

Always *bee* saving

Sweet deals, hard-working rebates & much more

Bag a bargain

Deal Days
April 6–May 6



COOL SAVINGS

Save \$600
on a new AC

SWIM SMART

\$400 pool
pump rebate

Electric Avenue

EV ownership
basics



Abuzz with excitement

Did you know that Toronto became Canada's first certified "Bee City" in 2016? We have more than 350 bee species, one of the most diverse pollinator populations in the country!

So, what do bees have to do with energy? Conservation of both is critical to the sustainability of Toronto's natural areas, which we depend on for a high quality of life. This bee-themed guide is packed with ways you can save energy at home this season, from simple switches like LEDs, to bigger changes with significant impacts, like upgrading your AC and pool pump with the help of rebates. You'll also find out about support programs that are helping more customers get energy-saving upgrades – even those who don't typically qualify for assistance.

Have you logged in to the new and improved **PowerLens®** customer portal yet? Don't miss out on the easiest way to track your home's energy use. You can quickly see how you're doing and even earn e-gift cards for reaching your savings goals. Talk about sweet rewards!

“This bee-themed guide is packed with ways you can save energy at home this season.”



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April 6 - May 6
ONE MONTH ONLY

Buzzworthy savings

Save instantly and for years to come with these home essentials and many more.

\$4 OFF
dimmer switches

Create the right ambience while extending bulb life.



\$8 OFF
ENERGY STAR®
certified ceiling fans

Up to 50% more energy efficient than standard fans.



\$8 OFF
PER FIXTURE
(up to 10 fixtures)
ENERGY STAR®
certified light fixtures

Use 75% less electricity than standard fixtures.



UP TO \$2 OFF
PER BULB
(up to 10 bulbs)
ENERGY STAR®
certified LEDs

Use up to 90% less energy than incandescent bulbs.



\$3 OFF
advanced power bars
(with integrated timer or auto-shutoff)

Trim monthly electricity use by up to 10%.



Talk to our energy experts

April 7 & 8, 14 & 15

Get one-on-one advice and answers to your questions about energy-efficient products in select stores during Deal Days. Find a store near you at torontohydro.com/dealdays

#Beefact

In the **60 seconds** that it takes to switch a light bulb, a honeybee's wings will beat **12,000 times**

Help is here

Let us find the right support for you.

If you're struggling with your electricity bill, there are now more programs to help.

If you've received other Ontario government benefits, or your annual after-tax household income is under \$52,000 (depending on family size):

Get a \$500 emergency grant

Get help to pay your past-due electricity bill. Find out if you qualify at torontohydro.com/LEAP

Get free energy-saving upgrades

Save on electricity and make your home more comfortable. See details at torontohydro.com/help

Get a monthly bill credit

You may be eligible for a monthly credit on your electricity bill. Find out at torontohydro.com/OESP

Ontario's new AffordAbility Fund

There are three levels of support you may be eligible for:

- 1 Free Home Energy Kit with easy DIY upgrades.
- 2 In-home visit from a Home Energy Advisor and energy-saving upgrades, such as new appliances.
- 3 Electrically heated home? Get an in-home visit from a Home Energy Advisor and upgrades, such as insulation and/or an ENERGY STAR® certified heat pump.



Convenience and control, at your fingertips

Sign up for eBills

Receive bills electronically – stay organized and say goodbye to mail clutter and delays.

Avoid late fees

Set up Pre-Authorized Payment to pay automatically and on time, every month.

Track your use with **PowerLens®**

See how and when your home uses electricity. Set goals, track progress, create action plans and earn points for e-gift cards.

Sign up or log in to **mytorontohydro.com** today to access these and other convenient services.

Thinking about buying an EV?



Before you buy, here's what you need to know.

EV owners save an average of **\$1,900/year** and reduce vehicle emissions by **up to 90%**



I live in a house with a driveway

Before you buy an EV, work with a licensed electrical contractor to assess if your home can handle the additional load of an EV. There are two options for at-home chargers:

Level 1 Regular wall socket	110 V	1 hr charge = range of 8 km
Level 2 Similar to a stove plug	240 V	1 hr charge = range of 30 km

Most Canadians drive 50 km or less per day, well within a single charge (typically 120–200 km, depending on the vehicle).

Get up to \$15,000 in rebates!

