

Energy usage tracker guide: How to view and manage reports



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 **view** and **manage** your scheduled and previously generated reports in one place.

With this feature, you can:

- View scheduled and previously generated reports
- Check report status
- Edit existing reports
- Delete reports that are no longer needed
- Monitor reports that are approaching their expiration date

View your reports

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 links for Accounts & Billing, Outages & Safety, Savings & Sustainability, and Customer Service. A search bar and links for Log In and Tools are also present. The main heading is "Log in" with the subtext "Access your Toronto Hydro online account." Below this, there is a login form with fields for "Email address" and "Password". A "Forgot password?" link is located 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 of the page 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**.

Additional services



Track my energy use



Customer Choice



Equal Payment Plan

STEP 3

Select **Reporting**, then the **View reports** 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

This page displays all reports you have generated.

Report name 	Frequency 	Latest report date 	Report period 	Status* 	
Optima Training_Schedule Report More reports +	Weekly	09/28/2026	09/21/2026 - No end date	Active	
Schedule Test More reports +	Weekly	09/28/2026	09/14/2026 - No end date	Active	Download Edit/Cancel Delete

Manage your reports

Select the three-dot menu beside a report to access the available options:

- **Download:** Download the report
- **Edit:** Change the report end date (other report details cannot be edited)
- **Cancel:** Stop a scheduled report from being generated automatically
- **Delete:** Permanently delete the report (you'll be asked to confirm before it's deleted)

Understand your report status

Use the **Status** column to check the progress and availability of your reports:

- **Active:** The report is available for download
- **Error:** The report couldn't be generated (you'll receive an email if this happens and will need to create a new report)
- **Expires soon:** The report will expire within 14 days of its scheduled end date
- **Expired:** The report is no longer active and will be automatically removed after one year

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](#)