

## Overview:

This is a step-by-step guide to help Toronto Hydro customers authenticate and authorize approved Green Button™ third parties.

## Process:

### STEP 1

Depending on the type of third party onboarded, you may receive one of the following:

1. A link via email.
2. A directed link via the third-party mobile app to Toronto Hydro's authentication page.
3. A directed link via the third-party web page to Toronto Hydro's authentication page.

From the authentication page, there are two options to select from before being redirected to the appropriate authorization page:

#### OPTION A

**Log in using email address and password:** Sign in to your Toronto Hydro online account.

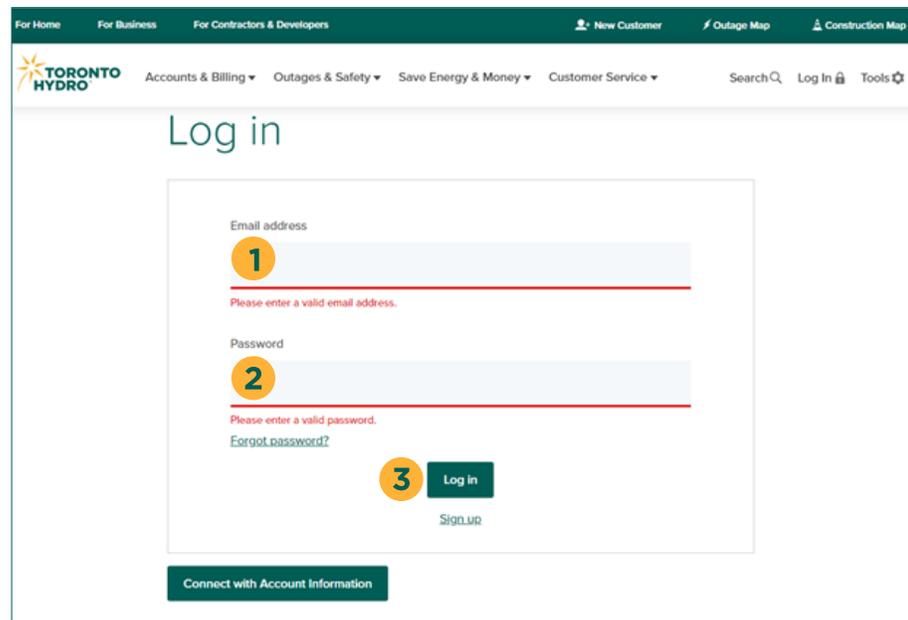
OR

#### OPTION B

**Connect with account information:** If you're not registered for a Toronto Hydro online account, then an alternative method to provide consent will be prompted.

### OPTION A - STEP 2

Authenticate by entering your Toronto Hydro online account login credentials.



## OPTION B - STEP 2

Select “**Connect with account information**” and authenticate by providing account information details.

### Account authentication

Fill in the account information and click “Submit”.

The screenshot shows the 'Account authentication' page on the Toronto Hydro website. The page title is 'Account authentication' with the subtitle 'Verify your Toronto Hydro account information.' Below the title is a form titled 'Account Information' with three input fields: 'Email address', 'Confirm email address', and 'Account number'. There are radio buttons for 'Have you received a Toronto Hydro bill within the last two years?' with options 'Yes' and 'No'. At the bottom of the form is a reCAPTCHA 'Are you human?' section with an 'I'm not a robot' checkbox and a 'Submit' button. The page has a dark green header with navigation links: 'For Home', 'For Business', 'For Contractors & Developers', 'New Customer', 'Outage Map', and 'Construction Map'. The Toronto Hydro logo is in the top left, and search, login, and tools icons are in the top right.

## STEP 3

Once you're on the **Data Connection Authorization** page, read through the page information.

1. Verify the data types (Account/Billing/ Usage Information) you selected to share with the third party in the Customer Authorization section of the page.  
**Note:** The data types shown here are a result of your selection made on the third-party website. If you wish to change your data type selection, select “Cancel” at the bottom of this page, and you'll be redirected to the third-party website.

The screenshot shows the 'Data connection authorization' page on the Toronto Hydro website. The page title is 'Data connection authorization' with the subtitle 'Authorize Toronto Hydro to share your Green Button data with third-party company.' Below the title is a text box containing the following information:  
We've received a request from **Third-Party Vendor** for access to your energy usage and account information (referred to here as your "energy data"). **Third-Party Vendor** has informed us that you have agreed to give them access to your energy data.  
Energy usage data includes your historical and ongoing meter readings and dates, billing period dates, hourly interval data and energy charges.  
Account information includes your name, service address, account number, meter number, customer rate class and your contact information.  
**Customer authorization**  
I authorize Toronto Hydro to share the following data with **Third-Party Vendor**:

- Account Information
- Usage Information

The page also shows account details: 'Account number: 0123456789' and 'Service address 7 MAKE BELIEVE DRIVE'. The page has a dark green header with navigation links: 'For Home', 'For Business', 'For Contractors & Developers', 'Outage Map', and 'Construction Map'. The Toronto Hydro logo is in the top left, and search, login, and tools icons are in the top right.

2. Either select the **Account numbers** one by one in the Customer information section of the page to select the accounts you wish to connect with the third party for data sharing.

**OR**

Click on the **“Select all”** button to select all your accounts to connect with the third party for data sharing.

#### STEP 4

Read through the **Data Connection Authorization** page sections:

1. Third-party statement.
2. Review before giving authorization.

Opens up in a separate tab:

- Toronto Hydro’s Privacy Policy
- Terms and Conditions

#### STEP 6

Click **“Submit”** to process your **Data Connection Authorization** request. An email confirmation will be sent to the associated email address.

**OR**

Click **“Cancel”** to **NOT** submit your **Data Connection Authorization** request.

**NOTE:** You’ll be redirected to the third-party website.

#### STEP 5

Click on the **“I accept the Terms and Conditions”** checkbox if you agree to the Terms and Conditions mentioned in the hyperlink.

## MANAGE GREEN BUTTON™ ACCOUNT CONNECTIONS

After you log in to your Toronto Hydro online account with your email address and password, you can go to “**Green Button™ Connections**” to view and revoke third-party authorization.

The screenshot shows the Toronto Hydro online account interface. At the top, there is a navigation bar with links for 'For Home', 'For Business', 'For Contractors & Developers', 'Outage Map', and 'Construction Map'. Below this is the Toronto Hydro logo and a menu with 'Accounts & Billing', 'Outages & Safety', 'Save Energy & Money', and 'Customer Service'. There are also links for 'Search', 'Log Out', and 'Tools'. The main content area shows the account number '0123456789' and service address '7 MAKE BELIEVE DRIVE'. The page title is 'Green Button™ connections' and the subtitle is 'Manage your account connections.' There is a 'Remove all connections' button. Below this is a table of authorized third-party companies.

Third-party company	Account number	Data type	Remove connection
3 <sup>rd</sup> Party Company Name X	0123456789	Account information Billing information Usage information	REMOVE
3 <sup>rd</sup> Party Company Name Y	0123456789	Account information Billing information Usage information	REMOVE

If you don't have a Toronto Hydro online account profile, please call Toronto Hydro's Customer Care team at **416-542-8000**, Monday to Friday, 8 a.m. to 8 p.m.