The Government of Ontario offers up to \$14,000 for the purchase of an eligible EV and up to \$1,000 for the lease or purchase and installation of a Level 2 charging station.



I live in an apartment

While shared charging stations are becoming more common, you'll likely have to charge up at public stations for now.

On-the-go charging

For top-ups en route, there are more than 500 Level 2 and some Level 3 (480 V, 1 hr charge = range of 250 km) public chargers across Ontario. Go to plugshare.com or chargehub.com for a handy map!



I have on-street parking

Toronto Hydro is running pilots in three neighbourhoods to test innovative streetlight pole and pedestal charging for customers without driveways.



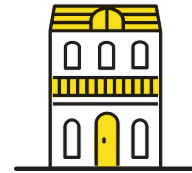
I live in a condo

EV users typically charge at their assigned parking spots. But installing charging equipment can be costly and requires condo board approval. So before you buy an EV, clear it with the condo corporation and property manager. As of January 1, 2018, Ontario Building Code standards require new condos to include an electric car charger for at least 20% of on-site parking.

When is the best time to charge?



For the lowest electricity rates, charge your EV on weekdays between 7 p.m. – 7 a.m., and anytime on weekends and statutory holidays.



I live in a townhome

Condo townhouse or freehold townhouse? The ownership structure of your property will determine charger installation options. Talk to your homeowner association before buying an EV. As of January 1, 2018, all new Ontario homes and townhomes with garages must be electric-vehicle-ready, with a 240 V charger built in.

Talk to an EV specialist

Visit Toronto's EV Discovery Centre to get all your questions answered and test drive the latest models.

1126 Finch Avenue West
plugndrive.ca
info@plugndrive.ca



Is an EV right for you?

Take our quick quiz at torontohydro.com/ev

Healthy habits for your home

Like a fitness tracker for your home, **PowerLens**® whips your energy use into shape – fast!

When it comes to reaching your energy-saving goals, **PowerLens**® helps you find ways to save, stay motivated and see how small steps make a big impact.

1

Track

Log in and tell us a little about your home. We'll provide personalized tips and advice.

2

Progress

Pledge to make simple changes, like switching to LEDs or installing advanced power bars.

3

Achieve

Earn points to redeem at popular retailers, including Tim Horton's, Home Hardware and more.



How to earn **PowerLens**® points

Click in to **PowerLens**® (first time)
500 points

Complete home assessment
1,000 points

Save energy
1 kWh = 2 points,
up to 350 points/month



WIN
an ENERGY STAR®
FRIDGE
(MSRP \$3,599.99)

Once in **PowerLens**®, set a savings goal for your chance to win – the more you pledge to save, the more entries you'll receive to win a Maytag refrigerator.

Set up handy **PowerLens**® alerts

An easy way to eliminate unwanted surprises.

Predict my bill

Get an email that estimates the amount of your next bill.



My current costs

Set a target amount and receive an alert if you go over it.



High usage threshold

Receive an alert if your highest-priced usage goes over a pre-set limit.



Looking for more ways
to save this summer?

It's a *breeze!*

Follow these helpful tips and stay comfy
without breaking the bank.

1 Keep-cool secrets that don't cost a thing

- Keep blinds and windows closed during the day and open at night.
- Open windows at opposite sides of the house to create a cross breeze.
- Avoid using your oven – try salads or fire up the grill.

3 Switch to LEDs



Bright, long-lasting and durable, LEDs come with another big benefit: they give off little heat, which can help reduce the need for air conditioning.

Save up to \$2 per bulb from April 6 to May 6 at participating stores.
torontohydro.com/dealdays

2 Mind the gaps and the sun

- Seal and insulate to keep warm air from getting in and cool air from getting out.
- Choose light colours for exterior paint or roofing shingles to reflect solar radiation away.
- Shade windows with trees or awnings to block out sunlight.

4 Dry on the line



Was your grandmother on to something? Air-drying keeps clothes looking good and smelling great, avoids heat gain from your dryer and saves electricity.

Get \$8 off clotheslines from April 6 to May 6 at participating stores.
torontohydro.com/dealdays

5 Get a \$400 pool pump rebate

Pool pumps use more electricity than any other appliance – up to three times the electricity used by your fridge!

