

Customer Choice for Regulated Price Plan Customers

This form is for eligible Regulated Price Plan (RPP) customers who want to choose their preferred price plan - Time-of-Use (TOU) or Tiered.

Please ensure that the information provided is accurate and up-to-date.

Note: please type your information directly into the fillable fields on the form. To help ensure we can process your request, please avoid submitting a handwritten copy of the form. If you require assistance with filling out the form, please call our Customer Care team at 416-542-8000.

For more information about Customer Choice, please visit torontohydro.com/customerchoice.

Who can apply?

You can apply to change your price plan option if:

1. You're a:
 - a. residential customer (including individually billed suites in a multi-unit complex); or
 - b. a small commercial customer with peak demand less than 50kW; and
2. You're buying electricity from Toronto Hydro and you don't have a contract with an electricity retailer.

Multi-Unit Complexes and Other Customers on Hourly Ontario Electricity Price (HOEP):

If you have already applied for the Regulated Price Plan (RPP) for an account servicing a multi-unit complex, please don't fill out this form. Request to switch your price plan by emailing billingspecialist@torontohydro.com.

If you haven't applied for RPP, and would like to see if you qualify, please visit torontohydro.com/rpp

Customers moving into a new property: please submit your request through the online move form at torontohydro.com/move. You don't need to submit this form.

If you've already told us that you're moving out from your property, you can still submit this form.

Account information

Please provide your account information exactly as it appears on your Toronto Hydro bill. Incorrect or incomplete information may result in a delay with processing your request.

Account number:		Account holder's full name:	
Account holder's service address:			
Apartment/unit number:	City:	Postal code:	
Phone number:		Email address:	
Choose which price option you'd like to switch to:			
a. Time-of-Use (TOU)		b. Tiered	

If you have any questions about the information collected on this form, the ways in which your personal information may be used, or would like further information about Toronto Hydro's Privacy Policy, you can access our Privacy Policy at torontohydro.com/privacypolicy



Notice and consent

By submitting this completed form, you acknowledge Toronto Hydro is collecting your personal information in accordance with applicable privacy legislation including the *Municipal Freedom of Information and Protection of Privacy Act* and the licence granted to it by the Ontario Energy Board under the *Ontario Energy Board Act, 1998*.

Your personal information is being collected for the purpose of changing your pricing plan and determining your eligibility for the change.

In addition, Toronto Hydro may use personal information previously collected from you for the purposes of administering your Toronto Hydro account (e.g., any data respecting billing, bill payments) and for the purposes of evaluating your eligibility for the chosen Regulated Pricing Plan, in support of Toronto Hydro's obligations under the *Electricity Act, 1998* and the *Ontario Energy Board Act, 1998*, applicable Ontario Energy Board Codes and Rules, associated policies, standards and procedures and its electricity distribution licence.

By opting to submit this form via email, you are acknowledging that you accept the risk of email communications to and from Toronto Hydro not being encrypted or secure, and that the personal information contained in this form (including but not limited to name, service address, phone number, email address, and Toronto Hydro account number) could be intercepted and/or read by unintended parties. Toronto Hydro accepts no liability for any loss and/or damages caused by unintended parties intercepting and/or reading email communications contained in this form.

By signing below,

- a. I declare that the information I have provided in this application is true and correct;
- b. I indicate my consent to the collection, use and disclosure of my personal information as described in this form; and
- c. I acknowledge that I will continue to be bound by Toronto Hydro's Conditions of Service under either price plan.

Name of Account Holder

Date

Please email this form to **contactus@torontohydro.com** (please include "Pricing Option" in the email subject line) or print and mail a copy of this form to:

Toronto Hydro-Electric System Limited
500 Commissioners Street
Toronto, ON M4M 3N7
Attention: Customer Choice request