

Energy usage tracker guide: How to schedule a report



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

The **Reporting** feature in the energy usage tracker lets you schedule one-time or recurring electricity usage reports.

- **One-time report:** Create a report with up to **seven years of historical usage data**. Reports are typically available the next day.
- **Recurring report:** Automatically receive updated reports **daily, weekly or monthly**, with access to up to **two years of historical usage data**.

Choose the report type that meets your needs and follow the steps below.

Schedule a one-time report

To schedule a **one-time report**, follow 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

Scroll down to the bottom and click **Track my energy use**.

Additional services



Track my
energy use



Customer
Choice



Equal
Payment Plan

STEP 3

Select **Reporting** and **Schedule a one-time report** option.

Download Data

Reporting

Reporting: Schedule one-time or recurring interval data reports. Reports are provided as XLSX files the next day, and we'll email you when they're available. You can also view and manage your reports.

Select a reporting option



Schedule a one-time report



Schedule a recurring report



View reports

STEP 4

Create a **name** for the report.

Customize your report

In some cases, very large reports can exceed our system's processing limits. If that happens, a message will appear with guidance on how to adjust your report.

Visit our FAQ for more [help setting up your report](#).

Report Name

Test Report today

Report name requirements:

- Enter 5 – 35 characters.
- Do not use these special characters: * [] @ # \$ % ^ + = { } ! : ~ . ' , >

Note: The following options are available: in the **Customize your report** section of the Reporting tab. Initially, only the **first option** is enabled: **Select meter(s)**. As you complete each selection, the next option becomes available.

For example, once you select a meter, the second option is enabled: **Select time period**. Continue making your selections until all required options have been completed.

- ☒ Select meter(s)
- ☐ Select time period
- ☐ Select meter channel(s)
- ☐ Select interval length

Schedule report

Reset filters

Note: Toronto Hydro strives to show the most recent meter readings in the electricity data. However, some data may be missing and all electricity data is subject to change.

STEP 5

Select one or more meters to include in your report.

☒ Select meter(s)

Note: Some meter numbers may appear more than once, but with different dates in the “Available data period” column. This helps ensure you receive complete data for that meter.

2 of 34 meters selected

2 of 12 accounts selected

Search

☒	Meter number ↑↓	Account number ↑↓	Service address ↑↓	Customer name ↑↓	Available data period* ↑↓
☒					2019/09/29 - 2026/09/28
☒					2019/09/29 - 2019/11/20
☐					2019/11/20 - 2026/09/28

STEP 6

Select time period from the available options. Based on your selection, the **Start date** and **End date** fields will be automatically populated.

⊖

Select time period

On this page, you can download up to two years of historical data, excluding today's date. If you need more than two years, please [schedule a report](#).

Note: Data for yesterday may be incomplete, as meter readings may not be available yet.

Time period

Start date (MM/DD/YYYY)

End date (MM/DD/YYYY)

Last week

09/21/2026

09/27/2026

⊕

⊕

Yesterday

Week to date

Month to date

Quarter to date

Year to date

Last week

Last month

Last quarter

Last year

Custom period

(S)

Schedule report

Note: Data for yesterday may be incomplete, as meter readings may not be available yet.

Your report will be available on 09/30/2026

STEP 7

Select the meter **channel(s)**.

⊖

Select meter channel(s)

Each meter has multiple channels. A meter channel records a specific unit of electricity measurement.

By default, we've selected the channel customers typically choose.

Need more details about meter channels? Learn more in our [FAQ](#).

Note: When you select multiple meters, only channels common to the selected meters will be shown.

☒ Interval KWH Delivered

☐ Interval KVARH Delivered

☐ Interval KVAH Delivered

STEP 8

Select the **interval length**, then click **Schedule report**.

⊖ Select interval length

Interval length is the time period in which your electricity data is measured. Shorter intervals (when available) provide more detailed information.

Interval length

Select interval length ▾

15 minutes

Hourly

Daily

Download report

Reset filters

Schedule report

Note: Toronto Hydro strives to show the most recent meter readings in the electricity data. However, some data may be missing and all electricity data is subject to change.

Your report has been scheduled. You'll receive an email notification when it's ready.

Note: You'll receive an email notification from do-not-reply@torontohydro.com when your report is ready. Reports are typically available the **next day**.

Example notification:

Hi [REDACTED]

The following electricity report is now available to download from our self-serve portal:

To view, download and manage your report, please log in to our [self-serve portal](#) and go to **My Usage > Reporting > View Reports**.

Thank you,

Toronto Hydro

Note: This message was sent from a notification-only address that cannot accept incoming emails. Please do not reply to this message.

