

NEW

CUSTOMER INFORMATION PACKAGE

FOR NEW RESIDENTIAL & SMALL BUSINESS CUSTOMERS



Call: **1 (855) 848-9489**

Outages: **1 (844) 664-9376**

www.miltonhydro.com



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CONTACT INFORMATION

GET IN TOUCH

8:30 AM – 4:30 PM

| | | |
|--|-------|--|
| Phone: | | (905) 876 - 4611 |
| Fax: | | (905) 876 - 2044 |
| Toll Free: | | 1 (855) 848 - 9489 |
| Outages: | | 1 (844) 664 - 9376 |
| Mailing: | | 200 Chisholm Drive, Milton, Ontario, L9T 3G9 |
| Online: | | www.MiltonHydro.com |
| Billing & Service Inquiries: | | (905) 876 - 4611 |
| TTY: | | (289) 429 - 5223 |
| Collections & Payment Arrangements: | | 1 (866) 515 - 5002 |
| Phone-in Meter Reading: | | (905) 878 - 3483 ext. 266 |
| Streetlight Outages: | | (905) 878 - 7252 ext. 2536 |

WATER & SEWER

For service other than electrical, water, or wastewater billing & collecting*, please contact the regional Municipality of Halton at:

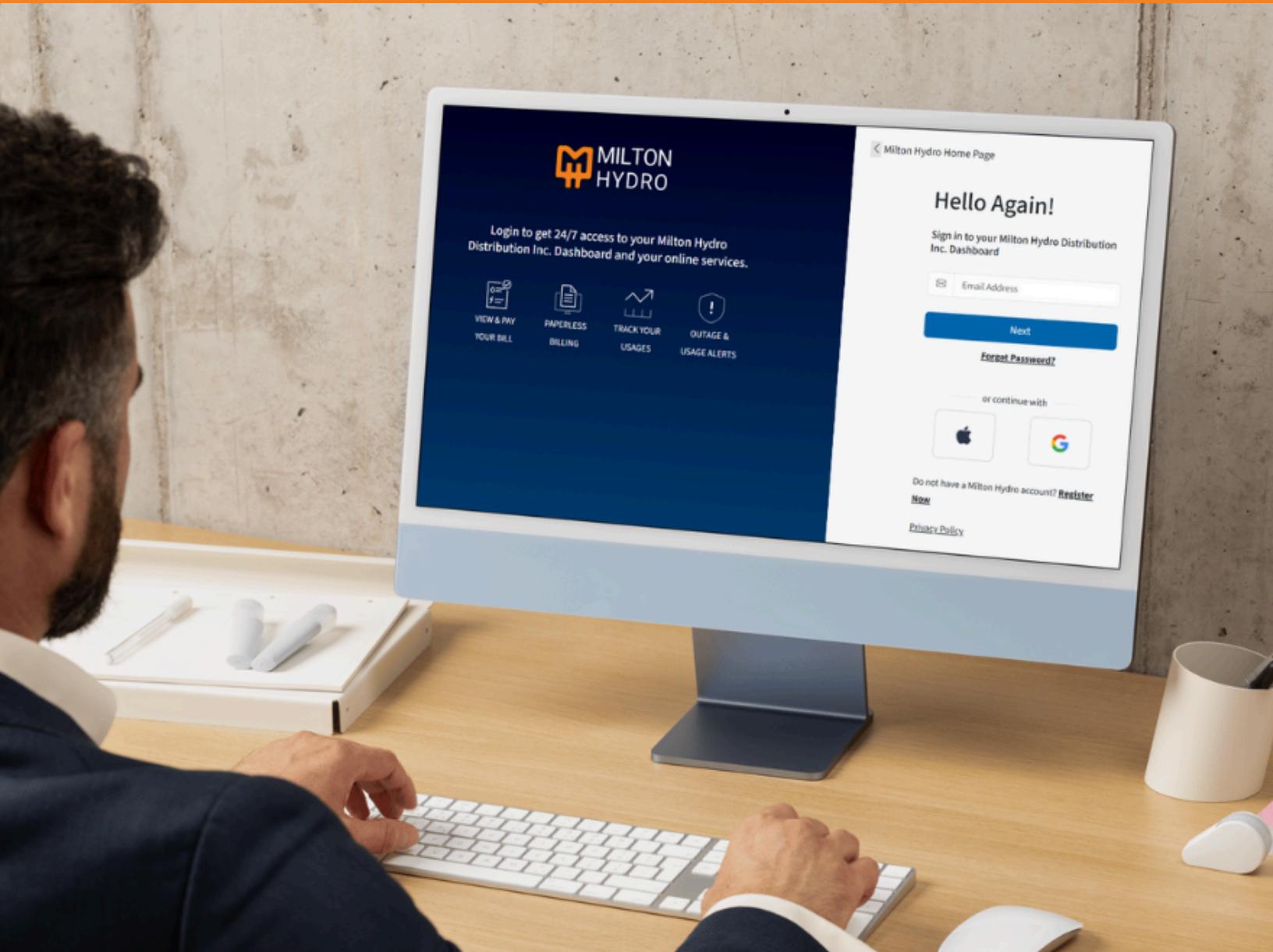
| | | |
|------------------------------|-------|--|
| Local (Within Halton) | | 311 |
| Long Distance | | 1 (866) - 4 - HALTON (1 866 - 422 - 5866) |
| TTY | | (905) 827 - 9833 |
| Online: | | www.region.halton.on.ca |