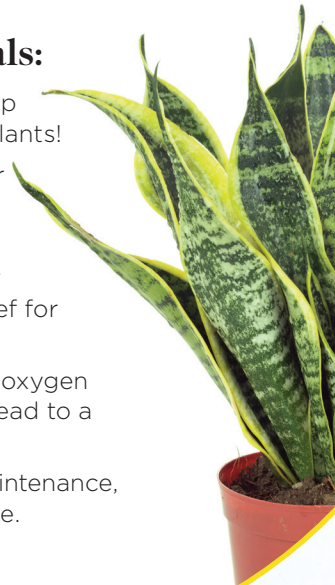
Get an instant rebate when you upgrade to a more energy-efficient variable speed pump.
torontohydro.com/poolsaver

Plant power

Take pride in your green thumb – not only can houseplants cool your home by up to 10 degrees, they naturally improve indoor air quality.

5 healthy essentials:

- **English ivy:** NASA's top pick for air-purifying plants!
- **Spider plant:** Can filter 90% of formaldehyde (found in grout and adhesives) from the air.
- **Peace lily:** Natural relief for allergy sufferers.
- **Snake plant:** Releases oxygen after dark, which can lead to a better night's sleep.
- **Rubber plant:** Low maintenance, high air-purifying score.



Avoid summer surprises

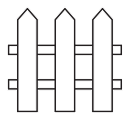
Set up an alert if your bill goes over a pre-set amount.
mytorontohydro.com

Spiffing up your yard?

First call Ontario One Call – it's the law!

Take it from Hani Taki, our public safety expert.

As Director of Standards & Technical Studies, I work closely with the Electrical Safety Authority to help homeowners avoid electrical hazards and stay safe. Before any yardwork begins, ensure you or your contractor do your research first by contacting Ontario One Call (they can identify underground services). Call before starting:



Fences and decks



Landscaping and trees



Building an addition



New swimming pool

Ontario One Call is a FREE service to help protect you, as the property owner, from risk of injury or damage to hydro, phone, gas or water lines – or other underground cables. A line location employee will come and mark the spots you or your contractor should avoid.

Careless digging can result in costly damage, injury or even a lawsuit, so be sure you or your contractor contacts **Ontario One Call at 1-800-400-2255** before beginning any project.



Stay summer storm-ready!

A well-stocked emergency kit can help lessen the impact of a power outage.

Emergency kit essentials

- Bottled water (four litres per person, per day)
- First aid supplies, including band-aids and alcohol wipes
- Non-perishable food and a manual can opener
- Flashlight
- Extra batteries for flashlights, smoke/carbon monoxide detectors
- Wind-up radio



Ask Annie

Our e-correspondence expert, Annie Hum, answers your questions about our handy self-service options.

Q: What is My TorontoHydro® and how can it help me?

A: If you're always on the go, My TorontoHydro® gives you a fast, convenient way to manage your account online 24/7. You can view your current balance and payment history, see your electricity usage and cost and get a projection of your upcoming bill online, from anywhere you have Internet. Sign up now at **mytorontohydro.com**

Q: How do I sign up for eBills?

A: Going paperless takes less than a minute with My TorontoHydro®. From your Dashboard, simply

click on "Paperless Billing" under "My Service."

Q: I'm moving. How do I transfer service to my new home?

A: It's easy! Simply log in at **mytorontohydro.com** and use our handy Moving Assistant. Select "Are you moving?" under "My Service." Then, confirm your new address. That's it! No phone calls, no paperwork required.



Oh-so-sweet treat

Using little electricity, this delightful dessert is the bee's knees.

Honey-glazed grilled pineapple

Ingredients

- 60 ml (¼ cup) honey
- 30 ml (⅓ cup) fresh lime juice
- 2 ml (½ tsp) ground cinnamon
- ½ pineapple, peeled, cored, cut into 2 cm (¾") slices
- vanilla or coconut ice cream
- crushed ginger snap cookies (optional)

Directions **Makes 4 servings**

- 1 Mix together the honey, lime juice and cinnamon in a glass baking dish. Add the pineapple slices and coat with the sauce. Cover and marinate one to two hours at room temperature, mixing occasionally.
- 2 Preheat BBQ to medium heat. Reserve the sauce and grill the pineapple slices for about two to three minutes per side, until golden brown.
- 3 Serve warm pineapple slices with a scoop of ice cream and a drizzle of the remaining sauce on top. Sprinkle with crushed ginger snaps, if desired.

