

Energy usage tracker guide: Understanding account access



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

There are three types of users who may have access to your account or electricity usage data:

- **Primary account holder:** The person or company legally and financially responsible for the account
- **Secondary user:** An individual who has been granted full account access by the primary account holder and has the same account access privileges as the primary account holder
- **Third-party user:** An external contact invited to access electricity usage data

Use this guide to understand what each user can see and do in Toronto Hydro's self-serve portal and how access is provided.

Account access breakdown

What they can do	Primary account holder	Secondary user	Third-party user
View billing information	✓	✓	✗
Move or close accounts	✓	✓	✗
Manage payment and outage notification preferences	✓	✓	✗
Add authorized users (secondary)	✓	✓ Commercial ✗ Residential	✗
Invite third-party users	✓	✓	✗
Remove third-party users	✓	✓	✗
Manage their own profile information, such as phone number, email address and password	✓	✓	✓
Access and download electricity usage data and reports	✓	✓	✓

✓ = Has access ✗ = Does not have access

Primary account holders and secondary users

Primary account holders and secondary users both have **full access to the account**, including billing, payments, account management and electricity usage information.

Secondary users are granted access by the primary account holder.

How to add a secondary user

To add a secondary user and provide them with full account access, account authentication is required. To provide authentication, call our Customer Experience team at **416-542-8000** (press **6**).

Once added, the secondary user can **register for Toronto Hydro's self-serve portal** to access the account online.

Third-party users

Third-party users are individuals invited by a primary account holder or secondary user to access electricity usage data through the **energy usage tracker** available in Toronto Hydro's self-serve portal.

Third-party users, such as energy consultants, 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.

How does a third party get access?

Third-party users must first receive an invitation from a primary account holder or secondary user. They can then use the registration link in the invitation to create their self-serve portal account and access the electricity usage information shared with them.

Ready to provide access? Send an invitation from the **Manage third-party invitations page** in our self-serve portal.

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**