

ENGAGING TORONTO HYDRO WEBINAR AND THE CONNECTIONS PROCESS

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Aaron Silver and Bob Hordij

Large Customer and Key Account Consultant

Asset Investment Analyst, Customer Connections

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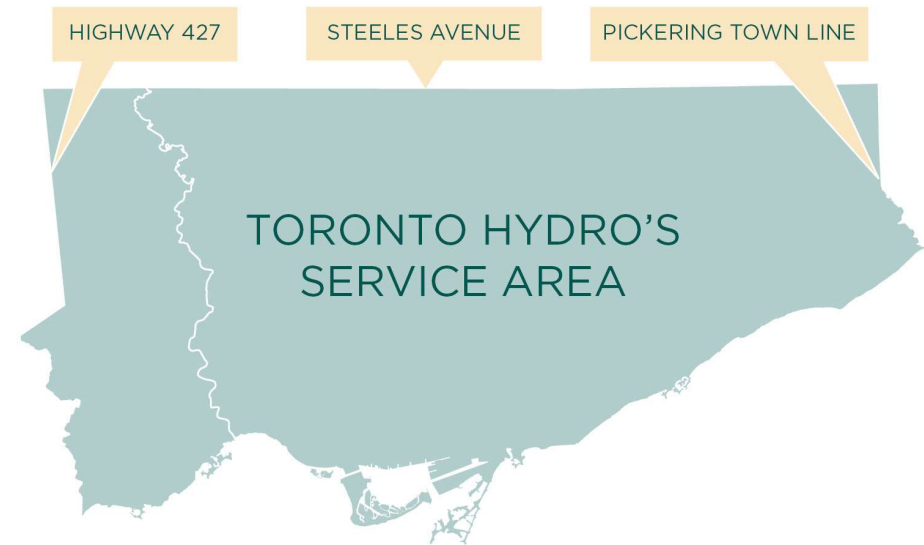


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COMPANY OVERVIEW

- Established in 1911
- Amalgamation of six utilities in 1998
- Owns and operates the electricity distribution system for Canada's largest city
- Owns and operates \$5.7 billion of capital assets*
- Distributes approximately 18% of the electricity consumed in Ontario*

*As at December 31, 2021



City of Toronto: Population of approximately 3.0 million

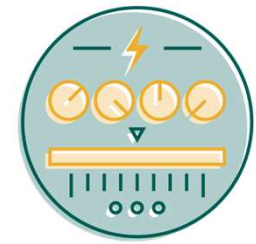
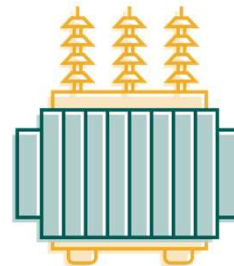
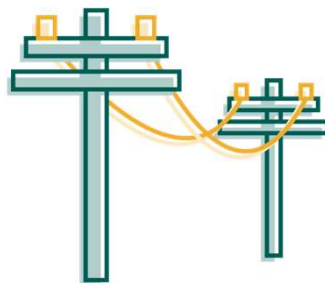


COMPANY OVERVIEW

- 1 control centre
- 15,406 circuit kilometres of overhead wires*
- 13,681 circuit kilometres of underground wires*
- 141 in-service municipal substations
- 17,160 primary switches*
- 61,140 distribution transformers*

- 182,640 poles*
- 1,190 employees*
- 787,000 customers*
- 703,947 residential customers
- 82,711 general service customers
- 46 large users

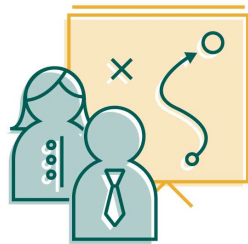
*Figures are approximate (all figures above are as at December 31, 2021)



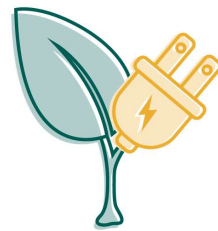
STRATEGIC FOCUS



CUSTOMER



PEOPLE



ENVIRONMENT



OPERATIONS



FINANCIAL

AGENDA

The background features a teal-tinted image of a person's profile in silhouette on the left, looking towards the right. On the right side, there is a city skyline with several skyscrapers, including the prominent CN Tower. Overlaid on the city and the person's profile are white, glowing circuit board patterns, suggesting a focus on technology or digital infrastructure.

