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CUSTOMER CARE 416

542-8000

8:00am - 4:30pm

/ Monday - Friday

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About Water Heater Flat Rate FAQs

The FAQ below provides quick answers to frequently asked questions about Flat Rate Water Heaters:

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- [How do I know if I am on a water heater flat rate with Toronto Hydro?](#)
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- [Can you suggest an electrician/contractor who I can use to complete this work?](#)
- [Why should I use an ESA Authorized Contractor?](#)
- [Note: Toronto Hydro-Electric System is not responsible or liable for the work done by Aerostar Electrical Services Inc. or any other ESA Authorized Contractor.](#)
- [I can perform this work on my own, do I have to get it inspected after completion?](#)
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- [Do I have to take action now?](#)

How do I know if I am on a water heater flat rate with Toronto Hydro?

You are on the 'flat rate' if you currently see an Unmetered Water Heater Service rate on your electricity bill. This means the electricity for your water heater bypasses the electricity meter, and instead you are billed a flat rate or fixed amount.

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Why is Toronto Hydro discontinuing its flat rate billing option?

A water heater is one of the largest users of energy in a typical home. At Toronto Hydro, our goal is to continue to provide reliable electricity to all our customers, while promoting conservation. Metered electricity service encourages you to manage and reduce your costs by reducing your hot water use, and therefore your

electricity use. Click here for tips on how to save electricity and money when it comes to electric water heating.

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How do I change my water heating from flat rate to metered service?

Hire a licensed electrician to perform this conversion. The electrician should have an Electrical Contractor License. For more information on hiring an electrical contractor, [click here](#).

The electrician will disconnect the water heater 'control wire(s)' in your electrical panel. The electrician will either install a circuit breaker or re-wire the water heater switch so the water heater is connected to your main electrical panel supply (like the rest of the appliances in your home).

Once you have this work completed and inspected by the Electrical Safety Authority (www.esasafe.com 1-877-esa-safe) and Toronto Hydro has been notified that you have completed your conversion, the separate Unmetered Water Heater Service rate will be removed from your bill.

Once you have converted, you will pay the current electricity rate for your water heater use and this will be part of the electricity charge on your bill.

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Can you suggest an electrician/contractor who I can use to complete this work?

We recommend that you hire a licensed electrician (an electrician with an Electrical Contractor License) to perform this conversion. For more information on hiring an electrical contractor, click here and click on Hiring a Contractor.

We also recommend that you hire an Electrical Safety Authority (ESA) Authorized Contractor. An ESA Authorized Contractor will provide an ESA Inspection Certificate to Toronto Hydro to confirm your conversion. For a complete listing of ESA Authorized Contractors, please click here. If you do not use an ESA Authorized Contractor, you are required to provide an ESA inspection number to Toronto Hydro to confirm your conversion has been completed properly and safely.

Aerostar Electrical Services Inc. (416-743-4698) is an Electrical Safety Authority (ESA) authorized contractor that will be performing related work for Toronto Hydro and is also available to perform services for you. Aerostar is also listed on the ESA website mentioned above.

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Why should I use an ESA Authorized Contractor?

ESA's Authorized Contractor Program - The Electrical Safety Authority recognizes Electrical Contractors who consistently perform a level of electrical wiring and installation work that reinforces public electrical safety. The voluntary program called the Authorized Contractor Program requires that Electrical Contractors maintain a high level of performance, carry appropriate liability insurance, and arrange for regular update training on the Ontario Electrical Safety Code.

An ESA Authorized Contractor will provide an ESA Inspection Certificate to Toronto Hydro to confirm your conversion. If you do not use an ESA Authorized Contractor, you are required to provide an ESA inspection number to Toronto Hydro to confirm your conversion has been completed properly and safely.

For a complete listing of ESA Authorized Contractors, please [**click here**](#).

Note: Toronto Hydro-Electric System is not responsible or liable for the work done by Aerostar Electrical Services Inc. or any other ESA Authorized Contractor.

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I can perform this work on my own, do I have to get it inspected after completion?

Yes, you need to get the work inspected by the Electrical Safety Authority (www.esasafe.com 1-877-esa-safe).

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What if I don't want to change to metered electricity service for my water heater?

Another alternative is to convert to another type of water heater such as natural gas, tankless, solar, propane or oil. If you do so,

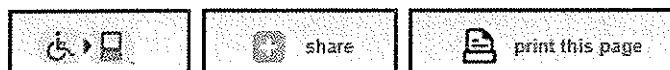
you will no longer see the separate unmetered water heater service charge on your electricity bill.

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Do I have to take action now?

If you have not already, you will receive a letter from Toronto Hydro indicating that we are no longer offering the flat rate. Included in this personalized letter, Toronto Hydro will indicate the date in which you must complete your conversion.

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