

Bright Ideas & Timely Tips



NEW RATES AND WINTER HOURS TOOK EFFECT — NOVEMBER 1 —



The Ontario Energy Board announced a change to Time-of-Use (TOU), Ultra-Low Overnight (ULO) and Tiered rates effective November 1. Winter TOU hours and winter Tiered thresholds also came into effect. This change impacts all customers under the Regulated Price Plan (RPP).

For details, please visit:
torontohydro.com/rates



TOU RATES

9.8¢
kWh

OFF-PEAK

Weekdays
7 p.m. - 7 a.m.
All day weekends
and statutory holidays

15.7¢
kWh

MID-PEAK

Weekdays
11 a.m. - 5 p.m.

20.3¢
kWh

ON-PEAK

Weekdays
7-11 a.m. and
5-7 p.m.

ULO RATES

3.9¢
kWh

ULTRA-LOW OVERNIGHT

Every day
11 p.m. - 7 a.m.

9.8¢
kWh

WEEKEND OFF-PEAK

Weekends
and holidays
7 a.m. - 11 p.m.

15.7¢
kWh

MID-PEAK

Weekdays
7 a.m. - 4 p.m.
and 9-11 p.m.

39.1¢
kWh

ON-PEAK

Weekdays
4-9 p.m.

TIERED RATES

12.0¢
kWh

TIER 1
Up to
1,000 kWh/
month

14.2¢
kWh

TIER 2
More than
1,000 kWh/
month

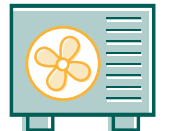
THE CHOICE IS YOURS — RPP customers have the option to choose between TOU, ULO and Tiered price plans. For more information and to learn how you can choose your preferred price plan, visit torontohydro.com/customerchoice.

The Ontario government announced that the Ontario Electricity Rebate has changed to 23.5%. Learn more about the rebate at torontohydro.com/oer.

Prepare your home for winter and lower your heating costs

With the cold weather setting in, we're sharing our top five tips to save energy, make your home more comfortable and lower your heating costs.

- 1 SWITCH TO AN ELECTRIC HEAT PUMP.** If your furnace is up for replacement, consider upgrading to an electric heat pump that can both heat and cool your home efficiently.
- 2 WATCH OUT FOR AIR LEAKS!** Apply weatherstripping around windows, doors, outlets and vents to prevent heat loss.
- 3 ADD INSULATION.** By doing so, especially in basements or attics, you can stop heat from escaping your home.
- 4 INSTALL A SMART THERMOSTAT.** This can help reduce heating costs by up to 10%. Set your thermostat so it's warmest when you need it most and cooler when you're away.
- 5 ENSURE YOU GET REGULAR TUNE-UPS.** Regular maintenance of your furnace can increase its efficiency. Clean and change the filters as required.



For more information, visit torontohydro.com/climateaction.

THE COMFORT OF GOING FULLY ELECTRIC

Kathryn's 1920s Toronto home once ran on natural gas. Looking for a cleaner, more efficient way to power their home, her family made the switch to full electrification. They installed an air-source heat pump, tankless electric water heater and induction stove, and bought an electric vehicle.



YOU CAN DO IT TOO! Our Cleantech Services Directory can help connect you with qualified contractors, service providers and consultants.

To watch the full case study video and access the directory, visit: torontohydro.com/cleantechnologiesolutions



Our 2024 Electricity Distributor Scorecard is now available

Every year, the Ontario Energy Board releases a scorecard for all electricity utility companies in Ontario. The scorecards track and evaluate the performance of each organization across key utility performance measures.

To view our 2024 scorecard, visit torontohydro.com/scorecard.



Changes to our Conditions of Service

Toronto Hydro's Conditions of Service and reference documents are changing as of January 1, 2026. Learn more at torontohydro.com/conditionsofservice.

If you'd like to comment on any of the changes, you can submit your comments to conditionsofservice@torontohydro.com until December 22, 2025.



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



Where does power come from?

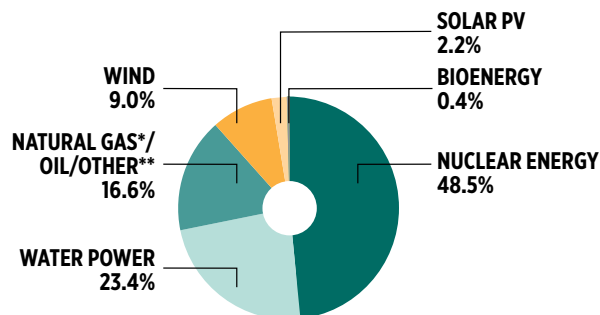
Toronto Hydro distributes electricity to approximately 796,000 customers from the following sources:

* Includes Lennox, dual fuel (natural gas/bioenergy) and non-contracted emitting generation consistent with the Independent Electricity System Operator (IESO).

** Other (non-emitting) represents a variety of non-contracted fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).

Note: Figures may not add to 100% due to rounding.

Source: Ontario Energy Board — oeb.ca



Questions? 416-542-8000

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

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