Climate Action:

2024 Year-End Status Report

TORONTO HYDRO® Corporation

Message from the President and Chief Executive Officer

Toronto Hydro is excited to play a critical role in helping the City of Toronto achieve its TransformTO net-zero vision. This 2024 Year-End Status Report demonstrates how we are actively working to make those net-zero goals a reality and reiterates our commitment to drive electrification forward.

To meet the climate challenge, Toronto Hydro must modernize and efficiently expand its grid to enable electrification – without compromising reliability or affordability. To support these critical investments, in June 2024, the City approved a series of equity injections and a revised dividend schedule. This additional capital will enable essential infrastructure upgrades in our regulated distribution business to support significant development, widespread electrification and major electric transit initiatives.

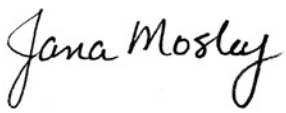
In November 2024, Toronto Hydro achieved a key milestone on the path to enabling net-zero with the approval of our 2025–2029 rate application and investment plan by the Ontario Energy Board. Over the next five years, Toronto Hydro plans to invest more than $5 billion in the electricity grid and core operations. These investments are critical to ensuring continued reliable service for customers, supporting the forecasted 75-100% load growth by 2050 and providing the electricity infrastructure backbone of the City's net-zero vision.

2024 also marked the first full year of operations for Toronto Hydro's nascent Climate Advisory Services business. As this initiative continues to scale up, dedicated staff have already reached out to tens-of-thousands of customers to help them overcome the many barriers to decarbonization. This growing business is making it faster, easier, and cheaper for customers to electrify their vehicles, homes and businesses, while helping dependable cleantech companies serve their customers.

To ensure progress and create value for the City and its residents, in 2021 and 2022, Toronto Hydro established medium- and long-term sustainability targets, with specific milestones set for 2025 and 2040. We are pleased to report that Toronto Hydro is on track to achieve or exceed all of its 2025 performance targets: electric vehicle chargers, heat pumps, solar panels and batteries.

Though the world has changed markedly in the last year, Toronto Hydro's commitment to climate action has not. We are in the process of refreshing our strategy to match a changing world and challenging ourselves to do more. Much work remains to be done, and with our partners across the city and province, we are confident that we can accelerate electrification in the coming years.

Toronto Hydro is proud to be a key partner in helping the City of Toronto achieve its net-zero 2040 vision.



Jana Mosley
President and Chief Executive Officer
Toronto Hydro Corporation

Executive Summary

Toronto Hydro is a critical contributor in advancing the City of Toronto's TransformTO net-zero goals. Approximately 75% of the emissions reductions in the City's net-zero 2040 vision relies on Toronto Hydro's distribution grid. As requested by City Council, this 2024 Year-End Status Report highlights progress on the two primary goals of our Climate Action Plan: (1) facilitating electrification, and (2) driving climate action.

To enable the electrification and the deep emissions reductions envisioned in the City's TransformTO strategy, in 2021, we developed our industry-leading Climate Action Plan and subsequently received expanded mandates for climate action from City Council.

Ontario Energy Board approval of investments of more than $5 billion by 2029 will help strengthen, expand and prepare the grid for electrification of critical sectors of the economy, while maintaining reliability and cost-effectiveness. Key aspects of this work include proactively supporting customer demand for electrified technologies, such as heat pumps, solar panels and electric vehicles (EVs), through new tools such as our enhanced EV connection process, Distribution System Capacity Map, and Restricted Feeder Lookup Tool. We're also making it faster and easier to connect multiplex housing and increasing our use of distributed energy resources and non-wire alternatives to delay system upgrades and modernizing the grid to improve efficiency and resilience.

Through our Climate Advisory Services business, Toronto Hydro is committed to proactively helping customers electrify and adopt clean technologies. During our first full year of operations, Toronto Hydro engaged customers of all sizes across multiple channels to remove barriers to decarbonization and make it faster, easier and cheaper for customers to take meaningful climate action. To support the decarbonization of our larger customers, Toronto Hydro now offers personized guidance for electrification projects and, at the request of the City of Toronto, is developing automated energy tracking for commercial buildings. For our residential customers, we have streamlined the connection of new solar projects, provided guidance on how to avoid unnecessary service upgrades, and are launching a new heat pump assistance program for income-qualified households.

Our Cleantech Services Network and Directory will connect customers of all sizes with trusted, pre-qualified local contractors providing electrification and energy efficiency services (e.g., heat pumps, EV chargers, solar panels) through an online, searchable website. Moreover, this network now offers training programs to improve the knowledge and capabilities of the HVAC sector — a key barrier identified by multiple governments and stakeholders.

By the end of 2024, Toronto Hydro is pleased to announce that it has already achieved its performance 2025 targets. In this annual report, we highlight 11 projects that demonstrate how we are working to achieve Toronto's TransformTO net-zero goals by facilitating electrification and driving forward meaningful climate action.

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1. Purpose of this Report

The report is intended to provide the City of Toronto (City) and our stakeholders with an update on Toronto Hydro's progress in delivering on the objectives of our industry-leading Climate Action Plan (CAP). As requested by City Council, this annual Status Report highlights Toronto Hydro's climate action mandate and outlines progress update on two critical aspects of the CAP: (1) facilitating electrification, and (2) driving climate action.

2. Toronto Hydro's Climate Action Mandate

2. Toronto Hydro's Climate Action Mandate

As the City's local electricity distribution company, Toronto Hydro-Electric System Limited (Toronto Hydro) serves Canada's largest city, supplying approximately 18% of Ontario's electricity demand.[1] With a population of just over three million, Toronto relies on a resilient and reliable electricity system to power its hospitals, businesses and homes to maintain its enviable quality of life and its flourishing business sector.[2]

In 2019, the City declared a climate emergency, and in 2021, it adopted the **TransformTO Net Zero Strategy**, an accelerated climate action plan aimed at achieving net-zero greenhouse gas emissions citywide by 2040.[3] The strategy targets the three primary sources of emissions in Toronto: the combustion of natural gas in buildings (56%), fuel use in vehicles (35%) and waste (9%).[4] Approximately 75% of the City's Net Zero Strategy depends on investments in grid modernization led by Toronto Hydro.

Recognizing the need for stronger coordination to support the City's net-zero by 2040 vision, Toronto Hydro published its CAP in 2021.[5] The plan outlines two strategic areas of focus:

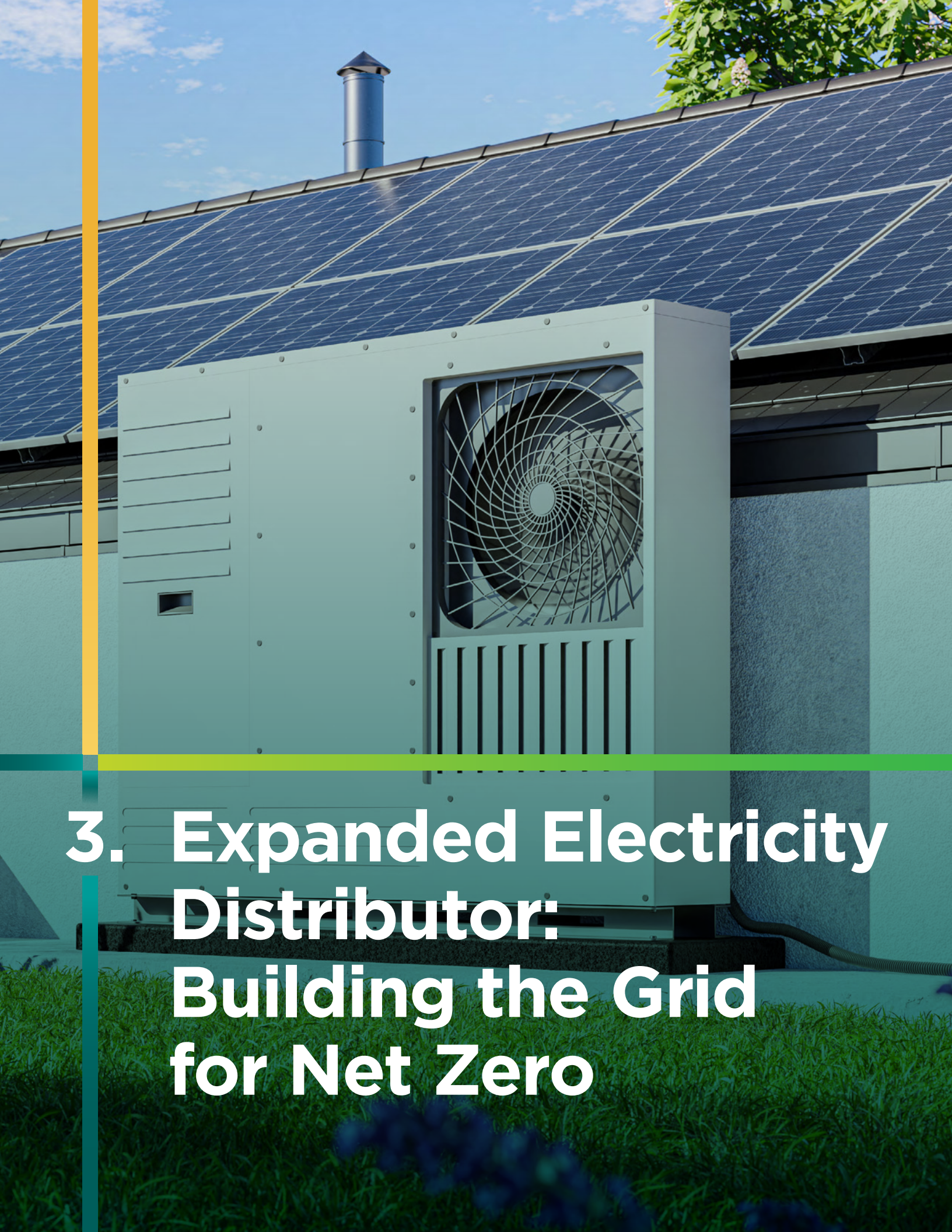
1. **Facilitating Electrification:** To enable the electrification and deep emissions reductions envisioned in the City's TransformTO strategy, Toronto Hydro must significantly expand and modernize its regulated electricity distribution system. This includes investing in advanced grid infrastructure and adopting non-wires alternatives that help optimize existing capacity, enhance system efficiency and improve reliability.