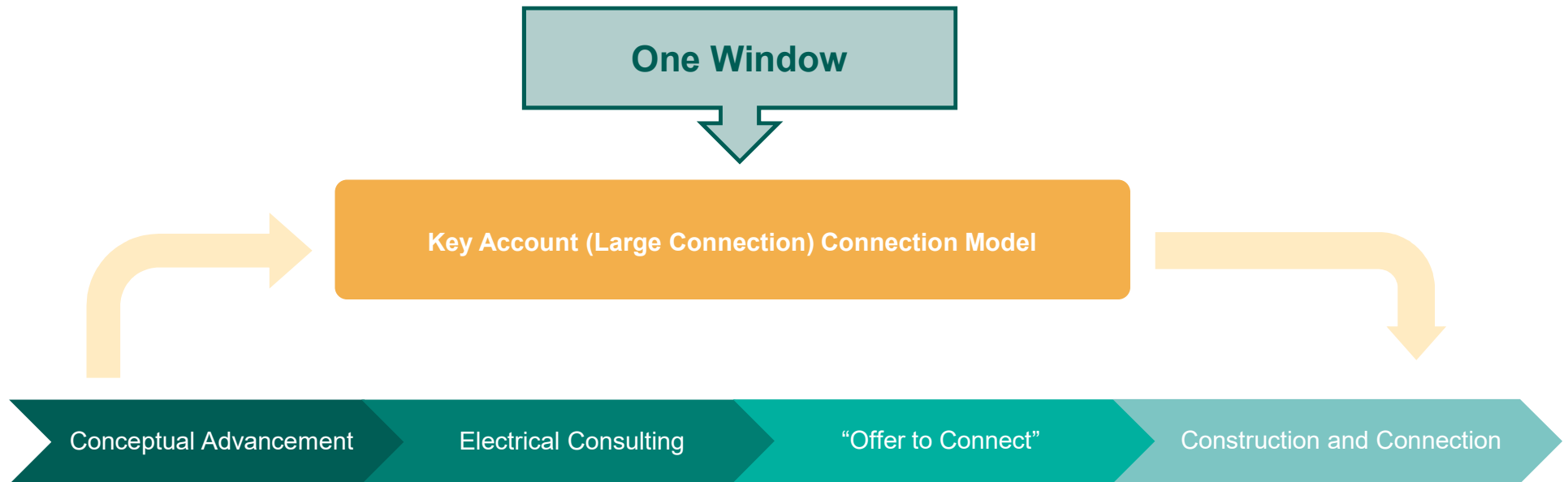
- 1 The connection process & framework
- 2 Key contacts & relationships with Toronto Hydro
- 3 Understanding your contract
- 4 Q&A

LARGE CUSTOMER CONNECTION



LARGE CUSTOMER CONNECTION CUSTOMER EXPERIENCE ROADMAP

Objective: Provide our largest developers and customers with a one-window seamless and consistent experience.



