

June 11, 2026

Executive Committee  
City of Toronto  
100 Queen St. W., 13th Floor  
Toronto, Ontario M5H 2N2

RE: Toronto Hydro and Multiplexes – EX32.5A

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I am a Professional Planner who has worked for more than a dozen of my twenty-six year career as a planner on smaller-scale development projects in Toronto. I have been happy to be involved in getting approval for numerous multiplex projects across the city, and have been told, consistently, that Toronto Hydro is a significant impediment to getting approved projects actually built.

A project was submitted for 400a service in January 2026. After initial back and forth, the architect was told by Hydro that the drawings would be by done by the end of March. This was not done. At the end of April, they were told that it would be done by mid-June. Multiple follow-up emails in June have so far not been acknowledged.

A fourplex project was denied aerial service and cable fuse limiters, causing a 10x increase in the cost compared to what is provincially permitted.

Customers have been quoted by Hydro that 400a service will cost **\$200,000-\$350,000** and take anywhere from **8-18 months**. This ends projects.

There appears to be no standard approvals and payments process for multiplexes; every submission appears to require a custom process. A designer subcontractor to Hydro has to be hired for at an extra cost and then you have to wait and wait.

There are many things that could be implemented to make multiplexes faster, easier, and cheaper to build in Toronto.

- 1) Closer adhere to what is provincially permitted by Code instead of a bespoke Toronto requirement
- 2) Flat rate upgrades for 400a for multiplexes with a standardized process on fixed and predictable timelines
- 3) Allow 400a aerial service



- 4) Allow use of cable fuse limiters instead of downloading costs of disconnects onto property owners
- 5) Use more in-house staff instead of outsourcing to subcontractors (disconnects, line protection, design work, etc.)
- 6) Allow for smart panels to reduce high amp service, as are being used in Vancouver
- 7) Publish illustrated guidelines for transformer, overhead wire, and meter requirements and clearances
- 8) Reduce requirement for large pull boxes inside buildings. These can be the size of a bedroom and have significant impacts on the usability of a multiplex.
- 9) Reduce the cost of conduit trenching across roads
- 10) Create 2 part approval process to speed things up: one for civil work and one for electrical

Multiplexes are one of the most exciting new residential forms permitted in the City in a long time. The development community has rallied to implement this EHON initiative, and has made it a success. Removing the speed bumps from Toronto Hydro, in terms of process and added costs, will significantly assist in development more housing in neighbourhoods across the city.

Kindest regards,  
GALBRAITH & ASSOCIATES, INC.

Sean Galbraith, MCIP, RPP  
President/Principal Planner