2. **Driving Climate Action:** Toronto Hydro actively collaborates with customers, cleantech companies, funders and other stakeholders to accelerate the electrification of buildings and transportation. Toronto City Council — acting in its capacity as shareholder — formally requested that Toronto Hydro expand its scope beyond traditional electricity distribution to include a new stream of non-rate-regulated activity: the development of Climate Advisory Services. In May 2023, City Council unanimously approved a Memorandum of Understanding on Climate Advisory Services. This agreement established a framework for coordinated outreach between the City and Toronto Hydro, enabling more effective customer engagement and support for electrification initiatives.

Toronto Hydro and City staff have built a strong and collaborative working relationship focused on achieving shared climate action and electricity system planning goals. This partnership includes regular information sharing, joint participation in planning processes and working groups, and alignment on key climate and electrification initiatives. Together, we collaborate on public outreach and program delivery to ensure customers receive consistent messaging and a seamless experience in support of the City's decarbonization objectives.

Additionally, Toronto Hydro works closely with City staff and the Toronto Parking Authority (TPA) to support the rollout of electric vehicle (EV) infrastructure and broader vehicle electrification efforts. These joint initiatives form a critical component of both Toronto Hydro's climate action mandate and the City's overarching TransformTO net-zero strategy.

> "Toronto Hydro's Climate Action team has been an integral part of TPA's charging infrastructure. Their endless knowledge and genuine willingness to go above and beyond has played a pivotal role in public EV charging."
> — **TORONTO PARKING AUTHORITY**



3. Expanded Electricity Distributor: Building the Grid for Net Zero

3. Expanded Electricity Distributor: Building the Grid for Net Zero

3.1. Toronto Hydro: A Critical Contributor to Climate Action

Toronto Hydro is committed to making the necessary investments to enable cost-effective electrification of critical sectors of the economy without compromising reliability or affordability. These investments are described in Toronto Hydro's regulator-approved 2025–2029 rate application and investment plan.

Toronto Hydro's planning efforts must not only address the ongoing energy transition, but also consider economic and demographic drivers contributing to growing electricity demand. Toronto's population is projected to grow by approximately 23.8% between 2021 and 2031.[6] This anticipated growth will require expanded housing, transit solutions and infrastructure, all of which will depend on reliable electricity from Toronto Hydro's grid.

In addition to population growth, emerging pressures — such as the rise of data centres and the increasing adoption of artificial intelligence — are accelerating electricity demand. Whether the required supply is met through large-scale generation facilities outside Toronto — such as nuclear power plants, hydroelectric dams, scale wind farms, energy storage — or from Distributed Energy Resources (DERs) within the city — such as rooftop solar panels or battery energy storage — the need for robust and intelligent local distribution infrastructure cannot be overstated.

Thanks to decades of strategic investment, Toronto Hydro's grid is ready now to meet the challenges of today and we are committed to being ready for the future.

3.2. Toronto Hydro's 2025–2029 Grid Investment Plan

In November 2024, the Ontario Energy Board approved Toronto Hydro's 2025–2029 rate application and investment plan that ensures the City will be safely, reliably and cleanly powered through the end of the decade.

Figure 1 sets out Toronto Hydro's peak load forecast from 2022 to 2031, with 75-100% load growth forecasted by 2050.[7] This growth reflects factors such as population increases, electrification of transportation and broader economic development, all of which are expected to place greater demands on the grid.

Figure 1: Toronto Hydro System Peak Demand Forecast [8]

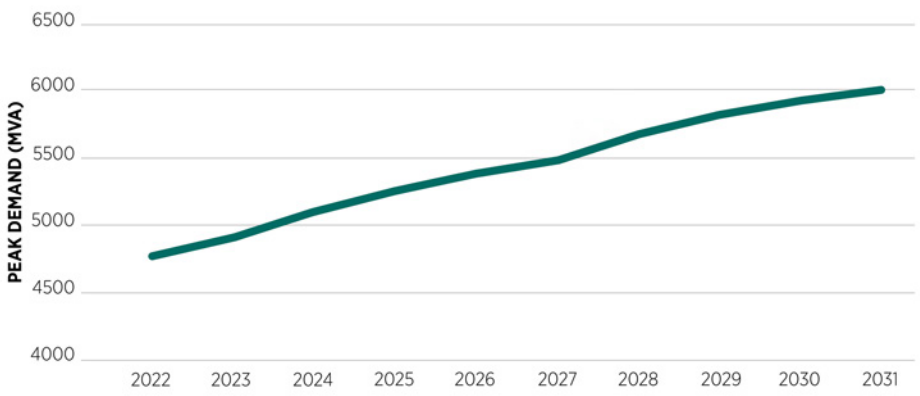
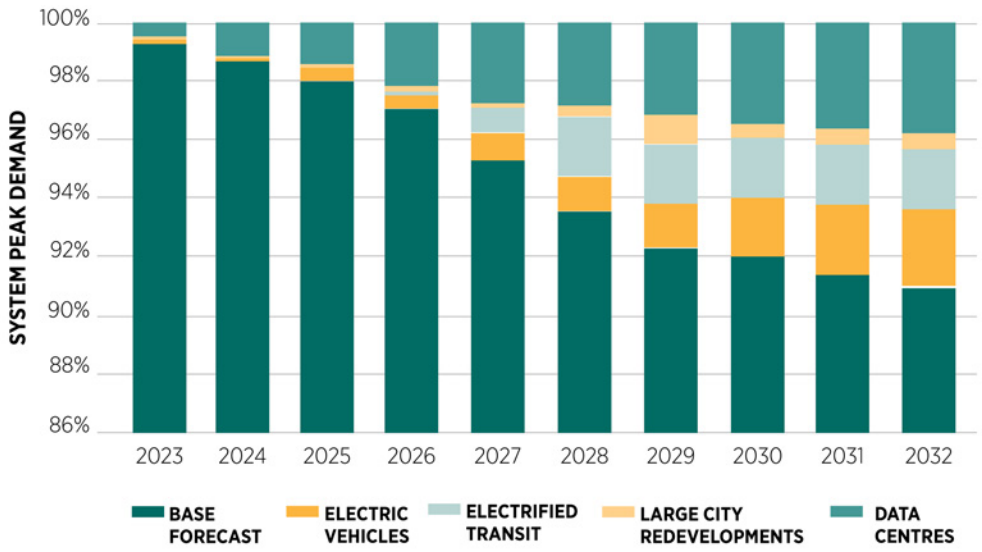


Figure 2 sets out the 10-year system peak demand forecast by driver submitted in the 2025–2029 rate application and investment plan. The primary drivers of capacity growth and related investments in the first five years (2025–2029)[9] period are: new customer connections (included as part of the base forecast), EVs, transit electrification, large City redevelopments (e.g., Scarborough's Golden Mile) and data centres. Given the five-year timeframe, Toronto Hydro determined that electrification of building heating was not a significant factor of growth and excluded it from the demand drivers forecast.

Figure 2: System Peak Demand Forecast by Driver for Toronto Hydro



Though the demand of key sectors such as EVs, transit and data centres is rapidly increasing, they will still make up less than 10% of overall electrical demand by 2032.[10]

Projected increases in the severity and frequency of extreme weather events — such as flooding, high winds and freezing rain — necessitate a robust investment and adaptation strategy that can reduce risks from damage or outages. To improve resilience against major disruptions for vulnerable parts of the system, Toronto Hydro's plan also includes investments in: (a) the targeted undergrounding of equipment to harden vulnerable areas of the overhead system against extreme weather events, and (b) enhancements to the downtown network, which serves critical loads such as major hospitals and financial institutions. For more information, refer to Toronto Hydro's **2024 Environment, Social and Governance Report**.