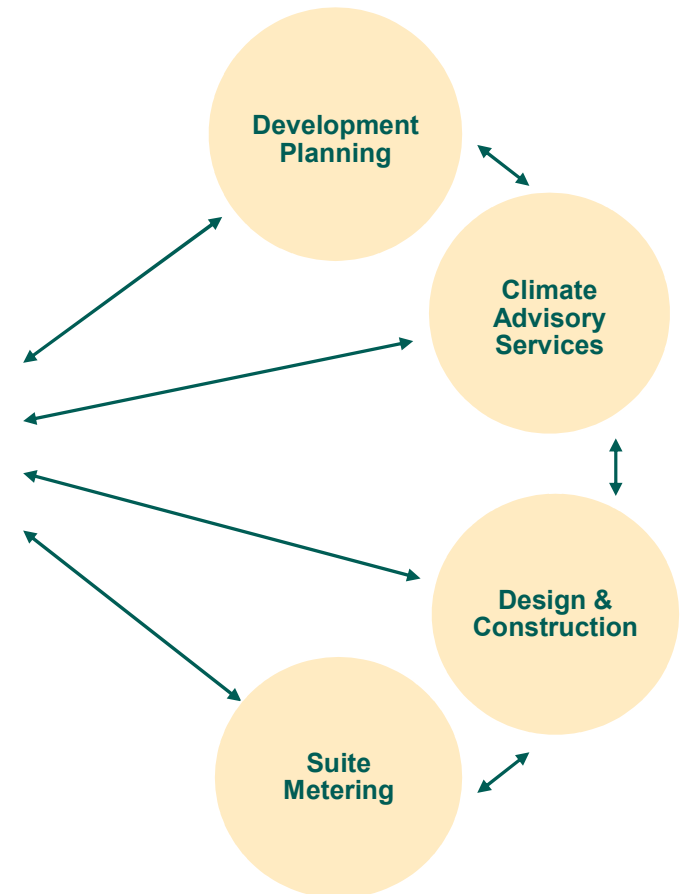
INTEGRATED CUSTOMER EXPERIENCE



Large Customers &
Key Accounts



Large Customer &
Key Account
Interactions



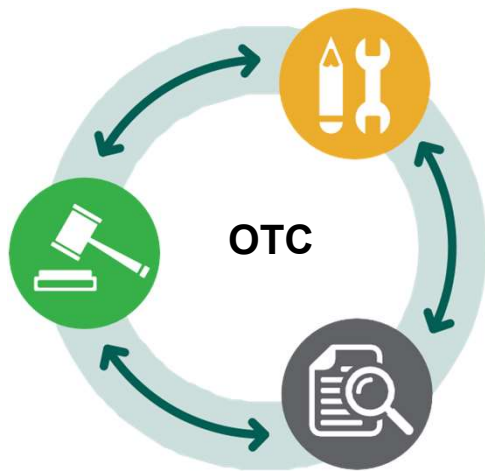
UNDERSTANDING YOUR CONTRACT



Offer to Connect (OTC)

For commercial, industrial, institutional or multi-residential
customers, over 50 kW

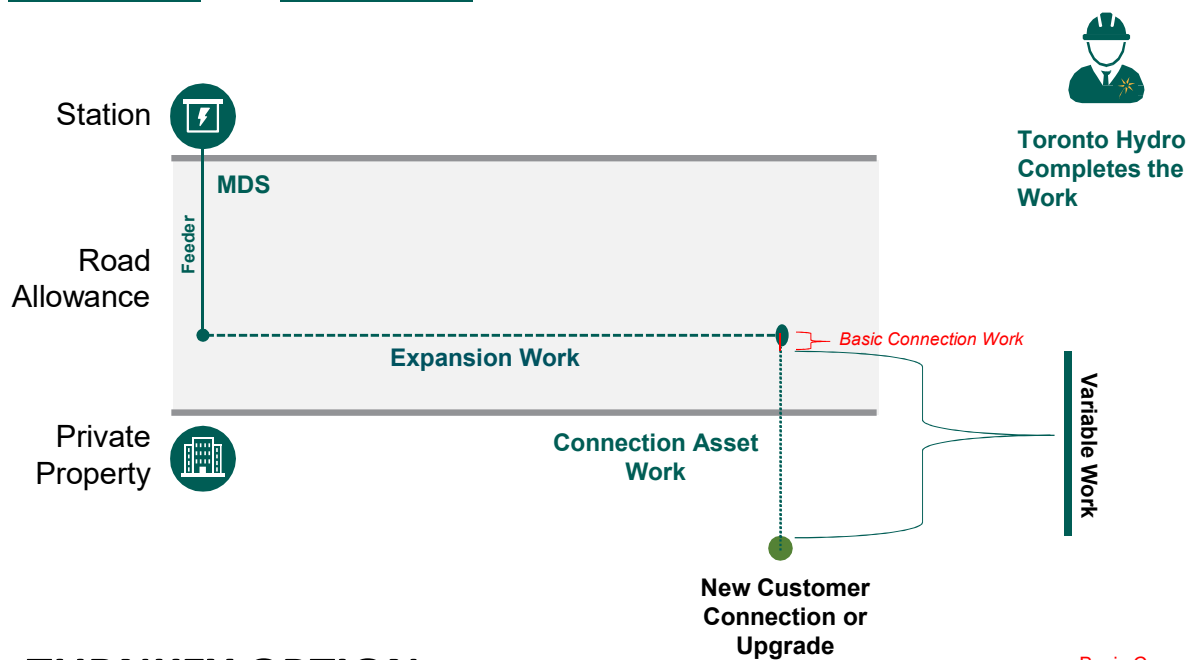
GOVERNING RELATIONSHIPS OF OFFER TO CONNECT



