

Bright Ideas & Timely Tips



BACK-TO-SCHOOL SAFETY TIPS

Whether kids are playing in the schoolyard, around the city or at home, it's important that they're aware of the dangers of electrical equipment.



Below are five tips to help teach kids about electrical safety:

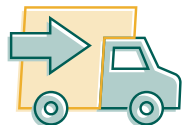
- 1 Keep hands away from outlets and lightbulb sockets.
- 2 Keep all electrical devices away from water.
- 3 Don't yank electrical cords from the wall.
- 4 Don't climb or play near electrical equipment, such as green transformer boxes.
- 5 Exercise caution around anything with a DANGER sign, especially near electrical hazards like powerlines, exposed outlets and electrical panels.

For more information about electrical safety, visit torontohydro.com/safety.



Set up, move or close your account

Preparing to move can be stressful, but setting up, moving or closing your Toronto Hydro account doesn't have to be. Whether you're moving to Toronto or relocating within or outside the city, you can submit your move request online. For more information and to access our online moving form, visit torontohydro.com/move. You can also contact us by phone at **416-542-8000** (press 3) from Monday to Friday from 8 a.m. to 8 p.m., to finalize your move request.



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.



Plug into our community — connect with us on social media!

We love engaging with our community and sharing the stories behind the work we do. Follow us to stay informed, inspired and connected across our social channels.

Scan the QR codes and join the conversation!



X (@TorontoHydro): Get real-time outage and weather alerts, plus emergency preparedness resources and tools.



Facebook (Toronto Hydro): Stay up to date with customer news and learn about conservation and other programs.



Instagram (@torontohydro): Explore seasonal tips, exclusive content and a behind-the-scenes look at our work.



LinkedIn (Toronto Hydro): Catch up on company news, collaborations and community initiatives.

LIGHTS OUT TORONTO: PROTECTING MIGRATORY BIRDS

As the fall migratory season approaches, we're reminding customers about the City of Toronto's Lights Out Toronto initiative.

This program encourages residents and businesses across Toronto to reduce unnecessary nighttime lighting, providing a critical safeguard for migratory birds that can be disoriented by bright lights during their long journeys.

Help protect migratory birds with the following three tips:

- 1 Turn off lights during the night in unused spaces or on unoccupied floors.
- 2 Turn off exterior floodlights during bird migration seasons.
- 3 Use task lighting at desks and turn off ceiling lights near windows.

For more information, visit toronto.ca/lightout.



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.



Switching to eBills is easy

Going paperless is the easier, more convenient way to view your Toronto Hydro bill. Plus, you can also set reminders and access up to two years of bill and payment history.



HOW TO SIGN UP:

- 1 Log in to your online account at torontohydro.com/login.
- 2 Click "Enrol for eBills" on the Account Summary page.
- 3 Click "Register" to complete the switch.



Enjoy the perks of paperless access. Learn more at torontohydro.com/eBills.

Casa Loma exhibit explores electricity's journey in Toronto

Toronto Hydro was proud to sponsor *Powering Progress: Toronto's Electric Revolution*, an immersive exhibit at Casa Loma that ran from July 24 to August 24. The exhibit brought to life the story of electricity's journey from Niagara Falls to Toronto and showcased over a century of innovation and change.



Visitors stepped back in time through rare artifacts and archival photos, discovering how electrification transformed city streets, homes and transit systems. The exhibit traced Toronto Hydro's evolution — from lighting up the city in the early 1900s to driving today's clean energy transition. More than a look at the past, it celebrated Toronto Hydro's role in shaping a brighter, more sustainable future for Toronto.

Questions? 416-542-8000

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

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