Toronto Hydro has adopted a least regrets investment approach to maintain key outcomes in the near-term while also making paced and deliberate progress in readying the grid and utility operations for the future. Our approach leveraged a system peak demand forecast to account for the impact of future demand drivers — such as EVs, large City redevelopments and data centres — and the Future Energy Scenarios report to understand when and how the energy transition could unfold in light of different policies, technologies and consumer behaviours.[11] Long lead-time investments must be initiated today to ensure that both customers and policymakers have access to the most flexible and forward-thinking options for a decarbonized future. To effectively support this transition, the utility must have the flexibility to adapt its plans and programs in response to an evolving and uncertain demand environment.

To support the critical investments required between 2025 and 2035, Toronto Hydro sought additional shareholder funding. In June 2024, the City approved a series of equity injections along with a revised dividend schedule.[12] These contributions will enable essential infrastructure upgrades to support significant residential and commercial development, widespread electrification and major electric transit initiatives.

Over the next five years, Toronto Hydro plans to invest more than $5 billion[13] in the electricity grid and core operations to ensure continued reliable service for customers, while supporting growth and advancing the City's energy transition objectives.

3.2.1. Areas of Focus in our Investment Plan

The investment plan addresses these needs by focusing on four priority areas:

1. **Modernizing the grid:** We are building a more intelligent and resilient grid by integrating advanced technologies that improve reliability, accelerate power restoration and reduce costs. These upgrades also enhance the grid's ability to withstand severe weather events and protect against cyber threats. For more detail on grid modernization, please see **Section 3.3.3** of this report.
2. **Preparing the grid for growth:** As Toronto continues to grow, Toronto Hydro plays a vital role in expanding and upgrading the local grid to meet increasing electricity demands and support new developments.
3. **Keeping the grid in good condition:** To ensure continued reliability and safety, Toronto Hydro is prioritizing the replacement of aging, deteriorating and obsolete infrastructure to reduce outrage risks and mitigate environmental and safety hazards.
4. **Maximizing operational efficiency:** We are committed to operating a safe, efficient and cost-effective business by investing in reliable fleet vehicles, modern work centres and robust IT systems that support service delivery and internal operations.

3.3. 2024 in Review: Adapting to Serve our Customers Better

3.3.1. Proactively Supporting How Customers Use Electricity

As customers increasingly electrify their buildings and vehicles, Toronto Hydro is experiencing a significant rise in connection requests for electrified technologies, such as heat pumps and EVs. These requests are growing not only in volume but also in complexity, encompassing both low-voltage connections for residential projects and high-voltage connections for larger commercial and multi-residential projects. To meet the evolving needs of both current and future requests, Toronto Hydro has invested in new technologies and customer support services that help maintain timely connections and ensure continued service reliability amid rapid growth.

Toronto Hydro is also expanding its engagement with customers during the early planning stages of new developments and electrification projects. By leveraging the City's development pipeline, Toronto Hydro proactively collaborates with large customers and developers — often years before a project comes online — to identify anticipated load requirements and guide them through the connection process. These early engagements result in a smoother connection experience for customers, while also providing Toronto Hydro with critical insights into future load growth and emerging behind-the-meter technologies. Notable examples of major development areas include the Downsview Lands, Villiers Island/Port Lands and the Golden Mile. Toronto Hydro continues to offer support for all customers, large or small, who are seeking to electrify their operations. For more detail, please see **Section 4** of this report.

To further assist developers and customers in understanding the electrical capacity across Toronto, Toronto Hydro launched its first **Distribution System Capacity Information Map** (Capacity Map) in March 2025. The Capacity Map is intended to provide users with approximate information on the estimated available electrical load capacity anywhere in Toronto Hydro's service territory. This map will also provide electrical specifications and capacity to developers who wish to electrify their new buildings from the outset. This aligns with TransformTO's goal of ensuring near-zero emissions for all new construction. Customers are encouraged to contact Toronto Hydro for detailed information about capacity availability and connection costs.

To ensure customers are informed about evolving system standards and connection requirements, Toronto Hydro continues to develop comprehensive online resources. These include connection guides, clearance guides, a **developer manual** and a forthcoming resource tailored for multiplex developments (see the **project profile** in Section 3.4). Additionally, Key Accounts Managers and Customer Connection Associates provide direct support throughout the customer journey, offering technical guidance, assisting with documentation and ensuring regulatory compliance.

In support of TransformTO's renewable energy objectives, Toronto Hydro continues to actively support customer adoption of solar energy. Since 2000, Toronto Hydro has connected more than 2,700 solar projects, resulting in nearly 120 megawatts (MW) of installed capacity on the grid. Between 2023 and 2024 alone, the number of projects increased by 35%. For more detail on the **Enabling Solar and Energy Storage project profile**, please see Section 3.4 of this report.

> "Toronto Hydro's Climate Action team has been doing incredible work in the building decarbonization and electrification space… such as, improved data accessibility, benchmarking services, decarbonization retrofit planning, Cleantech Services Directory and building electrification training. The Climate Action team's service offerings are meeting important market gaps and needs and as a partner and collaborator, we could not be more impressed."
> **— TORONTO 2030 DISTRICT**

3.3.2. Leveraging Distributed Resources

In addition to enabling customer solar and battery projects, Toronto Hydro is committed to deploying its own distributed resources and non-wires alternatives as cost-effective solutions to meet local system needs. Since 2018, Toronto Hydro has used local demand response programs to leverage load flexibility, behind-the-meter storage and generation. Demand response is designed to help address short- to medium-term capacity constraints at targeted transformer stations. Through these programs, eligible commercial and industrial customers are compensated for reducing their electricity usage during peak demand periods. These efforts benefit both customers and ratepayers by deferring the need for costly capital upgrades while enhancing operational flexibility.

In collaboration with the Independent Electricity System Operator (IESO), Toronto Hydro launched a three-year demand response pilot in 2022 at Manby and Horner transformer stations in Etobicoke. The pilot successfully procured 5 MW of dispatchable capacity to address local capacity constraints during peak summer use. Looking ahead, Toronto Hydro plans to procure up to 30 MW of additional system capacity at nine key stations by 2029. These stations are projected to require 130 MVA of load transfers between 2025 and 2029, and demand response could reduce the need for this work by up to 25%.

To effectively manage and coordinate these distributed resources, Toronto Hydro is expanding its Energy Centre and evolving its Distributed Energy Resources Management System platform. This integrated approach allows Toronto Hydro to optimize the dispatch of DERs in alignment with other utility planning and operational programs. For more detail on the **Energy Centre** expansion, please see Section 3.4 of this report.

3.3.3. Modernizing the Grid for Efficiency and Resilience

Toronto Hydro is implementing a Grid Modernization Strategy to deliver on the utility's long-term vision of improving reliability, resilience and system readiness for widespread electrification and DER integration. This strategy is designed to respond to emerging challenges by prioritizing the deployment of proven technologies — such as reclosers, switches, smart meters and analytics tools — that deliver near-term benefits while laying the foundation for future use cases that will be required in 2030 and beyond. The Grid Modernization Strategy focuses on three core pillars: Asset Analytics and Decision Making, Grid Readiness and Intelligent Grid (see Figure 3).

Figure 3: Components of Grid Modernization[14]

Asset Analytics and Decision Making

The Asset Analytics and Decision-Making portfolio lays the foundation for a digital-first utility by advancing technologies that enable more efficient and effective use of data. It supports the collection, analysis and application of large volumes of data from across the grid, helping Toronto Hydro extract greater value from existing assets and optimize investment planning. These capabilities are essential to building a future-proof, digitally integrated electricity system.

Grid Readiness

The Grid Readiness portfolio focuses on strengthening Toronto Hydro's ability to facilitate and integrate DERs, while leveraging DERs to reduce costs and improve performance. As part of this work, Toronto Hydro is building monitoring and forecasting capabilities needed to support the growing decentralization and decarbonization of the grid. Through investments in analytics and field technologies — including major platforms such as the Energy Centre — we are enhancing our ability to connect DERs and maximize their potential.

Intelligent Grid

The Intelligent Grid portfolio is designed to improve reliability, resiliency and situational awareness of the distribution system. It leverages advanced operational tools — such as Fault Location, Isolation and Service Restoration and the Advanced Distribution Management System— to increase automation, improve outage response times and enable smarter grid operations.

Together, these strategic initiatives position Toronto Hydro to meet the challenges and opportunities of 2030 and beyond. We will also be better equipped to support new customer-owned technologies — such as battery storage and flexible loads — benefiting all ratepayers through a more dynamic, resilient and efficient grid.

3.3.4. Powering the Future of Toronto Together through Collaborative Efforts

Toronto's major new developments — including the Port Lands, Downsview Area and the Golden Mile — are expected to drive significant population and business growth. Combined with the City's TransformTO strategy, which charts a path to a low-carbon future, electricity demand is projected to rise substantially by 2044 (see **Figure 1**).