Thrill of the grill

Cooking on a natural gas-powered BBQ is **up to 30% cheaper** than on an electric stove.

#Beefact

Bee educated

Make your own honey at home! Sign up for a class to learn the basics of hive management, how to rear queen bees and more at [urbantoronto beekeepers.org/events-courses](http://urbantorontobeekeepers.org/events-courses)



Harvey's beefs up savings

\$1,565

Annual cost
savings*

\$2,060

Rebates from
Toronto Hydro

\$0

Cost to
customer



1. Challenge: At Harvey's in Liberty Village, the grill is on for long hours, serving up 100% Canadian beef burgers to hungry residents. Air conditioning is the top electricity user, followed closely by refrigeration.



2. Solution: After learning that Toronto Hydro programs offer free upgrades to help cut cooling costs, franchise owner Jeff Dang signed up.



3. The Upgrade: For his rooftop air conditioner, Dang got a free checkup and an ecobee smart thermostat. On his refrigeration system, he had cooler condenser coils cleaned, strip curtains installed and ECM fan motor upgrades.



4. Tasty Savings: It didn't cost Dang anything to participate, and his monthly bill is noticeably lower as a result of the upgrades.

3 Programs for Small Business

Small Business Lighting

Get up to \$2,000**
in lighting upgrades

RTUsaver

Get a free Wi-Fi®
enabled thermostat
for your rooftop
air conditioner

Business Refrigeration Incentive

Get up to \$2,500
in refrigeration
upgrades

*Assuming price of \$0.15/kWh. | **Rate maximized based on kWh saved. | The Harvey's® name, logo, and related marks are registered trademarks of Cara Operations Limited.

SAVINGS AT EVERY AGE



Energy-saving
solutions for
house hunters
and reno lovers



For new homes

House hunting? A new program is in the works!

Launching in 2019, the new *Home Energy Rating and Disclosure* program will help homebuyers compare homes by energy rating. Learn more at ontario.ca/climatechange

Ask your builder for these green features

The most sought-after home features, according to the 2017 Canadian Home Buyer Preference survey? Plenty of storage, a great kitchen and these energy-efficient must-haves:

1. High-efficiency windows
2. ENERGY STAR® certified appliances
3. Good overall energy performance
4. LED lighting

Learn more about the benefits of owning an energy-efficient home, and incentives for builders, at torontohydro.com/newhome

For older homes

Simple solutions

Try these easy DIY upgrades:

Step 1 Swap old lights for LEDs

Step 2 Plug electronics into advanced power bars

Step 3 Add weatherstripping around doors and windows

Step 4 Install ENERGY STAR® certified light fixtures

Get instant discounts on these and more during **Save on Energy Deal Days**. Turn to page 4!

Get up to \$5,000 for two or more upgrades

Complete a home energy audit with the **Home Energy Conservation Incentive Program** and you could be eligible for up to \$5,000 for new heating, windows, appliances and more. See if you qualify at ohecip.ca

Heavy hitters, big returns

Upgrading to a high-efficiency HVAC system is a smart way to trim energy use and costs while fighting climate change.

See **rebates**
to help you
heat and cool
smarter!



Bee cool



Air conditioner rebates for sweet summer relief.

As temperatures soar, heat and humidity can have appliances working overtime – in fact, your AC alone can account for up to 50% of your electricity use. Get rebates for high-efficiency heating and cooling, and save a bundle on energy.

GET **\$600[†]** OFF
an **ENERGY STAR[®]** certified
central air conditioner

Must have a minimum
18+ SEER / 13 EER rating.

GET **\$250[†]** OFF
a high-efficiency furnace

Must be equipped
with an ECM motor.

GET UP TO
\$5,800[†]
for an air-source heat pump

Electrically heated home?
This triple-duty system is
an air conditioner, heating
system and dehumidifier
– all in one!

GET A **\$100**
smart thermostat rebate
See qualifying models at
torontohydro.com/getsmart

3 reasons you need a smart thermostat

1. Smart thermostats use sensors to intelligently adjust for maximum energy savings.
2. Adjust the temperature remotely from your phone, tablet or laptop.
3. Get free energy-saving reports and handy system alerts.

