming your cancellation request.

How to remove third-party access

Once an invitation has been accepted, you can **remove the third-party user's access** by following these steps:

STEP 1

Log in to your self-serve portal.



Accounts & Billing ▾ Outages & Safety ▾ Savings & Sustainability ▾ Customer Service ▾

Search 🔍 Log In 🔒 Tools ⚙️

Log in

Access your Toronto Hydro online account.

Email address

Password

.....

[Forgot password?](#)

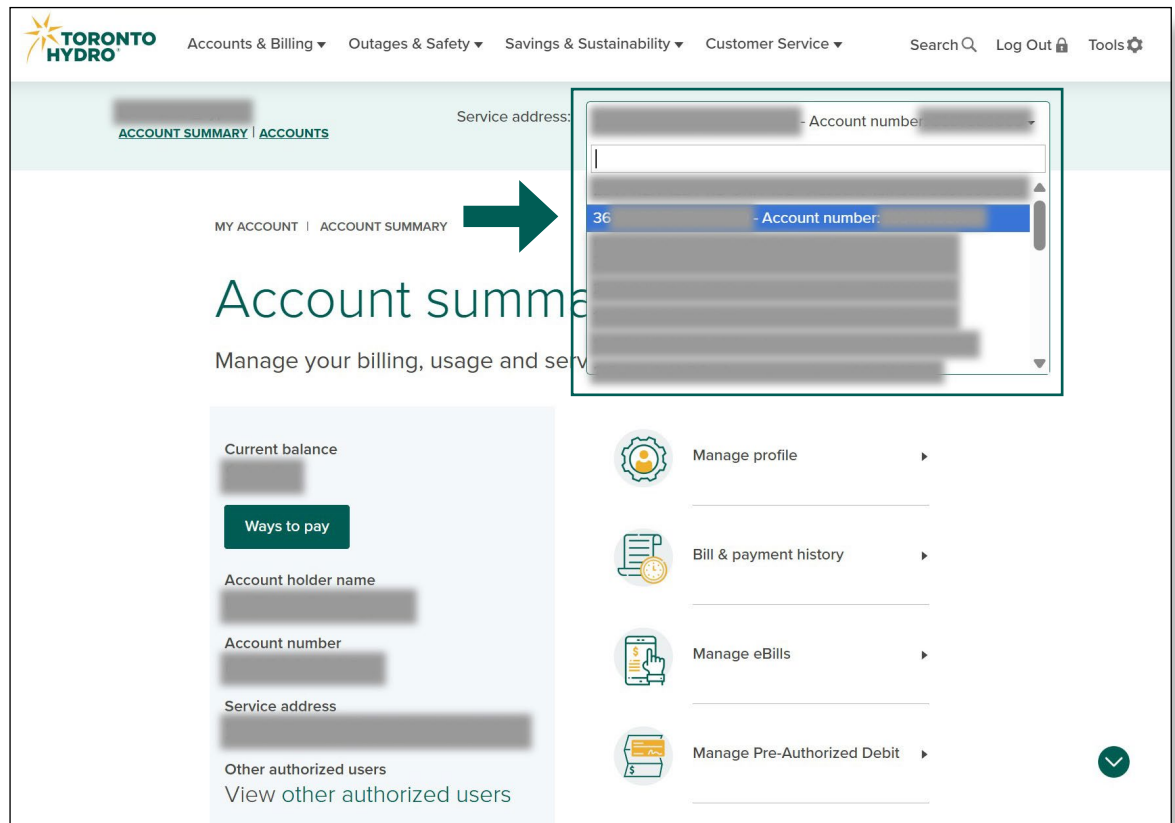
Log in

[Sign up](#)

Note: You may be receiving eBills notifications, but may not be registered for a Toronto Hydro online account. If you're receiving an "Unable to authenticate. Please try again." error message when attempting to log in, please [register for an online account](#).
If you continue to experience log in issues, please [contact us](#).