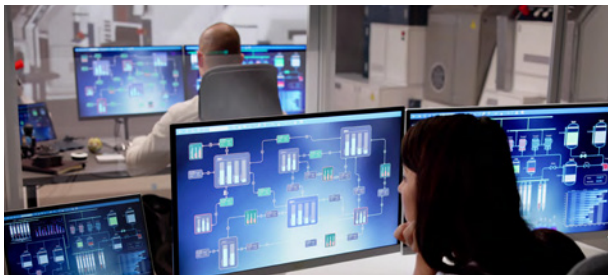
To prepare for this transformation, Toronto Hydro is actively supporting citywide electrification through close collaboration with the City, the IESO and other key stakeholders. These engagements are essential for understanding how to best meet this demand through a variety of solutions, while ensuring that all of Toronto's residents and businesses have access to reliable, affordable and sustainable electricity.

One such collaboration is through the Toronto Integrated Regional Resource Plan Technical Working Group. Led by the IESO, it involves essential participants like Hydro One Networks Inc., Toronto Hydro and the City. This group is developing a regional electricity plan that evaluates a range of solutions to meet growing demand — including both wires and non-wires alternatives — and incorporate insights from the IESO-led Local Achievable Potential Study.

Toronto Hydro will continue to leverage these relationships to enable sustainable, advanced electrification initiatives and maintain a resilient, flexible grid that supports the City's long-term energy and climate goals.

3.4. Project Profiles

As Toronto Hydro modernizes and expands the grid, several flagship projects demonstrate its commitment to enabling seamless, reliable and cost-effective electrification.



Improving Grid Visibility: The Energy Centre

Streamlining Connections: The Restricted Feeder Lookup Tool

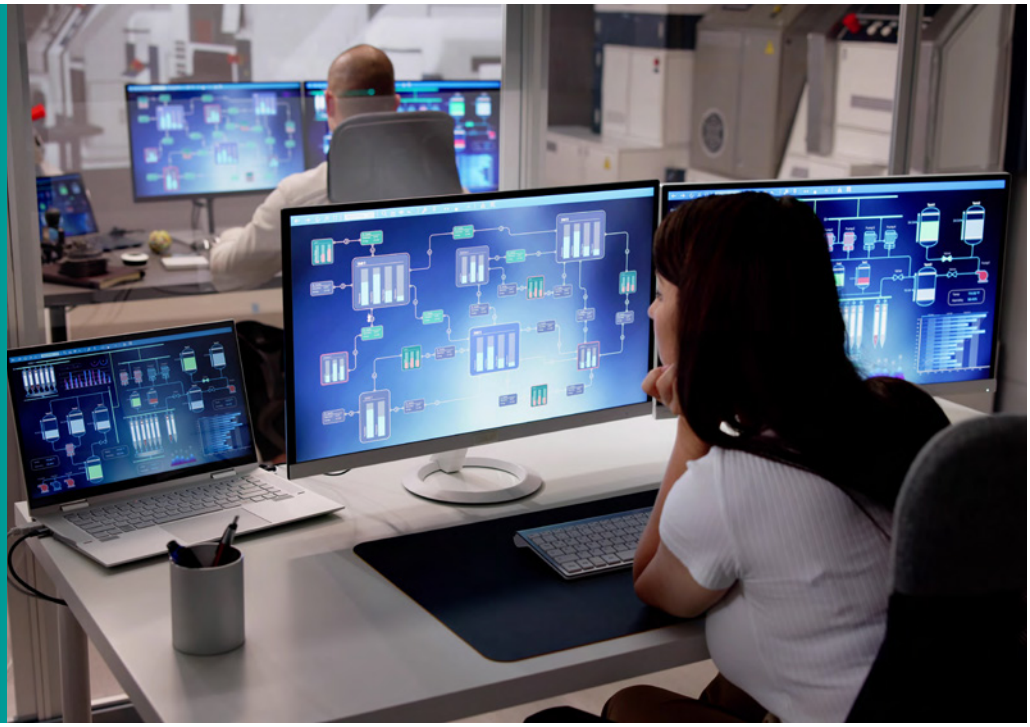
Accelerating Housing Supply: Multiplex Residential Connection Resource

Enabling More Solar and Storage

Power Efficient Design Strategies

PROJECT PROFILE

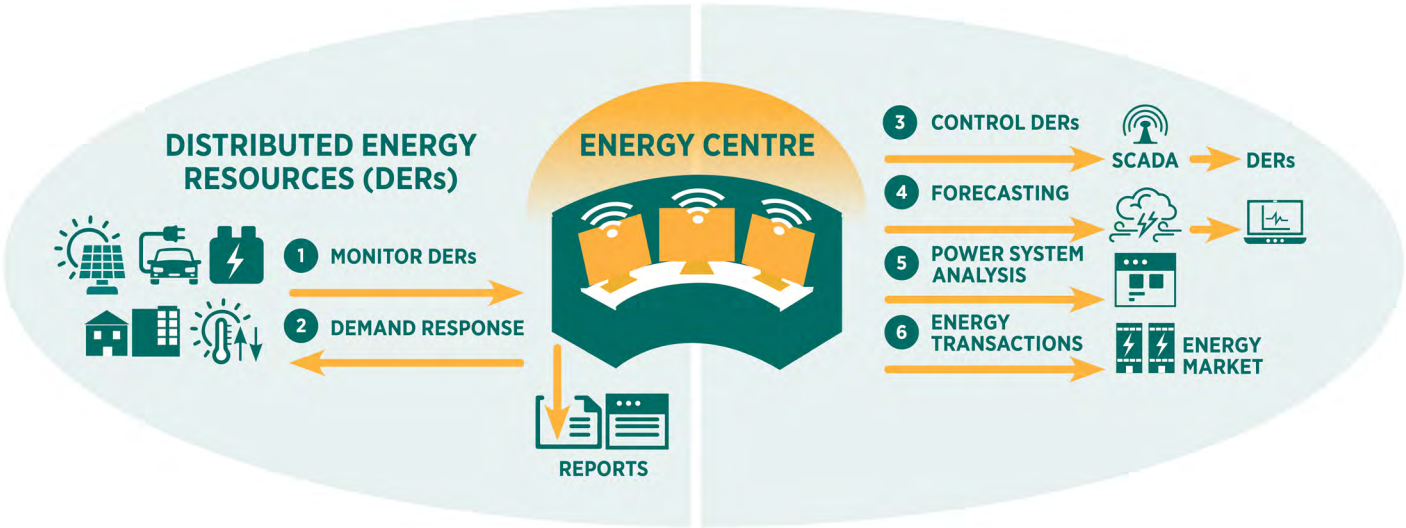
Improving Grid Visibility: The Energy Centre



Toronto Hydro's Energy Centre is actively developing capabilities for supporting grid operations of Distributed Energy Resources (DERs). The platform enables real-time monitoring of grid-connected solar generation and energy storage, while providing visibility on device statuses, DER alarms and advanced functions for load forecasting. The Energy Centre also supports local demand response programs that help reduce strain during peak demand periods by introducing flexibility, see Figure 4.

In 2024, the Energy Centre advanced its energy storage schedule and dispatch capabilities through enhancements to its DER Management System. Looking ahead, the Energy Centre will expand to support the integration of renewable technologies — such as EVs, Vehicle-to-Grid, and flexibility markets — further strengthening Toronto Hydro's ability to manage a dynamic, decentralized grid.