Laws, Rules and Direction		
Ontario Energy Board Distribution System Code	Toronto Hydro Standards, Policies, Practices, Conditions of Service	
Execution		
Toronto Hydro System, Stations and Capacity Planning	Toronto Hydro Design, Legal, Regulatory, Treasury, Finance	Construction Toronto Hydro / Third Parties
Engineering and Construction Policy		
Rate Base	Toronto Hydro	Customer

CUSTOMER CONNECTIONS OVERVIEW

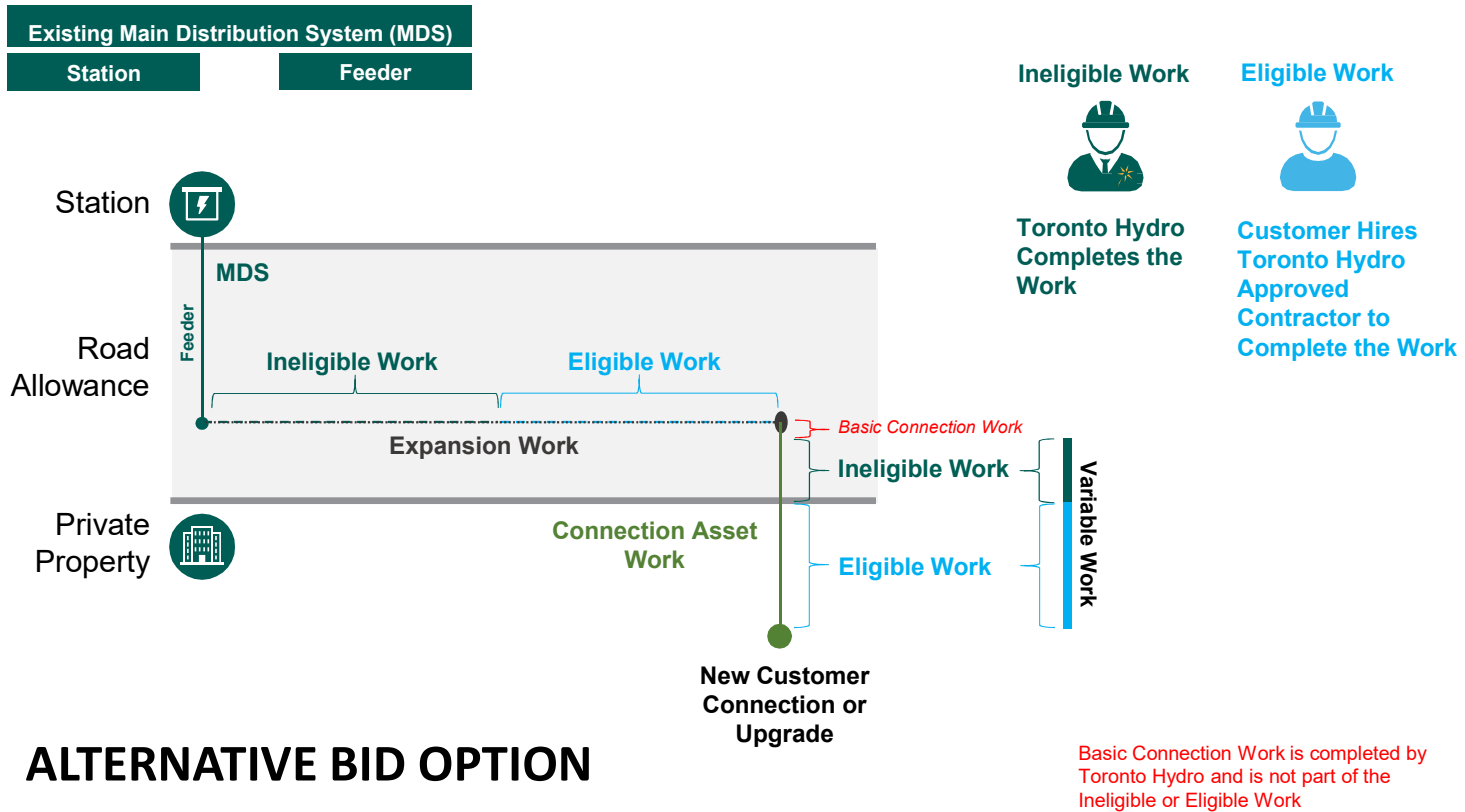
Existing Main Distribution System (MDS)	
Station	Feeder



