

Bright Ideas & Timely Tips



LOWER YOUR COOLING COSTS

Tips to avoid high bills

NEW CLEANTECH SERVICES DIRECTORY

Local experts to help make your home more sustainable

FINANCIAL ASSISTANCE

Programs to help you manage your bill

MAKE BUDGETING EASIER

Register for our Equal Payment Plan



POWERING OUR FUTURE: — TORONTO HYDRO'S CONTROL ROOM —

At Toronto Hydro, we understand how essential reliable power is to our customers. Every day, we're focused on keeping the city connected, growing and thriving.

When outages do happen, we're ready to respond with our state-of-the-art control room — the heartbeat of our operations. Our 27,000-square-foot facility is where we monitor Toronto's entire electrical grid in real time — ensuring that we can detect issues as soon as they happen.

With cutting-edge tools and data analytics, our control room has enhanced visibility on the status of the grid. These tools also allow us to restore outages faster and further increase reliability for Torontonians.

To learn more about how we're investing in building a more intelligent and resilient grid, visit torontohydro.com/investmentplan.

New Load Capacity Map and Generation & Storage Capacity Lookup Tool



We've recently launched two new tools that make it easier for customers and contractors to choose project sites and connect to the grid.

Are you planning a new project? Our interactive Load Capacity Map provides an overview of estimated available electrical load capacity throughout our service territory. Customers, contractors and developers can use it to help inform preliminary site selections for new electrical connections, such as electric vehicle charging stations. While it's still necessary to submit a service connection request, our Load Capacity Map can help streamline the initial steps, making the process more efficient.

Access the map: torontohydro.com/capacitymap

Are you considering installing solar panels or a battery energy storage system? Our Generation & Storage Capacity Lookup Tool can help you quickly check your address to verify if the feeder you're connected to can accommodate your plans. We've also recently lifted solar and storage system size restrictions for almost all customers, unlocking even more opportunities for local generation in Toronto.

Explore the tool: torontohydro.com/restrictedfeedertool

Our 2024 Annual Report is now available



We're excited to announce the release of our 2024 Annual Report highlighting our major achievements from the past year:

- **92%** of customer inquiries resolved on first contact
- **50,000** customers supported through assistance programs
- **\$882.4 million** invested primarily to renew and modernize the local grid
- **600+** planned capital and **5,000+** reactive projects completed across the city
- **41%** reduction in Scope 1 greenhouse gas emissions compared to 2019
- More than **99%** of service connections completed on time

To read our 2024 Annual Report, as well as our Environmental, Social and Governance (ESG) and Climate Action Year-End Status reports, visit torontohydro.com/reports.

LOWER YOUR COOLING COSTS

The weather may be hot, but that doesn't mean you should feel the heat when paying your next electricity bill. Did you know that air conditioning can account for up to 50% of your electricity use in the summer?



USE THESE TIPS TO AVOID HIGH BILLS:

- 1 Program your settings.** Set your thermostat so it's coolest when you need it most. Use higher settings like 24°C to 26°C before bed, and 28°C when you're away.
- 2 Supplement with fans.** Fans use a lot less electricity than air conditioners. Set ceiling fans to run counter-clockwise to help create a downward draft.
- 3 Adjust your environment.** Close blinds, shades or curtains during the day on windows facing south or west to limit the amount of sunlight getting in.
- 4 Seal cracks around doors and window frames.** Air sealing is an important aspect of home energy efficiency. By minimizing air leakage, you can reduce cooling costs and improve indoor comfort.
- 5 Consider a tune-up.** Regular maintenance of your air conditioner can increase its efficiency. Clean and change the filters as required.
- 6 Switch to an electric heat pump.** If your air conditioner is up for replacement, consider upgrading to an electric heat pump that can both cool and heat your home efficiently, keeping you comfortable year-round. Visit torontohydro.com/heatpumps to learn more.



New Cleantech Services Directory

Are you looking for a qualified contractor, consultant or professional that can help make your home more sustainable or energy efficient? We've recently launched our free Cleantech Services Directory to connect you with qualified businesses and help bring your electrical project to life.



Our searchable online directory helps you quickly find trusted local experts specializing in electrification services and energy-efficient equipment installations. You can choose from a list of filter options — including service area, building type and preferred language — then reach out to businesses for a quote.

To learn more, visit torontohydro.com/cleantechdirectory.

Make budgeting easier with our Equal Payment Plan

We know that fluctuating bills can be challenging to manage. With our Equal Payment Plan (EPP), we estimate how much electricity you'll use for the upcoming year and divide that amount into equal monthly payments. That way, your annual electricity costs are spread out evenly so you pay the same amount each month.

Once a year, we'll reconcile your account and apply any overpayment or underpayment to your next bill. If you owe an amount equal to or exceeding your average monthly bill, we'll recover the balance over your following year's equal monthly payments.

To register for EPP online, log in to your self-serve portal: torontohydro.com/login

Don't have an online account? Register at torontohydro.com/registration first.

Need help managing your bill?

There are financial assistance programs available to help you, including:

- Emergency Energy Fund (EEF)
- Low-income Energy Assistance Program (LEAP)
- Ontario Electricity Support Program (OESP)



Learn more about these and other financial assistance programs available to Toronto Hydro customers: torontohydro.com/help

Questions? 416-542-8000

To report an outage or emergency, press 1 (24 hours, 7 days a week).

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