Figure 4: The Energy Centre

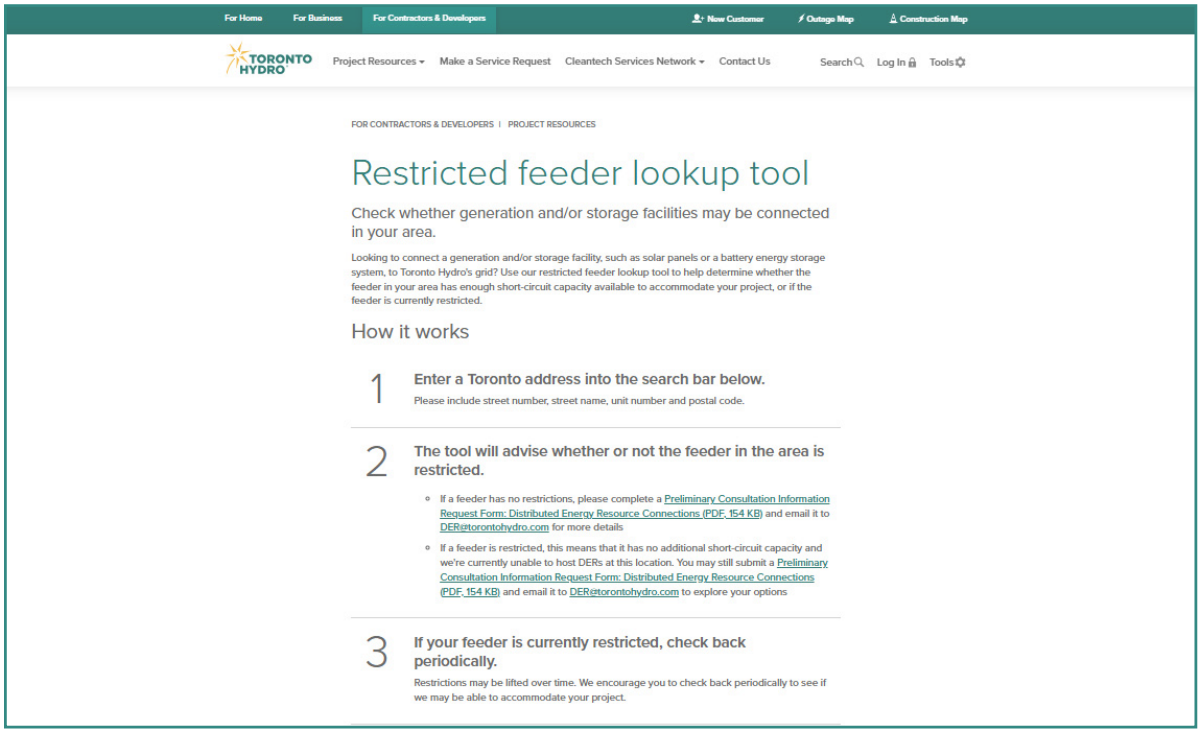


PROJECT PROFILE

Streamlining Connections: The Restricted Feeder Lookup Tool

Toronto Hydro is making it faster and easier for customers to connect solar and storage projects. We have received feedback from customers and developers indicating a clear need for a quick and reliable way to identify where their projects can and cannot be installed. While most of Toronto's grid remains open for new connections, a small percentage of projects cannot connect because the local station no longer has any short-circuit capacity and the feeder is restricted.

In 2024, Toronto Hydro initiated development of the Restricted Feeder Lookup Tool — a self-serve tool that helps customers and developers identify where connections are feasible and where constraints exist. The **tool** went live in March 2025. Customers can also submit a **preliminary consultation information request** to receive in-depth, site-specific information on connection capacity.



PROJECT PROFILE

Accelerating Housing Supply: Multiplex Residential Connection Resource

The City is committed to addressing housing needs by streamlining the process of connecting multiplex homes — making it faster, more accessible and cost-effective. Recent amendments to the City's bylaws will help increase housing supply by permitting up to four residential units on all properties. In addition, a laneway home or garden suite may be constructed alongside multiplexes, allowing up to a total of five units on a single lot.

To support this initiative, Toronto Hydro is developing a resource to assist customers in connecting or upgrading the electricity service for multiplexes, laneway homes and garden suites. The resource will include detailed information on service size, metering options, EV charging, and practical examples demonstrating the potential electrical demand of various housing configurations. Through this resource, Toronto Hydro is working collaboratively with customers, property owners, developers and contractors to support the safe, quick and reliable delivery of new housing across the city.

PROJECT PROFILE

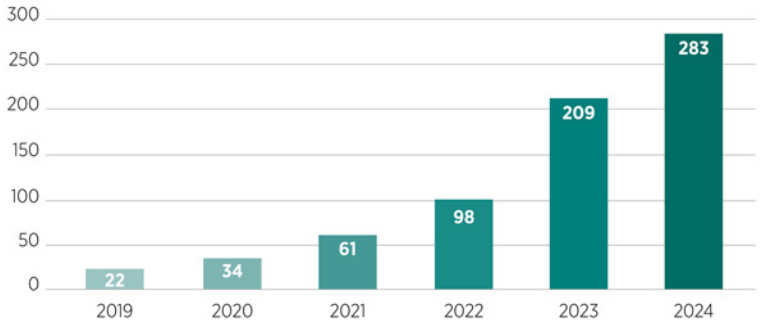
Enabling more Solar and Storage

Toronto Hydro is streamlining customer connections of new solar and energy storage projects. In 2024, 99.77% of Preliminary Consultation Reports for solar connections met the Ontario Energy Board's 15-day timeline. For formal applications under 10 kW, connection agreements are issued quickly — typically within one to two days.

In 2023 and 2024, Toronto Hydro eliminated system size restrictions for nearly all customers, reinforcing its commitment to accelerating the adoption of renewables and storage. This policy change provides customers greater flexibility to design systems that meet their evolving electricity needs.

Beginning in 2024, Toronto Hydro also started deploying advanced meters to residential properties, with all new installations being solar-ready by default. This proactive measure helps customers installing solar systems save both time and money, as there is no longer a need to purchase and install a new electricity meter.

Figure 5: Solar projects connected



Between 2023 and 2024, connected solar capacity grew by a brisk 62%. By the end of 2024, Toronto Hydro had connected 283 unique solar projects, representing 6.16 MW of capacity (see Figure 5). The total installed capacity for solar and energy storage is now approaching 120 MW.

PROJECT PROFILE

Power Efficient Design Strategies

As more buildings electrify, service upgrades and larger electrical panels can significantly increase costs. Toronto Hydro is a founding member of a **pan-Canadian consortium** exploring Power Efficient Design strategies[15] to minimize the need for service upsizing while maintaining performance and accelerating decarbonization.

Key strategies include:

1. Optimizing electrical load calculations.
2. Right-sizing electrical service for expected equipment loads.
3. Deploying energy management systems to monitor and control electrical loads.
4. Utilizing energy storage to meet peak demand.

Despite their benefits, Power Efficient Design adoption is often hindered by regulatory, technical and industry barriers — including outdated codes, limited awareness and insufficient utility data-sharing practices. The Consortium is working to identify and overcome these challenges across Canada.

dunsky Energy + Climate

CONSORTIUM FOR POWER EFFICIENCY

4. Climate Advisory Services: Getting Customers to Net Zero

4. Climate Advisory Services: Getting Customers to Net Zero

4.1. Climate Action Commitments and Achievements

On July 19, 2022, City Council directed Toronto Hydro-Electric System Limited (THESL) to expand its mandate beyond electricity distribution services by establishing a new line of non-rate regulated operations focused on climate advisory services. In response, Toronto Hydro launched its Climate Action team in 2023, working collaboratively across departments — including Customer Care, Connections, Engineering and Operations.

The Climate Action team's mission is to support Toronto's climate goals by helping customers electrify and adopt clean energy technologies. This work aligns with TransformTO and supports broader goals of local cleantech economic development and social equity. Recognizing that customers face numerous barriers to decarbonization, Toronto Hydro is focusing on those it can most effectively influence — such as raising awareness, delivering education and enhancing outreach — to drive meaningful emissions reductions across the city.

Delivering nationally significant emissions reductions.

Stimulating and facilitating the local cleantech economy.

Advancing social equity in Toronto.

To demonstrate progress and value to the City and its residents, Toronto Hydro established medium- and long-term targets for EV chargers, heat pumps, behind-the-meter-solar and battery storage, with specific milestones set for 2025 and 2040.[16] By the end of 2024, Toronto Hydro has already exceeded its 2025 targets, as seen in Table 1.

Table 1: Electrification Achievements Against Targets in 2024

EV Chargers (units)	5,500	4,781	5,572	10,353	188%	50,000
Air Source Heat Pumps (units)	80	N/A	299	299	374%	60,000
Solar Connections (MW)	6.5	3.8	6.2	10	154%	150
Storage Connections (MW)	6.5	5.2	4.4	9.6	148%	150

In addition, Toronto Hydro committed to achieving a series of key milestones within the early years of its operations. These milestones were designed to build foundational capabilities, advance electrification goals and help develop the city's cleantech sector. As outlined in Table 2, all key commitments have been achieved or are currently on track:

Table 2: Updates on Commitments to be Completed by 2024

	COMMITMENT	STATUS
1	Secure a Memorandum of Understanding with the City to coordinate customer-facing program delivery.	✓
2	Establish a dedicated business to provide climate advisory services.	✓
3	Launch a **concierge service** to support large customers on their electrification journey.	✓
4	Develop a **Cleantech Network** to connect customers with vendors specializing in electrification and clean technologies.	✓
5	Identify available opportunities to assist customers pursuing electrification projects.	✓
6	Build mass market capabilities and tools to serve mass market customers.	✓
7	Review internal procedures and begin addressing barriers to electrification.	ONGOING

Toronto Hydro also established 2040 targets for transportation, building heating electrification, and renewables and storage, as detailed in Table 3.

Table 3: Climate Action Targets for Transportation, Building Heating Electrification, and Renewables and Storage

TH-SUPPORTED CLIMATE PROGRAMS	PROGRAM SIZE	IMPACT
Transportation Electrification	50,000 chargers	Serving 1 million+ EVs
Buildings Electrification	60,000 heat air pumps	15% of all buildings
Renewables & Storage	300 MW of local generation	300,000 projects

4.2. Next Steps for Climate Action

As we look ahead to 2025, Toronto Hydro's Climate Action team is well-positioned to continue advancing electrification and clean technology adoption across the city. The team has identified key opportunities for affordable electrification and prioritized a series of strategic projects and initiatives for the year.