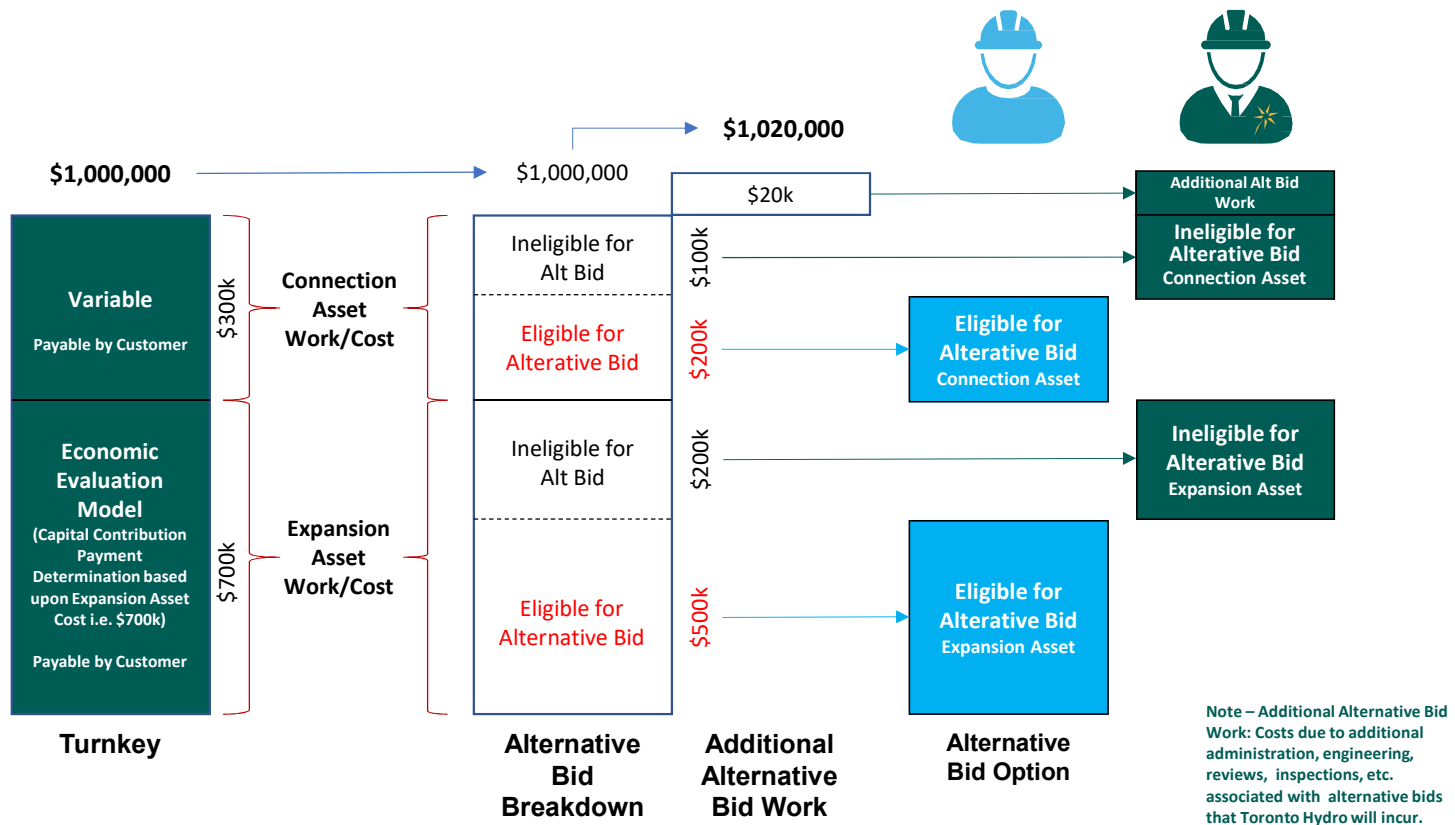
TURNKEY OPTION

Basic Connection Work is completed by Toronto Hydro and is not part of the Variable Work.

