

# Energy usage tracker guide: How to verify consumption and demand data



**Who this guide is for:** Interval metering and small commercial customers.

You can use the [\*\*energy usage tracker in Toronto Hydro's self-serve portal\*\*](#) to download your electricity usage data and compare it with the consumption and demand information on your bill.

This guide explains which report settings and calculations to use to verify:

- **Total consumption (kWh)**
- **Peak demand (kW)**
- **Peak demand (kVA)**

## Before you begin

**Have a copy of the bill you want to verify available.** When creating your report, select a custom start and end date that match the billing period shown on your bill. The other report settings you'll need to select depend on what you want to verify, as indicated below.

## Select the right report settings

From the **Download data** tab in the energy usage tracker, you'll be prompted to customize your report by selecting:

- Meter(s)
- Time period
- Meter channel(s)
- Interval length

The options become available in sequence as you make your selections.

Use the instructions below to select the appropriate settings for the information you want to verify.

## How to verify total consumption (kWh)

To verify your total consumption data (kWh), first select the following report settings within the **Download data** tab in the energy usage tracker:

- **Meter:** Select the meter number associated with the bill you're reviewing
- **Time period:** Select a custom start and end date that match the billing period on your bill
- **Meter channel:** Select **Interval kWh Delivered**
- **Interval length:** Select **Hourly (60 minutes)**

Once you've made these selections, select **Download report** to download the XLSX file.

## Compare your report with your bill

Total consumption is shown in the **Your Electricity Usage** section of your bill. **kWh Used** shows your consumption before the Loss Factor Adjustment.

## Your Electricity Usage

| Meter Number | Meter Reading Period       | Number of Days | Unit Self-Contained | kWh Used | Loss Factor Adjustment | Adjusted kWh Used |
|--------------|----------------------------|----------------|---------------------|----------|------------------------|-------------------|
|              | JUL 31 2026 TO AUG 31 2026 | 31             | 1                   | 5433.599 | 1.0295                 | 5593.891          |

| kWh Generated | Peak kW 7-7 | Adj. Peak kW 7-7 | Demand kW | Demand kVA | Metering Adj. | Adj. kW | Adj. kVA |
|---------------|-------------|------------------|-----------|------------|---------------|---------|----------|
| 796.039       | 20.559      | 21.245           | 22.959    | 25.359     | 1             | 23.725  | 26.205   |

Total Ontario support: \$210.35. To learn more about the Province's electricity support programs, visit [Ontario.ca/yourelectricitybill](https://Ontario.ca/yourelectricitybill).

## To verify total consumption (kWh Used):

1. Add together all hourly values in the **Interval kWh Delivered** column of your downloaded report.
2. Compare the total sum with **kWh Used** on your bill. The values should match when rounded to two decimal places.

## How to verify peak demand (kW)

To verify your peak demand (kW), first select the following report settings within the **Download data** tab in the energy usage tracker:

- **Meter:** Select the meter number associated with the bill you're reviewing
- **Time period:** Select a custom start and end date that match the billing period on your bill
- **Meter channel:** Select **Interval kWh Delivered**
- **Interval length:** Select **15 minutes**

Once you've made these selections, select **Download report** to download the XLSX file.

## Compare your report with your bill

Peak demand is shown as **Demand kW** in the **Your Electricity Usage** section of your bill. This represents your highest kW demand during the billing period.

## Your Electricity Usage

| Meter Number | Meter Reading Period       | Number of Days | Unit Self-Contained | kWh Used | Loss Factor Adjustment | Adjusted kWh Used |
|--------------|----------------------------|----------------|---------------------|----------|------------------------|-------------------|
|              | JUL 31 2026 TO AUG 31 2026 | 31             | 1                   | 5433.599 | 1.0295                 | 5593.891          |

| kWh Generated | Peak kW 7-7 | Adj. Peak kW 7-7 | Demand kW | Demand kVA | Metering Adj. | Adj. kW | Adj. kVA |
|---------------|-------------|------------------|-----------|------------|---------------|---------|----------|
| 796.039       | 20.559      | 21.245           | 22.959    | 25.359     | 1             | 23.725  | 26.205   |

Total Ontario support: \$210.35. To learn more about the Province's electricity support programs, visit [Ontario.ca/yourelectricitybill](https://Ontario.ca/yourelectricitybill).

To verify peak demand (Demand kW):

- 1. In your downloaded report, find the highest 15-minute value in the **Interval kWh Delivered** column. In Excel, you can use the MAX function to find this value.
- 2. Multiply the highest value by **4** to calculate your peak demand (kW).
- 3. Compare the result with **Demand kW** on your bill. The values should match when rounded to two decimal places.

How to verify peak demand (kVA)

To verify your peak demand (kVA), first select the following report settings within the **Download data** tab in the energy usage tracker:

- **Meter:** Select the meter number associated with the bill you’re reviewing
- **Time period:** Select a custom start and end date that match the billing period on your bill
- **Meter channel:** Select **Interval kVAh Delivered**
- **Interval length:** Select **15 minutes**

Once you’ve made these selections, select **Download report** to download the XLSX file.

Compare your report with your bill

Peak demand is shown as **Demand kVA** in the **Your Electricity Usage** section of your bill. This represents your highest kVA demand during the billing period.

| Your Electricity Usage |                            |                |                     |               |                        |                   |               |            |
|------------------------|----------------------------|----------------|---------------------|---------------|------------------------|-------------------|---------------|------------|
| Meter Number           | Meter Reading Period       | Number of Days | Unit Self-Contained | kWh Used      | Loss Factor Adjustment | Adjusted kWh Used |               |            |
|                        | JUL 31 2026 TO AUG 31 2026 | 31             | 1                   | 5433.599      | 1.0295                 | 5593.891          |               |            |
|                        |                            |                |                     | kWh Generated | Peak kW 7-7            | Adj. Peak kW 7-7  | Demand kW     | Demand kVA |
|                        |                            |                |                     | 796.039       | 20.559                 | 21.245            | 22.959        | 25.359     |
|                        |                            |                |                     |               |                        |                   | Metering Adj. | Adj. kW    |
|                        |                            |                |                     |               |                        |                   | 1             | 23.725     |
|                        |                            |                |                     |               |                        |                   |               | Adj. kVA   |
|                        |                            |                |                     |               |                        |                   |               | 26.205     |

Total Ontario support: \$210.35. To learn more about the Province's electricity support programs, visit [Ontario.ca/yourelectricitybill](https://Ontario.ca/yourelectricitybill).

To verify peak demand (Demand kVA):

- 1. In your downloaded report, find the highest 15-minute value in the **Interval kVAh Delivered** column. In Excel, you can use the MAX function to find this value.
- 2. Multiply the highest value by **4** to calculate your peak demand (kVA).
- 3. Compare the result with **Demand kVA** on your bill. The values should match when rounded to two decimal places.

## 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\*\*](#)