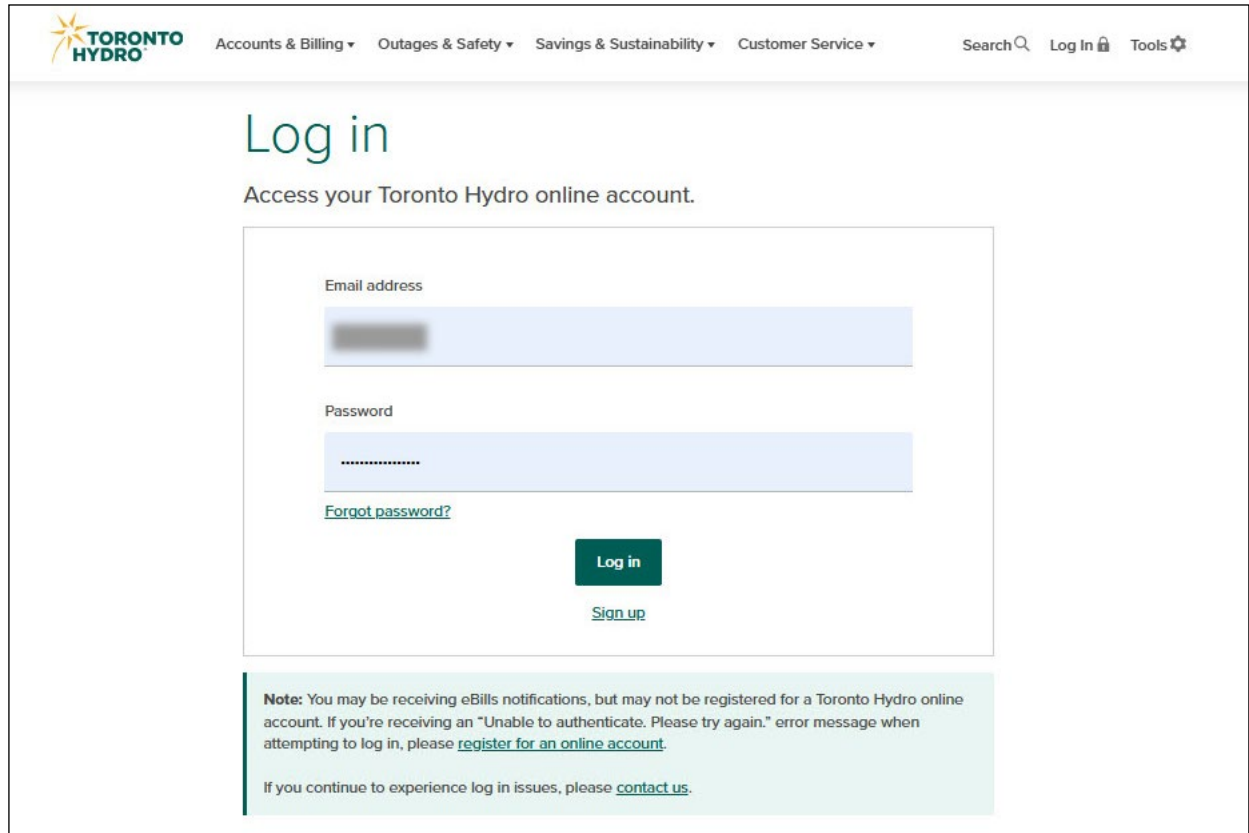
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Schedule a recurring report

To schedule a **recurring report**, follow these steps:

STEP 1

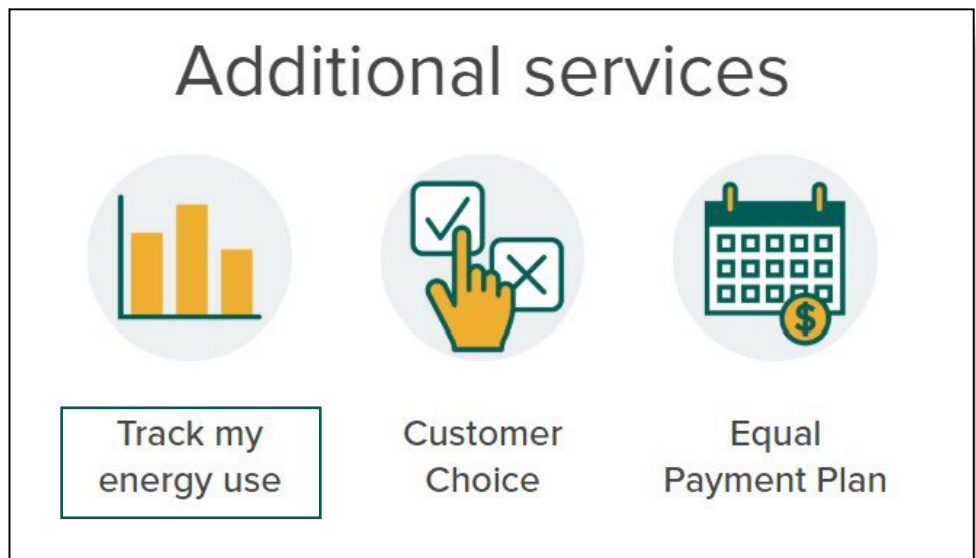
Log in to your self-serve portal.