*Incentives are available for installation of eligible equipment completed between January 1 and December 31, 2018 and submitted no later than February 28, 2019. Equipment must be purchased from and installed by a participating contractor. \$250 incentive with the purchase and installation of an eligible furnace. \$600 incentive with the purchase and installation of an eligible central air conditioning system. Up to \$5,800 incentive with the purchase and installation of an eligible air-source heat pump. A portion of the air-source heat pump rebate is provided through the Green Ontario Fund.

The birds, bees, flowers and trees

Planting tips to **save energy** – and keep native bees buzzing.

Trees are an important part of our urban fabric – they improve air quality and can reduce daytime air temperature by up to six degrees. You can plant trees strategically to provide more shade and help reduce your air conditioning costs.

4 tree planting tips

1. **Think long-term:** Planting a two-metre tree near your home will shade windows right away – in five to 10 years, it will also shade the roof.
2. **Made in the shade:** Planting bushes, shrubs and climbing vines is an easy way to create the perfect patio shade.
3. **The right tree in the right place:** Consult an arborist to ensure your tree will thrive – soil, light and space should all be considered. LEAF, a non-profit agency, can help you plant the tree or shrub that best suits your home, at a subsidized cost. See details at yourleaf.org
4. **Create windbreaks:** Plant evergreen trees and shrubs to the north of your home to block snow and cold winds and reduce heating costs.

Bee-autiful yardwork

Here are a few ways to make your garden more bee-friendly.

- Choose native trees, shrubs and perennials to attract pollinators – try to choose plants that bloom in both spring and fall.
- Plant flowers in clusters to make it easier for bees to find them.
- Avoid using insecticides – try a diluted dish soap spray instead.
- Get a bee-friendly planting kit from LEAF. Find details at yourleaf.org

Always call
before you dig
Call **1-800-400-2255**
to locate underground
lines. It's free –
and it's the law.



Scentsational!

Did you know a typical plug-in air freshener uses up to four watts of electricity and lasts just a month?

For an easy, natural alternative, try this budget-friendly DIY version. It uses no electricity, lasts up to three months and can easily be refreshed with a few drops of any essential oil.

What you'll need:

● Sprig of herb (optional)

● Baking soda

#Beefact

Save the date
August 18
National Honey Bee
Awareness Day

DIY lavender citrus air freshener

1

Pour the baking soda into the jar, almost to the top.

● Essential oil of your choice

2

Add about 20 drops of your favourite essential oil on top of the baking soda and stir. Mint, lavender, eucalyptus and lemon essential oils are all options.

3

Top with a sprig of herb, such as lavender or rosemary.

4

Secure the lid on the jar and place anywhere you'd like a fresh-smelling space.

● Small jar with slotted lid

Great in any room, closet or even the car!



Time-of-use rates

Happy hours

How does time-of-use pricing help you save? By giving you the opportunity to pay lower rates for using electricity during times when less electricity is used. If you're flexible, it's a good way to save money and help the environment. For current rates, please visit **torontohydro.com/rates**

Summer hours

May 1 – October 31

7 p.m. – 7 a.m.

7 a.m. – 11 a.m.

11 a.m. – 5 p.m.

5 p.m. – 7 p.m.

Year-round

Weekends and holidays

ALL DAY

● Off-peak ● Mid-peak ● On-peak

Follow us
on Twitter 

Get the latest outage news and service alerts, plus tips to help you save electricity when you follow

@TorontoHydro

Contact us



General inquiries

416-542-8000
(Monday to Friday,
8 a.m. – 8 p.m.)

You can also
reach us by email
at contactus@torontohydro.com



Report an outage

416-542-8000,
press 1 (24 hours,
7 days a week)



Report a streetlight out

416-542-8000,
press 1 (24 hours,
7 days a week)



Report an emergency

416-542-8000,
press 1 (24 hours,
7 days a week)



Call before you dig

1-800-400-2255
or on1call.com

SAVE
ENERGY
POWER WHAT'S NEXT



Additional terms and conditions found at torontohydro.com/conservation. Subject to change without notice. Save on Energy is powered by the Independent Electricity System Operator and brought to you by Toronto Hydro. SMOfficial Mark of the Independent Electricity System Operator. Used under licence. TMA registered trademark of Toronto Hydro Corporation used under licence. "Toronto Hydro" means Toronto Hydro-Electric System Limited. All trademarks and copyrights are owned by their respective owners.