***Please note that Milton Hydro acts as a billing agent for water and wastewater only.*

ACCESS YOUR **MYACCOUNT**

Unlock the convenience of managing your Milton Hydro online MyAccount! You can track electricity usage, update contact information, and view and pay bills – all in one place.

Log in/sign up today – <https://engage360.miltonhydro.com/login/email>



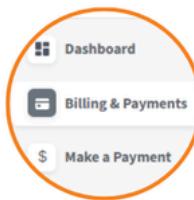
VIEW YOUR ACCOUNT DETAILS

CHECK OUT THESE FEATURES:

- View and pay your bills online
- Monitor your electricity usage
- Update your contact information
- Sign up for paperless eBilling



How to Review your Transactions and Payment History



- Log in to **MyAccount**
- Select **“Billings & Payments”**
- Select **“All Transactions”** or **“Payment” Tab** to view history.

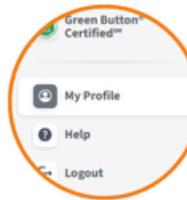
| Date | Type | Amount | Balance | Usage (inc. loss adj) |
|--------------|-----------|-----------|----------|-----------------------|
| Dec 9, 2025 | View Bill | \$207.72 | \$207.72 | 1,407.21 kWh > |
| Nov 25, 2025 | Payment | -\$637.24 | \$0.00 | |
| Nov 11, 2025 | View Bill | \$637.24 | \$637.24 | 1,474.93 kWh > |
| Oct 27, 2025 | Payment | -\$195.45 | \$0.00 | |
| Oct 10, 2025 | View Bill | \$195.45 | \$195.45 | 1,390.30 kWh > |
| Sep 26, 2025 | Payment | -\$736.48 | \$0.00 | |
| Sep 10, 2025 | View Bill | \$736.48 | \$736.48 | 1,440.15 kWh > |



How to update your contact information in MyAccount



- Log in to your **MyAccount**
- Scroll down & click on: **“My Profile”**
- Update your profile details



To update your account email, please call customer service

Manage My Profile

Email Address

Phone Number

Change Password

Enable email 2-Factor Authentication

Billing & Payment Options

Pre-Authorized Payment

Accounts on Pre-Authorized Payments

Paperless Billing

We will send your bill to the email provided

Review our Terms & Services

Please see section 2.3 of our documents where we describe the collection and disclosure of your personal information.

Legal

Accessibility

GO

PAPERLESS

eBilling is a free service that allows you to receive your bill online. Each month you will receive an email message letting you know your bill is available for viewing.

You are eligible to enroll after you have received at least one bill from Milton Hydro.

