

Bright Ideas & Timely Tips



POWERLINE SAFETY

Steer clear of
downed lines

FINANCIAL ASSISTANCE

Programs to help
you manage your bill

MOMENTARY OUTAGES

Understanding
what causes them

EMERGENCY PREPAREDNESS

How to get
emergency-ready

SUMMER HOURS

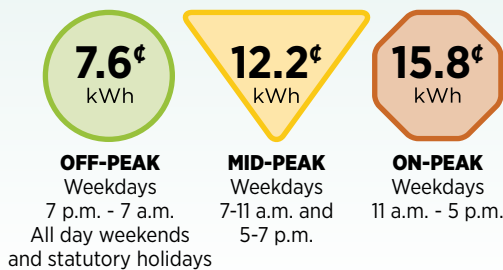
STARTED MAY 1

NO CHANGES TO ELECTRICITY RATES

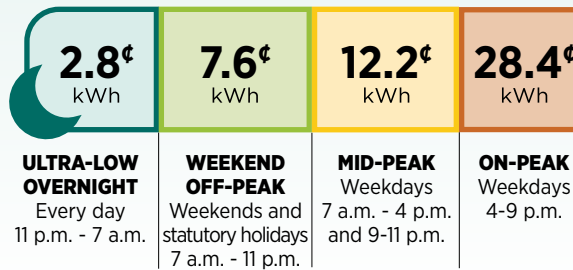
May 1 marks the start of summer Time-of-Use (TOU) hours and Tier thresholds for customers under the Regulated Price Plan (RPP). Customers on the Ultra-Low Overnight (ULO) price plan are not affected, and electricity rates remain unchanged.

THE CHOICE IS YOURS — RPP customers have the option to choose between TOU, ULO and Tiered price plans. For more information and to learn how you can choose your preferred price plan, visit torontohydro.com/customerchoice.

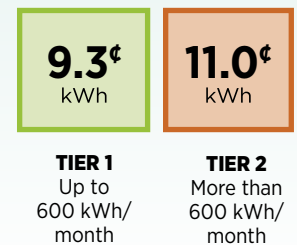
TOU RATES



ULO RATES



TIERED RATES



You can now view your electricity usage data by the hour



Toronto Hydro now offers the ability to download your hourly electricity usage data for up to two years, providing you with more detailed insight into your energy use.

One key benefit of this feature is that it can help homeowners, electricians and consultants assess whether a residential customer's existing electrical panel has enough capacity to support electrification, potentially avoiding the need for a costly upgrade. This enhancement is part of our ongoing effort to enhance access to energy data, making it easier for customers to electrify their homes and improve overall energy efficiency.

Visit our self-serve portal at torontohydro.com/login to access the energy usage tracker and download your data today.

Cool down with the Save on Energy CoolSaver Program

As the warmer weather sets in, you'll likely be using your air conditioner (AC) more often. If you're a residential customer located in central or west Toronto, or select areas of south Etobicoke, you could receive a free central AC or heat pump tune-up.

In addition to a free tune-up, the **Save on Energy CoolSaver Program** provides eligible customers with instant discounts on heating, ventilation and air conditioning (HVAC) upgrades. These incentives can help you lower your energy use and costs, improve the performance of your central AC or heat pump system, and reduce your household's environmental impact.

Learn more and see if you qualify at saveonenergy.ca/cool saver.



POWERLINE SAFETY

LOOK UP, LOOK DOWN, LOOK ALL AROUND

Powerlines are one of our most important types of equipment — however, they're also one of the most dangerous. According to the Electrical Safety Authority, contact with a powerline is the leading cause of electrical-related deaths in Ontario.

For more information, visit torontohydro.com/powerlinesafety.

Here are our top four tips to help protect yourself and your loved ones from contact with powerlines:

- 1 Stay at least **3 metres** away from overhead powerlines.
- 2 Stay back at least **10 metres** from downed powerlines (the length of a school bus).
- 3 Always assume the wire is live and potentially dangerous.
- 4 Report downed wires to Toronto Hydro at **416-542-8000** or call **911**.

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



Understanding momentary outages

We understand outages, even short ones, can be an inconvenience. While we're continuously working to help improve grid reliability, momentary outages can happen from time to time.

These outages, which can last anywhere from seconds to a few minutes, happen due to faults in electricity flow. Some common causes for momentary outages include:

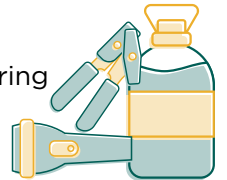
- Extreme weather, such as high winds, lightning or heavy rain
- Tree branches or animals making contact with our lines
- Environmental issues, including the buildup of winter road salt or dust and pollen on our equipment

To learn more about momentary outages and what we're doing to address them, visit torontohydro.com/momentaryoutages.



Stay emergency-ready year-round

With winter behind us and spring in the air, it's easy to let your guard down when it comes to emergency safety. But emergencies — including power outages — can happen any time of the year. When it comes to outages and other emergencies, a little preparation can go a long way.



Here's how to get emergency-ready:

- 1 **Get the guide.** Print or download a copy of our Emergency Preparedness Guide for outage-related tips.
- 2 **Stock your kit.** Build or refresh your 72-hour emergency kit with items like bottled water, non-perishable food and a power bank.
- 3 **Update your emergency contacts.** Know who to contact in an emergency and how to reach them.
- 4 **Set a meeting spot.** Pick a meeting place in case you need to evacuate your home.
- 5 **Know your equipment.** Understand what equipment you have in your home and how to protect it.

Get prepared today by visiting our refreshed emergency preparedness hub: torontohydro.com/beprepared

Questions? 416-542-8000

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

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