4.2.1. Climate Action Team Goals for 2025

PRIORITIES

The Transportation Initiatives team's deployment of EV charging infrastructure remains one of the most significant opportunities for near-term greenhouse gas emissions reductions and customer base. Toronto Hydro is actively supporting the implementation of the City's EV strategy as outlined in "**Approach to Public Electric Vehicle Charging to 2030**."

KEY ACTIVITIES

- Support the City's priorities
- **Preliminary support and information for future EV charger installations**
- Supporting the TPA with planning and deployment of on-street and off-street public charging stations
- Outreach and communication
- Level 1 charger and municipal fleet electrification research
- Digital tool development
- Internal barrier identification and removal

PRIORITIES

The Large Buildings team's primary focus will placed be on Class B customers such as commercial, Multi-Unit Residential Buildings (MURBS), industrial and institutional buildings, with a lighter focus on Class A customers. The **concierge service** will continue to expand, offering tailored electrification support to customers and the City in support of net-zero building goals. This work will involve ongoing collaboration with internal Toronto Hydro teams, including Development Planning, Key Accounts and Marketing.

KEY ACTIVITIES

- Community and customer engagement
- Site visits to provide guidance on electrical connection processes and provide non-binding estimates
- Provision of OPEN Tech Audits
- Save On Energy program participation support
- **Energy Star Portfolio Manager (ESPM) automatic data transfer** functionality for municipal energy tracking
- Internal barrier identification and removal

PRIORITIES

In 2025, the Residential/Small Buildings team will scale-up its impact by developing a targeted offering for small commercial customers, while continuing to engage with the residential sector. This includes enhanced customer support, expanded outreach efforts and deeper integration of data-driven insights to further drive electrification adoption.

KEY ACTIVITIES

- Support the City's Carbon Awareness Initiative
- Community engagement
- Social media outreach to broaden public engagement
- **Residential energy load analysis**
- Digital tool development
- Develop small commercial building offering
- Internal barrier identification and removal

PRIORITIES

Through the efforts of the Partnerships and Funding team, Toronto Hydro will continue to foster strategic relationships, amplify key stakeholder messages and solidify its role as a critical partner in the City's path toward net zero.

KEY ACTIVITIES

- Onboard new participants to the **Cleantech Services Network and Directory**
- Develop and oversee capability building program
- Oversee delivery of **Heat Pump Assistance Program**
- Participate in United Way's Inclusive Local Economic Opportunity Program
- Identify opportunities to work with financial institutions to enable climate action

4.3. Key Milestones and Highlights of 2024

2024 marked the first full year of operations for Toronto Hydro's Climate Advisory Services business. Through working with the City, we laid the foundation for impactful and sustained climate action. Our efforts focused on three primary goals:

1. Delivering nationally significant emissions reductions
2. Stimulating and supporting the growth of the local cleantech economy
3. Advancing social equity across Toronto

The following sections highlight key initiatives and achievements under each of these goals.

4.3.1. Delivering Nationally Significant Emissions Reductions

Toronto Hydro played a central role in supporting the electrification of both transportation and buildings throughout 2024. Our efforts spanned multiple sectors and directly contributed toward achieving the City's emissions reduction goals.

Transportation Electrification

In 2024, our work in the transportation sector centered on supporting the City's electrification priorities and implementing the Ontario Energy Board's new direction for EV charger connections. These efforts were aimed at accelerating EV adoption and meeting the City's goal of one public charger for every ten EVs.

Key highlights include:

- Supported the TPA in the installation of 50 on-street EV charging stations
- Participated in industry events such as the Electric Autonomy's EV and Charging Expo and engaged in direct customer outreach to promote low-carbon transportation
- Provided preliminary EV connection information and guidance to 24 unique customer sites
- Issued initial estimate Offers to Connect to 25 projects representing an estimated 20 MW of EV charging load
- In total, assessed 572 Level 2 and Level 3 charging stations

Commercial, Industrial, Institutional and Multi-Unit Residential Buildings (MURBs)

To support electrification across large buildings, Toronto Hydro provides **concierge services** to help our commercial, institutional and MURB customers plan their decarbonization journey. This includes site visits, non-binding estimates of capacity, climate action planning support and help with accessing financial incentives.

Highlights include:

- Facilitated more than 100 customer engagements through direct meetings, networking events, email marketing campaigns and our website
- Developed a Heating Load Estimator tool to help customers determine electrical capacity requirements for heating electrification
- Procured the OPEN Tech Virtual Decarbonization Audit tool, with deployment scheduled for early 2025
- Assisted two customers with Save on Energy applications for the installation of 189 heat pumps; additional applications are in the pipeline for 2025
- Established and led a multi-stakeholder collaboration group focused on electrification, involving the City, Building Owners and Managers Association (BOMA), The Atmospheric Fund (TAF) and Toronto 2030 District

Residential and Small Commercial

Our focus in the residential and small commercial sectors was to build scalable tools and programs while deepening our understanding of customer needs.

Key achievements in 2024 include:

- Formed and managed the Toronto Residential Working Group in collaboration with the City, Toronto and Region Conservation Authority (TRCA), Toronto Home Energy Networks and Clean Air Partnership
- Launched a PowerLens user guide to help customers monitor and understand their solar generation data
- Enhanced the customer portal to allow customers to download two years of hourly consumption data, empowering them to better understand and manage peak energy use
- Coordinated the installation of Advanced Metering Infrastructure (AMI) 2.0 smart meters in homes with heat pump to enable real-world analysis
- Helped establish the pan-Canadian **Consortium for Power Efficient Design**, aimed at driving more efficient and cost-effective residential electrification

> "I am very thankful that Toronto Hydro has created such a team, and we look forward to working with them.— **NET ZERO COMMITTEE, HARBORD VILLAGE RESIDENTS ASSOCIATION**"

Engaging Toronto Hydro customers was a key priority for the Climate Action team in 2024, supporting both Toronto Hydro's climate action mandate and the City's TransformTO initiative. These efforts focused on raising awareness and providing practical information about electrification solutions for homes, workplaces and vehicles. The outreach metrics illustrated in Figure 6 highlight the team's impact and success throughout the year.

Figure 6: Touchpoints with Customers and Stakeholders in 2024

4.3.2. Stimulating and Facilitating the Local Cleantech Economy

Recognizing that addressing the climate crisis requires collective effort, Toronto Hydro focused in 2024 on deepening collaborations with Toronto's cleantech sector. We collaborated with industry leaders and key stakeholders to identify and address barriers to the adoption of clean energy solutions, creating conditions for electrification to scale more effectively across the city.

Our flagship initiative in this space is the **Cleantech Services Network and Directory**. The network was launched in early 2025 and directory will be operational in Q2 2025. Through an online, searchable platform, the Cleantech Services Directory will connect Toronto-based customers with qualified professionals — including contractors, consultants and financial institutions — who provide electrification and energy-efficiency services. The goal is to make it easier for residents and businesses to find trusted providers and accelerate their transition to low-carbon technologies.

In addition to the directory, members of the Cleantech Services Network will have access to capability building programs offered by Toronto Hydro and our collaborators. The first such intiative is a series of **Heat Pump Fundamentals** courses developed in 2024 through collaboration with Toronto 2030 District; the American Society of Heating, Refrigerating and Air-Conditioning Engineers and the Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI), with financial support from Toronto Hydro. The courses delivered in 2025 will support workforce development in the HVAC sector.

Toronto Hydro works in close collaboration with industry and non-governmental stakeholders to help advance market readiness and better support to customers on the path to net zero. The Climate Action team is actively collaborating with HRAI of Canada to identify and address gaps in training and knowledge — particularly in areas related to heat pump sizing, selection and installation.

> We loved working with Toronto Hydro's Climate Action team on these workshops! We had a great, collaborative relationship from the start and appreciated all the support on logistics and planning to ensure that events ran smoothly. Thanks, and looking forward to future training to support local trades.
>
> **— NATURAL RESOURCES CANADA: LOCAL ENERGY EFFICIENCY PARTNERSHIPS (LEEP)**

Toronto Hydro also serves on the steering committee of the Building Decarbonization Alliance — a non-partisan, cross-sector coalition focused on accelerating building electrification. Additionally Toronto Hydro has established key relationships with TAF, BOMA Canada, BOMA Toronto, Toronto 2030 District, TRCA, Toronto Home Energy Network, Pembina Institute, Electric Mobility Canada and Sustainable Buildings Canada.

In parallel, Toronto Hydro is working in close collaboration with the City's Environment, Climate and Forestry Division to support key decarbonization initiatives within TransformTO. Through regular engagement, both organizations are aligning efforts to amplify impact, avoid duplication and move together toward shared climate goals. Joint initiatives have included co-hosting event booths, co-developing an online tool and residential emissions map, and coordinating commercial sector offerings to streamline support for building owners and operators.