STEPS

- Sign up/Log-in to your online MyAccount
- Click “My Profile” on the left menu
- Choose the “paperless billing” dropdown
- Update options to “send your bill to the email provided”

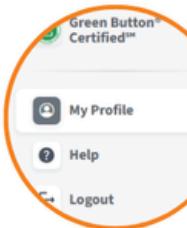
Log in/Sign up today - <https://engage360.miltonhydro.com/login/email>



How to update your contact information in MyAccount



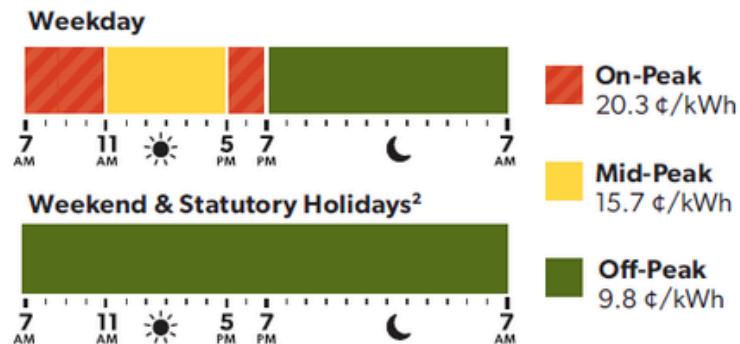
- Log in to your **MyAccount**
- Scroll down & click on: **“My Profile”**
- Update your profile details

A screenshot of the 'Manage My Profile' page in the MyAccount system. The 'Profile' tab is selected. The page includes fields for 'Email Address' (with a note: 'To update your account email, please call customer service'), 'Phone Number', 'Change Password', and 'Enable email 2-Factor Authentication'. Under 'Billing & Payment Options', there is a 'Paperless Billing' section with a note: 'We will send your bill to the email provided'. A note at the bottom states: 'Review our [Terms & Services](#) Please see section 2.3 of our documents where we describe the collection and disclosure of your personal information.' The 'My Profile' menu item from the left is highlighted with an orange box.

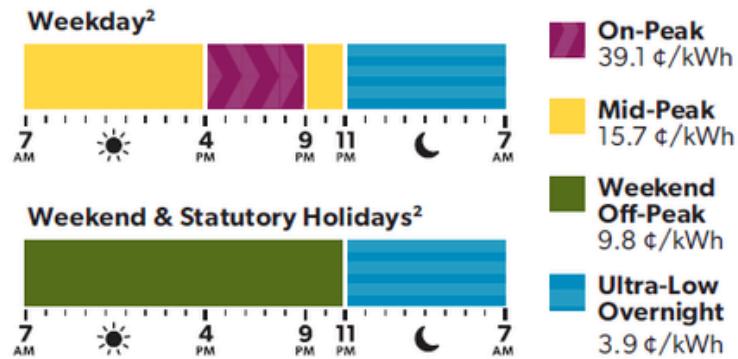
TYPES OF ELECTRICITY RATES

The Ontario Energy Board (OEB) has established three different types of rates (also called prices here) and sets the rates yearly on Nov. 1

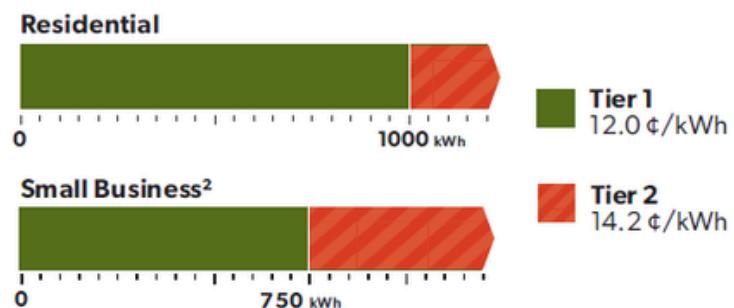
TIME-OF-USE RATES



ULTRA-LOW OVERNIGHT RATES



TIERED RATES



OUR

PAYMENT OPTIONS

SET UP PRE-AUTHORIZED PAYMENTS

When you enroll in Pre-Authorized Debit (P.A.D.), your payment is automatically withdrawn from your bank or trust account on the bill due date. Your electricity bill will be mailed or available through eBilling about two weeks in advance, so you'll always know the amount being withdrawn.

Complete form online & email it to **customerservice@miltonhydro.com**

Online Form:

<https://www.miltonhydro.com/MiltonHydro/media/Milton-Hydro-Documents/PAD.pdf>

SET UP BUDGET BILLING

Budget Billing is available to Residential and General Service <50 kW customers who are not in arrears. Payments are made by Pre-Authorized Debit (P.A.D.), with amounts based on one year of prior electricity use and reviewed in the spring and fall. Participation may be cancelled if more than one payment is missed.