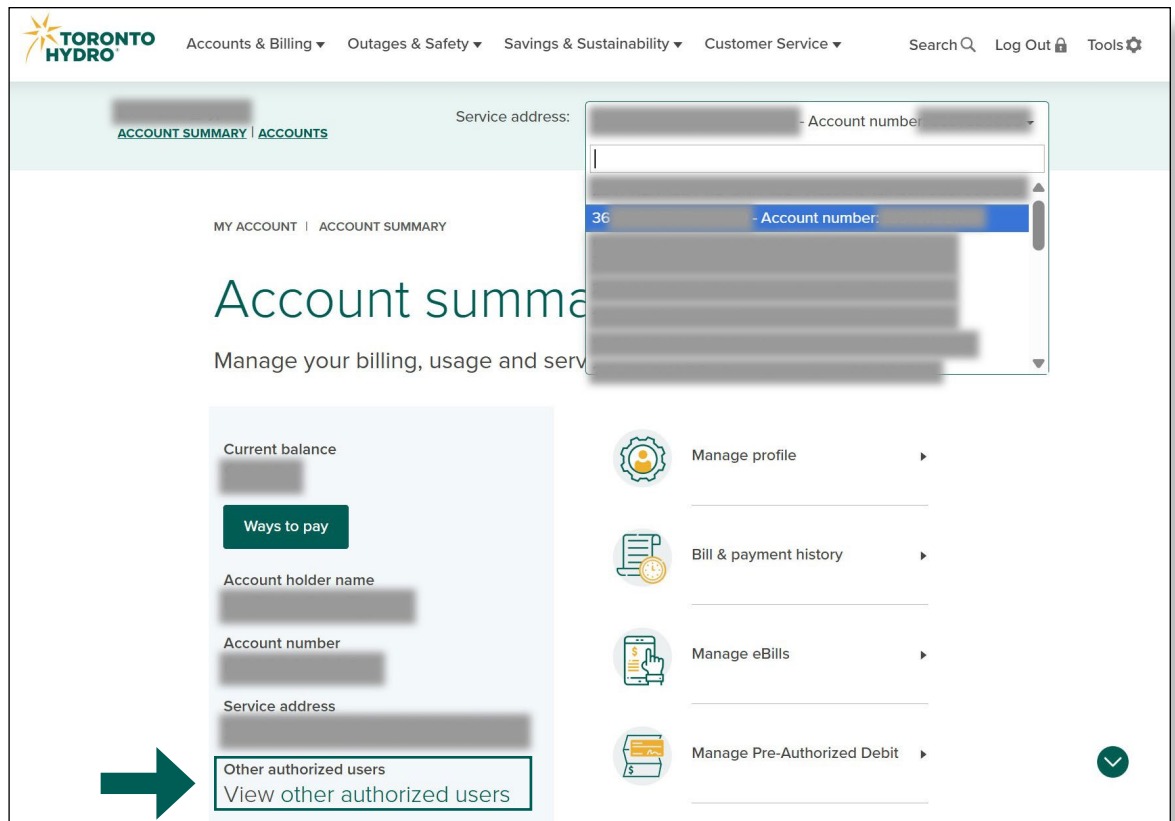
STEP 2

If you have **multiple service addresses**, use the account selector in the **top-right** corner of the **Account Summary** screen to **select the account** for which you want to remove access.



STEP 3

Click **View other authorized users**.



STEP 4

From the list of users, locate the **third party** and click **Remove**.

View users

View and manage authorized users on your account.

The users shown on this page belong to the account selected in the top-right corner of the portal. If you have multiple accounts, you can select a different account to view and manage its users.

Do you want to give a third party access to usage data for your account(s)? [Invite a third party.](#)

Search by any field in the table, such as name or email

Name	Account holder status*	Company name	Email address	Phone number	Manage user**
	Third party				Remove
	Third party				Remove
	Primary				
	Secondary				
	Secondary				

*There are three types of account holder status that can appear on the View Users page:

- **Primary:** The person or company legally and financially responsible for the account
- **Secondary:** Someone to whom the primary account holder has granted full access to their account
- **Third party user:** An external contact who's been invited to access the account's electricity usage data

For more information on account holder status, visit our [FAQ](#).

**At this time, you can remove third-party access online, but not access for primary or secondary account holders.

The table on this page shows the most up to date third party details. If third-party users update their information, such as email or company name, the table will update automatically.

STEP 5

Confirm the removal when prompted by the system.

Do you want to remove this user's third-party access for this account?

They'll receive an email confirming they no longer have access to this specific account.

Note: They'll still have third-party access to other accounts you've granted them permission to view.

Cancel

Remove access

STEP 6

Repeat these steps for **each account** you would like to **remove** third-party access form. Customers will receive an email confirming their request.

Note: Only **third-party users** can be removed through the self-serve portal. To remove a **secondary user**, call our Customer Experience team at **416-542-8000** (press **6**).

Have questions?

For more information, visit:

- [Energy usage tracker](#)
- [Account and user management frequently asked questions](#)
- [Frequently asked questions for third parties](#)
- [My usage frequently asked questions](#)