> "Toronto Hydro has been a pivotal partner in Dream's electrification journey. Its commitment to providing swift and efficient design iterations has been instrumental in helping us achieve our sustainability goals... We are grateful for Toronto Hydro's support and collaboration in making our buildings more energy efficient."
>
> — **DREAM (CONDO DEVELOPER)**

4.3.3. Advancing Social Equity in Toronto

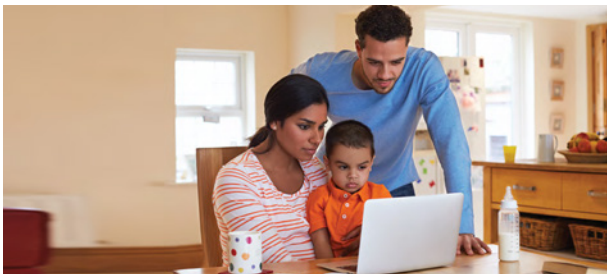
At Toronto Hydro, we're committed to ensuring that all Torontonians — especially vulnerable populations — are included in the energy transition. Equity is a cornerstone of our Climate Advisory Services mandate and is fully aligned with the City's TransformTO initiative. To put this commitment into action, we worked with the Pembina Institute to develop a framework for applying an equity lens to our work.

One of the most pressing barriers identified — particularly for low-income households — is the high upfront cost of cold climate heat pumps. In response, we worked with key academic collaborators to develop the income-qualified **Heat Pump Assistance Program**. Launched in April 2025, this pilot program aims to increase equitable access to energy-efficient heating and cooling by off-setting the cost of cold climate air source heat pumps (ccASHP) in gas-heated homes. In addition to providing immediate benefits to participants, this pilot will generate valuable data on the cost, emissions and comfort impacts associated with transitioning from natural gas to electric heating. More detail can be found in the project profile in **Section 4.4**.

4.4. Project Profiles

Toronto Hydro continues to play a key role in supporting the City's climate goals by advancing a range of programs and initiatives that enable customer participation in the transition to net zero. The following initiatives reflect our current efforts to support energy efficiency, electrification and emissions reductions across the city.

Automating Energy Tracking for Commercial Buildings



Heat Pump Assistance Program for Income-Qualified Households

Connecting Customers to Cleantech Professionals

Personalized Electrification Concierge Services

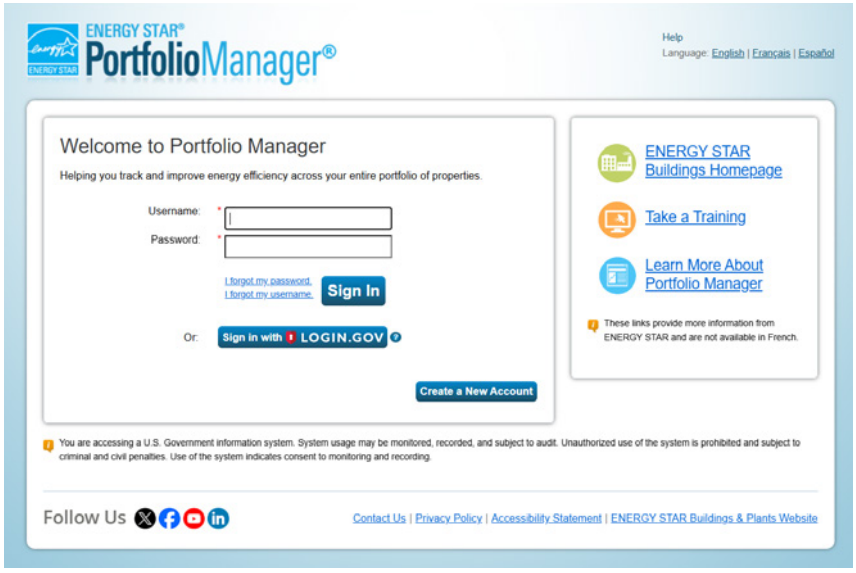
Unlocking Energy Insights with Residential Load Study

Enhancing the Electric Vehicle Connection Process

PROJECT PROFILE

Automating Energy Tracking for Commercial Buildings

At the request of the City, Toronto Hydro is developing an interactive resource management tool that will automatically transfer monthly electricity consumption data into ESPM accounts. Supported by the federal government, ESPM is the primary platform for City[17] and provincial[18] energy and water reporting. It also supports the implementation of the Net Zero Existing Buildings Strategy, a cornerstone of TransformTO.



Source: **portfoliomanager.energystar.gov/pm/login?testEnv=false**

By simplifying the reporting process, this tool will: reduce administrative burden for commercial building owners, facilitate regulatory compliance, enable customers to benchmark building performance, identify efficiency opportunities and reduce emissions. The tool is scheduled for launch in Q3 2025. In the interim, Toronto Hydro's Climate Advisory Services team is assisting customers with ESPM account setup and data integration.

PROJECT PROFILE

Heat Pump Assistance Program for Income-Qualified Households

Toronto Hydro is launching a limited-time Heat Pump Assistance Program, a study designed to undersand the effects of electrification on single-family dwellings in Toronto. This study will engage income-qualified households to transition from natural gas to electric heating. Up to 200 gas-heated single-family homes will receive a cold climate heat pump and an air quality monitoring device at no cost through this program.

Participants will be recruited through direct outreach, specific programs and community engagement. Eligible households will be randomly assigned to study treatment groups to receive either a fully electric system or a hybrid system (with gas backup) either immediately or one year after acceptance into the program, depending on the study group.

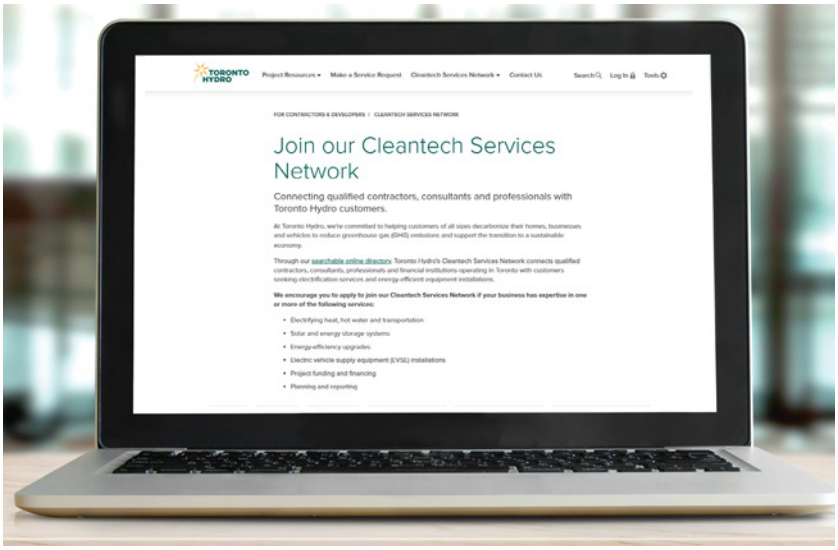
Monitoring over a multi-year period will assess impacts on energy use, utility bills, emissions, indoor comfort, indoor air quality and occupant behaviour. Findings will inform future electrification strategies and climate programming for income-qualified communities.

PROJECT PROFILE

Connecting Customers to Cleantech Professionals

To accelerate clean energy adoption, Toronto Hydro has launched the **Cleantech Services Network** and **Directory**. This platform will connect customers with qualified local professionals offering electrification, energy efficiency and low-carbon technology solutions, including solar and battery systems.

The Network will comprise technology providers, consultants, industry professionals and financial institutions that deliver or support electrification solutions, energy-efficient equipment, or solar and battery installation. Upon joining the Cleantech Services Network, members will be featured on the Cleantech Services Directory — an online, searchable directory accesible to all customers on the Toronto Hydro website. This directory will be monitored and maintained to ensure it remains a reliable resource for our customers.