The program is regulated by the Ontario Energy Board.

Learn More:

<https://www.oeb.ca/sites/default/files/uploads/documents/regulatory-codes/2022-12/Standard-Supply-Service-Code-SSSC-20230101.pdf>



PREPARE FOR AN OUTAGE

- 1 Charge phones, laptops, & power banks before storms.
- 2 Keep flashlights or LED lanterns accessible (avoid candles).
- 3 Have emergency kit with water, food, first aid & batteries.
- 4 Know how to safely use your home's breaker panel.
- 5 Print or save important contacts and outage updates.
- 6 Keep fridge and freezer doors closed to preserve food.
- 7 Sign up for outage alerts from your utility provider.
- 8 Test your generator or backup battery regularly.

WAYS TO

REPORT AN OUTAGE

VISIT OUTAGES MAP

Before submitting a report, we encourage you to visit the outage map on our website to check if the issue has already been reported. This helps streamline the process and ensures our team can address outages efficiently.

<https://outages.miltonhydro.com/outages>

REPORT A POWER OUTAGE

If the outage isn't showing on the outage map then call Milton Hydro's Power Outage Hotline: 1 (844) NOHYDRO (1-844-664-9376) or visit the Milton Hydro website to report the outage via our Virtual Assistant.

Check out our Milton Hydro X (formerly Twitter) account for updates on the estimated time of restoration: <https://x.com/MiltonHydro>



IT'S THE LAW!

CALL BEFORE YOU DIG.

Underground electrical and utility hazards can be anywhere! Never assume you know where cables or pipes are buried. Before digging, building a fence, planting a tree, or installing posts or equipment, contact Ontario One Call to request a **FREE** underground locate.

Locates help prevent costly damage and could save a life.

Contact Ontario One Call at least five working days before digging (longer in spring). Service is available 24/7, year-round!

Phone: 1-800-400-2255

Online: <http://www.on1call.com>



**CALL BEFORE
YOU DIG!**

MILTON HYDRO AND **YOUR PRIVACY**

WHAT WE COLLECT

To open and manage your account, we collect:

- Contact details (name, address, phone, email).
- Service address (if different).
- Date of Birth & Driver's Licence Number (for identity verification).
- Banking info (for pre-authorized payments, if applicable).

HOW WE PROTECT IT

- Only authorized employees can access your data.
- Paper records are locked; electronic data is secured with firewalls.
- Third-party contractors follow strict privacy rules.

Note: Unpaid water/wastewater bills may be shared with Halton Region. Renters' arrears may be disclosed to property owners.

DISPOSAL OF DATA

If you close your account:

- Records are securely stored for the required period.
- Paper files are shredded; electronic data is permanently deleted.



QUESTIONS?

Phone: (905) 876-4611 (ext 236)

Email: privacy@MiltonHydro.com

More Details:

<https://www.miltonhydro.com/other/PrivacyPolicy>

ADDITIONAL **INFORMATION**

WATER/WASTEWATER BILLING

Milton Hydro acts as a billing agent for Halton Region, issuing water and wastewater bills on their behalf. While Milton Hydro facilitates the billing and payment process, all rates and service details for water and wastewater are determined by Halton Region.

SUMMER WATER USAGE

Between May & October, wastewater charges are based upon the lesser of your actual registered water usage or your winter average usage. If you are filling a pool, we recommend that you do it after May 1 to take advantage of lower wastewater rates.

ENERGY CONSERVATION IS EASY WITH MILTON HYDRO

Visit us at <https://www.miltonhydro.com/Energy-Conservation/Tips-and-Tools/Energy-Saving-Tips> for energy saving tips.

ELECTRICAL SAFETY AUTHORITY (ESA)

The Electrical Safety Authority (ESA) is an administrative authority mandated by the Government of Ontario to enhance public electrical safety in the province.

ESA is both a safety regulator and advocate. 1-877-ESA-SAFE (372-7233)
www.esasafe.com



WELCOME TO **MILTON HYDRO**



We're happy to have you as part of our community. At Milton Hydro, we're committed to providing you with safe, reliable electricity and exceptional customer service. Whether you're setting up your new home, or business, we're here to support you every step of the way.

If you have any questions or need assistance, our knowledgeable Customer Experience team is just a call or click away.

Thank you for choosing Milton Hydro.

We're proud to power your journey!