

Bright Ideas & Timely Tips



APRIL IS DIG SAFE MONTH

Call or click before you dig

FINANCIAL ASSISTANCE

Programs to help you manage your bill

DECARBONIZE YOUR HOME

Electrification can help

MAINTAINING EASE OF ACCESS

Three tips for property owners

WATCH OUT FOR SCAMS

— SPOT, STOP AND SPEAK UP —

March is Fraud Prevention Month and we want to help you protect yourself and your loved ones from falling victim to fraud.

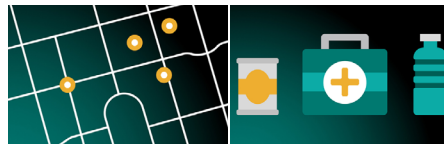
In 2024, there was an increase in the reported number of fraud cases compared to the previous year, with fraudsters soliciting payment from customers via cash or credit card. Scammers often targeted small businesses by threatening to immediately disconnect power if payment wasn't made.

If you believe you may be a victim of fraud, please contact Toronto Hydro at **416-542-8000** and the Canadian Anti-Fraud Centre at **1-888-495-8501**. For more information, including a tip sheet in multiple languages and examples of ongoing scams, please visit torontohydro.com/fraud.

HERE ARE OUR TOP FRAUD PREVENTION TIPS TO HELP KEEP YOU SAFE:

- Never make a payment for a charge that isn't listed on your most recent bill
- Ignore texts or emails with suspicious links promising refunds
- Keep in mind that we will never threaten immediate disconnection
- Know that we don't accept electronic transfers, bitcoin or any sort of pre-paid card
- Contact us directly to check the status of your account
- Switch to eBills to receive your bills instantly and securely: torontohydro.com/eBills

Outage tools and resources at your fingertips



We understand the impact that unexpected outages can have on your day-to-day life. While our crews work to restore power as quickly and safely as possible, we've made it easier for you to stay informed and connected during outages.

Introducing our outage hub — your one-stop shop for all of our outage tools and resources.

EXPLORE THESE OUTAGE ESSENTIALS AND MORE:

- **Mobile app:** Download the app to access our outage map, your online account and more
- **Notifications:** Stay up to date with text or email notifications on outages in your area
- **Outage map:** Search outages by location, with updates every 10 minutes, 24/7
- **Live outage chat:** Chat with a representative from Monday to Friday, 7 a.m. to 7 p.m.
- **Emergency preparedness guide:** Read our full outage guide, available in 10 languages
- **More outage advice:** Get tips on appliance safety, emergency supplies and more

Visit the outage hub to learn more: torontohydro.com/outagehub

Home Renovation Savings Program

Save on Energy and Enbridge Gas have introduced a new financial incentive program to help Ontarians enhance their home efficiency and comfort.



The Home Renovation Savings Program provides rebates of up to 30% for energy-efficient upgrades, including heat pumps, heat pump water heaters, smart thermostats, insulation and more.

Included in the program are rebates for new installations of solar photovoltaic (PV) panels and battery storage when paired with solar PV panels.

To learn more, visit saveonenergy.ca/homerenovationsavings.

APRIL IS DIG SAFE MONTH

— CALL OR CLICK BEFORE YOU DIG! —

As the ground begins to thaw and we welcome the warmth of spring, outdoor construction projects and yard work start to pick up. When digging's involved, it can lead to a heightened risk of underground cable strikes — which is why April is appropriately designated as National Dig Safe Month.

Whether you're planting a tree or building a fence, you should begin by contacting Ontario One Call at least five business days before any work that requires digging begins — it's the law. They'll locate any underground utility lines so you can dig safely and avoid damage to your property and public infrastructure.

Call **1-800-400-2255** or submit a request online at **on1call.com** to get a free locate.

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**

Three ways to maintain ease of access on your property

Did you know that property owners are obligated to maintain minimum clearances around powerlines, hydro poles and electrical boxes within the boundaries of their property? When structural or landscaping elements get in the way, it can result in safety hazards and delays to repairs. Doing your part can help us complete work safely and more efficiently. For more information, please visit **torontohydro.com/safety**.

YOU CAN HELP BY KEEPING THESE TIPS IN MIND:

- 1 Be mindful where you're digging and never dig around a transformer box.** Plant and build at least three metres away from the front of electrical boxes, and at least two metres away from all other sides. Always begin by contacting Ontario One Call.
- 2 Don't lay concrete, build fences or plant close to the base of a hydro pole.** Our crews need at least one metre of clearance space to work around and climb the poles to do inspections, repairs and replacements.
- 3 Keep sheds, garages, trees and shrubs at least three metres away from overhead wires.** If a tree or shrub overgrowth occurs, it's your responsibility to safely prune and/or consult an arborist if necessary.

Decarbonize your home through electrification



If you're looking to take climate action and reduce your home's greenhouse gas (GHG) emissions, focusing on electrification is essential.

Toronto Hydro is working with contractors, clean energy and renewable companies, and collaborating organizations to help reduce GHG emissions in the city of Toronto by switching from technologies fuelled by fossil fuels to perform day-to-day activities, to ones that use electricity instead.

You can reduce your home's emissions by switching to the following electrified systems:

- **Electric space heating** — replace your natural gas furnace with an electric heat pump
- **Electric water heating** — replace your natural gas water heater with an electric water heater
- **Electric transportation** — replace your gas-fuelled vehicle with an electric vehicle

To learn more, visit **torontohydro.com/climateaction**.

Questions? 416-542-8000

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

Connect with us