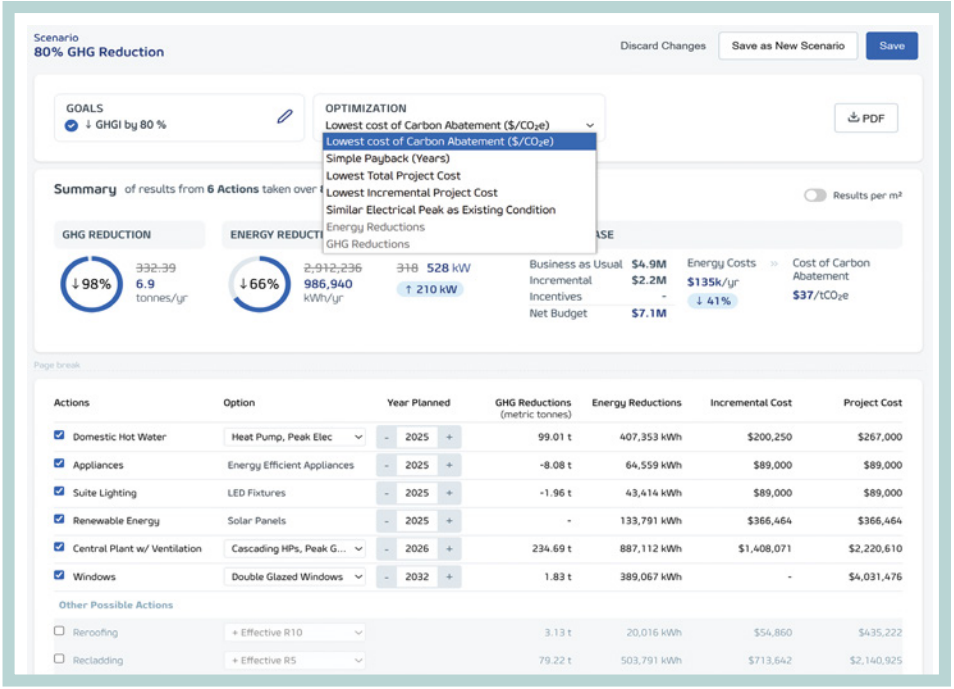
BENEFITS TO NETWORK MEMBERS INCLUDE:

1. A listing on Toronto Hydro's searchable Cleantech Services Directory, launching Q2 2025.
2. Access to networking events and industry-specific training.
3. Credibility as a member of Toronto Hydro's Cleantech Services Network.
4. Access to program and rebate updates that benefit their customers.

PROJECT PROFILE

Personalized Electrification Concierge Services

To support the decarbonization of large buildings, Toronto Hydro offers a concierge service providing personalized guidance on electrification projects. Services include technical tools, data analysis and support navigating incentive programs such as Save on Energy.



Source: **opentech.eco/products/virtual-audits-and-decarbonization-planning/**

The concierge process begins with customer outreach through various channels, including email, in-person introductions and dedicated e-blasts. Once a customer expresses interest, Toronto Hydro engages the customer, which could be a virtual or in-person meeting and site visit, and guides them through the available tools and services. These include the **OPEN Technologies** Virtual Decarbonization Audit tool, the Heating Load Estimator, and support with non-binding project estimates.

As electrification projects progress, the team will offer to connect customers with qualified electrification professionals listed in the Cleantech Services Directory and provide support with Save on Energy program incentive applications. The overall goal of the concierge service is to help remove barriers to electrification by streamlining the process, including conducting preliminary building screenings to help accelerate project timelines.

PROJECT PROFILE

Unlocking Energy Insights with Residential Load Study

To better understand how residential electrification impacts electricity demand, Toronto Hydro is conducting a multi-year load study using next-generation AMI 2.0. These meters provide 15-minute data intervals — compared to hourly — for more granular insight into consumption patterns.

In 2024, AMI 2.0 meters were installed in 109 homes with existing electrified systems. Data will be used to analyze load shapes, assess heat pump performance during peak periods and support future climate program design, grid planning and standards development.

Insights gained will also help customers reduce costs associated with panel upgrades, a key electrification barrier previously identified by Toronto Hydro and the City.

PROJECT PROFILE

Enhancing the Electric Vehicle Connection Process

To support the growing demand for EV chargers and equipment, in 2024, Toronto Hydro launched a new **Electric Vehicle Charging Connection Procedure**. This customer-focused process simplifies planning and installation by providing timely, no-cost information on connection feasibility. Figure 7 highlights the team's impact and success throughout the year.

There are two key steps in the process: (1) a preliminary consultation request and (2) a service connection request.

The preliminary consultation is an optional first step for customers who are either assessing the feasibility of a specific site or comparing multiple potential charging locations. Within 15 calendar days of receiving a preliminary consultation request, Toronto Hydro will provide a preliminary assessment of the available electrical capacity and connection complexity. If a customer has already selected their location, they can skip this step and proceed directly to submitting a service connection request.

For customers proceeding with a specific EV installation, Toronto Hydro provides a no-cost initial estimate Offer to Connect within 60 calendar days, outlining available capacity, estimated costs and project complexity. This streamlined approach helps customers make informed decisions and supports broader EV adoption across the city.

Figure 7: EV Team Highlights 2024 by the Numbers

49
ASSESSMENTS COMPLETED

572
L2 AND L3 CHARGING STATIONS ASSESSED

50
ON-STREET CHARGING STATION INSTALLATIONS SUPPORTED

100%
TIMELINES MET

5. Appendix

Appendix: Updates to 2023 Year-End Status Report Project Profiles

As outlined in Toronto Hydro's 2023 Status Report, several projects were highlighted to demonstrate progress in enabling large-scale electrification. Tables 4 and 5 provide updates on the status of these projects as of the end of 2024.

Table 4: Updates on the Expanded Electricity Distributor 2023 Year-End Status Report Profiles

ACCELERATING SOLAR AND ENERGY STORAGE

As of the end of 2024, Toronto Hydro successfully connected 283 unique solar installations to its distribution grid, representing 6.16 MW of capacity across a range of technology types. In total, the installed capacity for solar and storage has reached nearly 120 MW. Further details are available in the **Enabling more Solar and Storage project profile**.

LOAD AND HOSTING CAPACITY MAP

To better support customers, Toronto Hydro advanced the development of its initial Hosting Capacity Address Lookup Tool and launched the tool in Q1 2025. In response to a 2024 directive from the Ontario Energy Board requiring all Local Distribution Companies to provide **load capacity maps**, Toronto Hydro was well-positioned to act, thanks to early-stage research initiated in 2023.

RENEWABLE-ENABLING BATTERY ENERGY STORAGE

We continue to evaluate the role of battery energy storage systems in balancing grid loads and enabling broader solar adoption.

AUTOMATED POWER RESTORATION

We continue to collect data from Fault Location, Isolation and Service Restoration (FLISR) activated stations to assess response rates and accuracy. These tests are yielding valuable insights that will inform future system-wide and automated deployments.

FLEXIBILITY SERVICES

Toronto Hydro's collaboration with the IESO on the Etobicoke Demand Response Pilot advanced through 2024. As part of this initiative, Toronto Hydro procured 5 MW of demand response across two targeted stations and successfully dispatched the resource five times over the summer season.

NEW DEDICATED SUPPORT FOR CUSTOMER CONNECTIONS

Our dedicated Customer Connection Associates continued to play a vital role as the primary point of contact for customers throughout their connection journey. Building on last year's success, we expanded the service with a robust digital portal to streamline service request intake. These enhancements are improving efficiency and maintaining a high level of customer satisfaction.

Table 5: Updates on Climate Advisory Services 2023 Year-End Status Report Profiles

HEAT PUMP FIELD TRIAL

Toronto Hydro completed Phase 2 of the Heat Pump Field Trial, with results and findings set to be published.

CLEANTECH SERVICES NETWORK AND DIRECTORY

Toronto Hydro continues to develop a trusted network of cleantech contractors to support customers in their decarbonization efforts. Recruitment for the network is underway, with the Cleantech Services Directory scheduled to launch in early 2025 (see the Connecting Customers to **Cleantech Professionals project profile** for further details).

TORONTO HOME RETROFITS (THR) COLLABORATION

Toronto Hydro continues to work with THR as they expand their executive team and extend clean energy initiatives to more neighbourhoods across the city.

TPA EV CHARGERS

In support of electric mobility, Toronto Hydro facilitated the installation of 31 Level 2 and seven Level 3 public charging stations in 2024. These stations are expected to be energized and fully operational in 2025.

CLIMATE ACTION KIOSK (RENAMED CARBON AWARENESS AND ENGAGEMENT)

Toronto Hydro and the City are developing a digital tool to support carbon awareness, education and engagement with Toronto residents. Toronto Hydro developed a comprehensive Scope of Work, leading to the selection of a vendor for a new customer-facing project. Internal milestones — such as a customer focus group and a Privacy Impact Assessment — have been completed to ensure alignment with both customer expectations and privacy regulations. The City is now in the process of onboarding the selected vendor.

DECARBONIZATION ACCELERATOR PROGRAM

In an effort to assist mid-sized customers with decarbonization and electrification planning, Toronto Hydro launched a new initiative featuring a Virtual Decarbonization Audit tool and a Heating Load Estimator. These tools are designed to help customers better understand their options and move confidently toward cleaner energy solutions.

Endnotes

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[9] Toronto Hydro, Application for Electricity Distribution Rates: 2025–2029, at Exhibit 2B, Section D4.3, at page 10, available at: **torontohydro.com/documents/d/guest/consolidated-application**

[10] Toronto Hydro, Application for Electricity Distribution Rates: 2025–2029, at Exhibit 2B, Section D4.3, at page 10, available at: **torontohydro.com/documents/d/guest/consolidated-application**

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[12] Newswire, Toronto Hydro to receive equity investment from City of Toronto (June 28, 2024), available at: **newswire.ca/news-releases/toronto-hydro-to-receive-equity-investment-from-city-of-toronto-841021153.html**

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