

Energy usage tracker guide: How to send a third-party invitation



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

Need to share your electricity usage data with someone, such as an energy consultant? If you're a primary or secondary account holder, you can invite them to access electricity usage data for select accounts through your energy usage tracker.

Once registered, third-party users, such as energy consultants, will have access to **electricity usage information only**. They can manage their own profile information, including their email address, phone number and password, but they cannot access billing, payment or other account management features.

Step-by-step instructions

To invite a third party, 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, there is a navigation bar with the Toronto Hydro logo on the left and links for 'Accounts & Billing', 'Outages & Safety', 'Savings & Sustainability', and 'Customer Service' in the center. On the right side of the navigation bar are links for 'Search', 'Log In', and 'Tools'. The main heading is 'Log in' in a large, teal font, followed by the subtext 'Access your Toronto Hydro online account.' Below this 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. To the left of the password field is a link for 'Forgot password?'. Below the input fields are two buttons: a teal 'Log in' button and a teal 'Sign up' link. At the bottom of the form, there is a light blue box containing 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](#). If you continue to experience log in issues, please [contact us](#).'

STEP 2

Click **View other authorized users**.

TORONTO HYDRO Accounts & Billing ▾ Outages & Safety ▾ Savings & Sustainability ▾ Customer Service ▾ Search 🔍 Log Out 🚪 Tools ⚙️

ACCOUNT SUMMARY | ACCOUNTS Service address: [redacted] - Account number: [redacted]

MY ACCOUNT | ACCOUNT SUMMARY

Account summary

Manage your billing, usage and services.

Current balance [redacted]

Ways to pay

Account holder name [redacted]

Account number [redacted]

Service address [redacted]

Other authorized users

View other authorized users

Manage profile ▸

Bill & payment history ▸

Manage eBills ▸

Manage Pre-Authorized Debit ▸

✓

STEP 3

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

TORONTO HYDRO Accounts & Billing ▾ Outages & Safety ▾ Savings & Sustainability ▾ Customer Service ▾ Search 🔍 Log Out 🚪 Tools ⚙️

ACCOUNT SUMMARY | ACCOUNTS Service address: [redacted] - Account number: [redacted]

MY ACCOUNT | VIEW USERS

View users

View 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 electricity usage data for your account(s)? **Invite a third party or manage pending invitations**.

STEP 4

Scroll down and enter the **email address** of the third party you want to invite.

Third-party contact information

Enter the email address of the third party you'd like to invite.

Email address [input field]

Confirm email address [input field]

STEP 5

Select one or more accounts you want the third party to access.

Account access

Choose the account(s) for which you want to share usage data.

Select account(s)

Please select

☐ Select All

☐

☐

☐

☐

☐

☐

☐

on is from:

[Primary User Terms &](#)

STEP 6

Accept the **Terms & Conditions** and select **Invite**.

Your information shown in the invitation

The email sent to the third party will include the following details so they know who the invitation is from:

☐ By checking this box, you confirm that you have read and accepted our [Primary & Secondary User Terms & Conditions for Third-Party User Authorization](#).

Reset

Invite

STEP 7

A **confirmation** message will appear when the invitation is sent.

Your invitation for to access usage data for your selected account(s) has been sent.

When you refresh the page, the invitation will appear in the table for pending invitations.

STEP 8

Refresh the page to view the invitation on the Pending invitations table.

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

The third party will receive an invitation via email.

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](#)