The screenshot shows the Toronto Hydro website's login page. At the top is the Toronto Hydro logo and a navigation menu with links: Accounts & Billing, Outages & Safety, Savings & Sustainability, and Customer Service. On the right 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 is a login form with fields for "Email address" and "Password". A "Forgot password?" link is below the password field. A green "Log in" button and a "Sign up" link are at the bottom of the form. A note at the bottom states: "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

Scroll down to the bottom and click **Track my energy use**.



The "Additional services" section features three icons in circles: a bar chart for "Track my energy use", a hand clicking a checkmark for "Customer Choice", and a calendar with a dollar sign for "Equal Payment Plan". The "Track my energy use" option is highlighted with a green border.

STEP 3

Select **Reporting** and click **Schedule a recurring report**.

[Download Data](#) [Reporting](#)

Reporting: Schedule one-time or recurring interval data reports. Reports are provided as XLSX files the next day, and we'll email you when they're available. You can also view and manage your reports.

Select a reporting option

☐ Schedule a one-time report ☒ Schedule a recurring report ☐ View reports

STEP 4

Create a **name** for the report.

Customize your report

In some cases, very large reports can exceed our system's processing limits. If that happens, a message will appear with guidance on how to adjust your report.

Visit our FAQ for more [help setting up your report](#).

Report Name

Test Report today

Report name requirements:

- Enter 5 – 35 characters.
- Do not use these special characters: * [] @ # \$ % ^ + = { } ! : ~ . ' , >

Note: Initially, in the **Customize your report** section, only the **first option** is enabled: **Select report frequency**. As you complete each selection, the next option becomes available.

For example, once you select **report frequency**, the second option is enabled: **Select meter(s)**. Continue making your selections until all required options have been completed.

☒ Select report frequency

☐ Select meter(s)

☐ Select time period

☐ Select meter channel(s)

☐ Select interval length

Schedule report

Reset filters

Note: Toronto Hydro strives to show the most recent meter readings in the electricity data. However, some data may be missing and all electricity data is subject to change.

Example: To receive the same report every Thursday, select **Weekly** as the frequency and choose **Thursday** as the delivery day.

Enter a **Start date** and, optionally, an **End date**. If you want to continue receiving the report indefinitely, leave the **End date** field blank.

STEP 5

Select your preferred **report frequency**.

⊖

Select report frequency

Choose when and how often you want to receive this report.

Frequency

Weekly

▼

Day

Thursday

▼

Weekly: Receive your report every week on your chosen day of the week.

Select reporting period

Choose when you want the report to run.

Start date (MM/DD/YYYY)

10/01/2026

End date (MM/DD/YYYY) - optional

10/01/2027

STEP 6

Select **one** or **multiple meters** to view their electricity usage data.

⊖

Select meter(s)

Some meters displayed aren't available for download in **Schedule a recurring report**. To access data for these meters, **Schedule a one-time report**.

Search

Q

Search

☐	Meter number ↑↓	Account number ↑↓	Service address ↑↓	Customer name ↑↓	Available data period* ↑↓
☒					2019/09/29 - 2026/09/28
☐					2019/09/29 - 2019/11/20
☒					2019/11/20 - 2026/09/28

Note: Some meters are unavailable for the selected date range. To access their data, schedule a one-time report.

STEP 7

Select the **time period** from the available options. Based on your selection, the **Start date** and **End date** fields will be automatically populated.

— Select time period

You can download up to two years of historical data, excluding today's date. Your report will be ready the next day. If you choose a future end date, it will be ready the day after that.

Note: Data for yesterday may be incomplete, as meter readings may not be available yet.

Time period

Start date (MM/DD/YYYY)

End date (MM/DD/YYYY)

Last week

09/21/2026

09/27/2026

Month to date

Quarter to date

Year to date

Last week

Custom period

(S)

STEP 8

Select the **meter channel(s)**.

— Select meter channel(s)

Each meter has multiple channels. A meter channel records a specific unit of electricity measurement.

By default, we've selected the channel customers typically choose.

Need more details about meter channels? Learn more in our [FAQ](#).

Note: When you select multiple meters, only channels common to the selected meters will be shown.

☒ Interval KWH Delivered

☐ Interval KVARH Delivered

☐ Interval KVAH Delivered

STEP 9

Select the desired **interval length**, then click **Schedule report**.

— Select interval length

Interval length is the time period in which your electricity data is measured. Shorter intervals (when available) provide more detailed information.

Interval length

Hourly

15 minutes

Hourly

Daily

Schedule report

Reset filters

Note: Toronto Hydro strives to show the most recent meter readings in the electricity data. However, some data may be missing and all electricity data is subject to change.

Your report has been scheduled. You'll receive an email notification when it's ready.

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To view, download and manage your report, please log in to our [self-serve portal](#) and go to **My Usage > Reporting > View Reports**.

Thank you,

Toronto Hydro

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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**](#)