CUSTOMER CONNECTIONS OVERVIEW

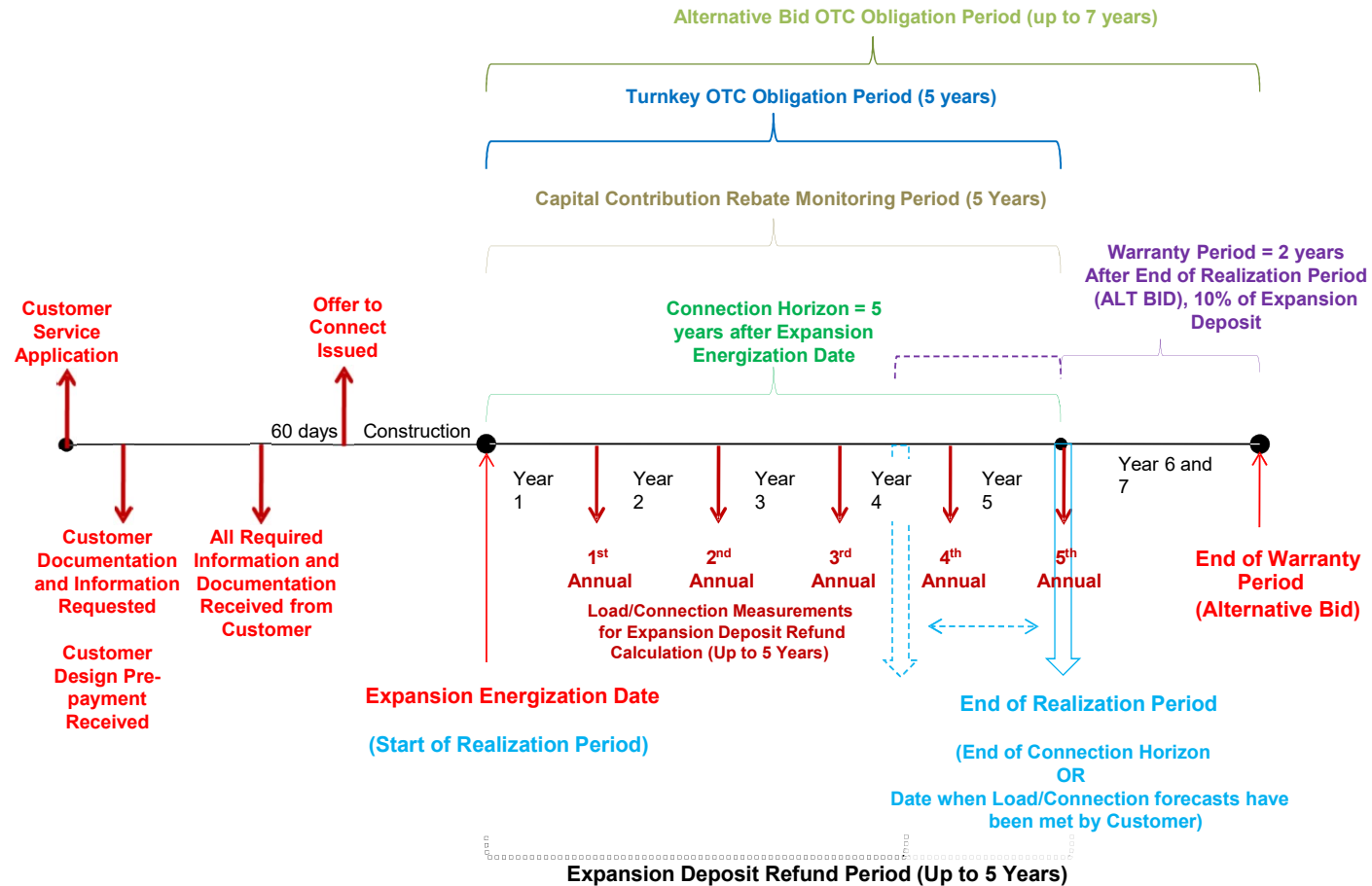


SAMPLE WORK AND COST BREAKDOWN



OFFER TO CONNECT

ECONOMIC EVALUATION



KEY

TAKEAWAYS

One Window

- Single, consistent line of communication
- Proactive coordination to address issues and mitigate delays
- Team of subject matter experts that provide large development projects with technical support

Questions?

- Please contact:
keyaccounts@torontohydro.com





Connect with us



OBRIGADO
VINAKA
MAMANA
GRAZIE
RAHMAT
HVALA
DANKON
TINGKI
MISAOTRA
KIA ORA
KIITOS
TACK
DEKUJI
ASANTE
ARIGATO
CHOKRANE
SPASIBO
JUSPAXAR
DANKE
MATUR NUWUN
CAM ON BAN
DANK JE
SALAMAT
MERCY

THANK YOU

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