NEW

CUSTOMER INFORMATION PACKAGE

FOR NEW RESIDENTIAL & SMALL BUSINESS CUSTOMERS



Customer Service: **(905) 876 - 4611** Report Outage: **1 (844) NO HYDRO** ***www.miltonhydro.com***
1 (844) 664 - 9376



TABLE OF CONTENTS

3 Contact Information

4 MyAccount Portal

5 Account Details

6 Go Paperless

7 Electricity Rates

8 Payment Options

9 Prepare for an Outage

10 During an Outage

11 Recieve Outage Alerts

12 Ontario Dig Authority

13 Your Privacy

14 Water Billing & Electricity/ Water Conservation

15 Welcome to Milton Hydro

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
Report Outages:	1 (844) NO HYDRO, (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
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 or (905) 827 - 6000
Long Distance	1 (866) - 4 - HALTON, (1 (866) 422 - 5866)
TTY	(905) 827 - 9833
Online:	*www.region.halton.on.ca*

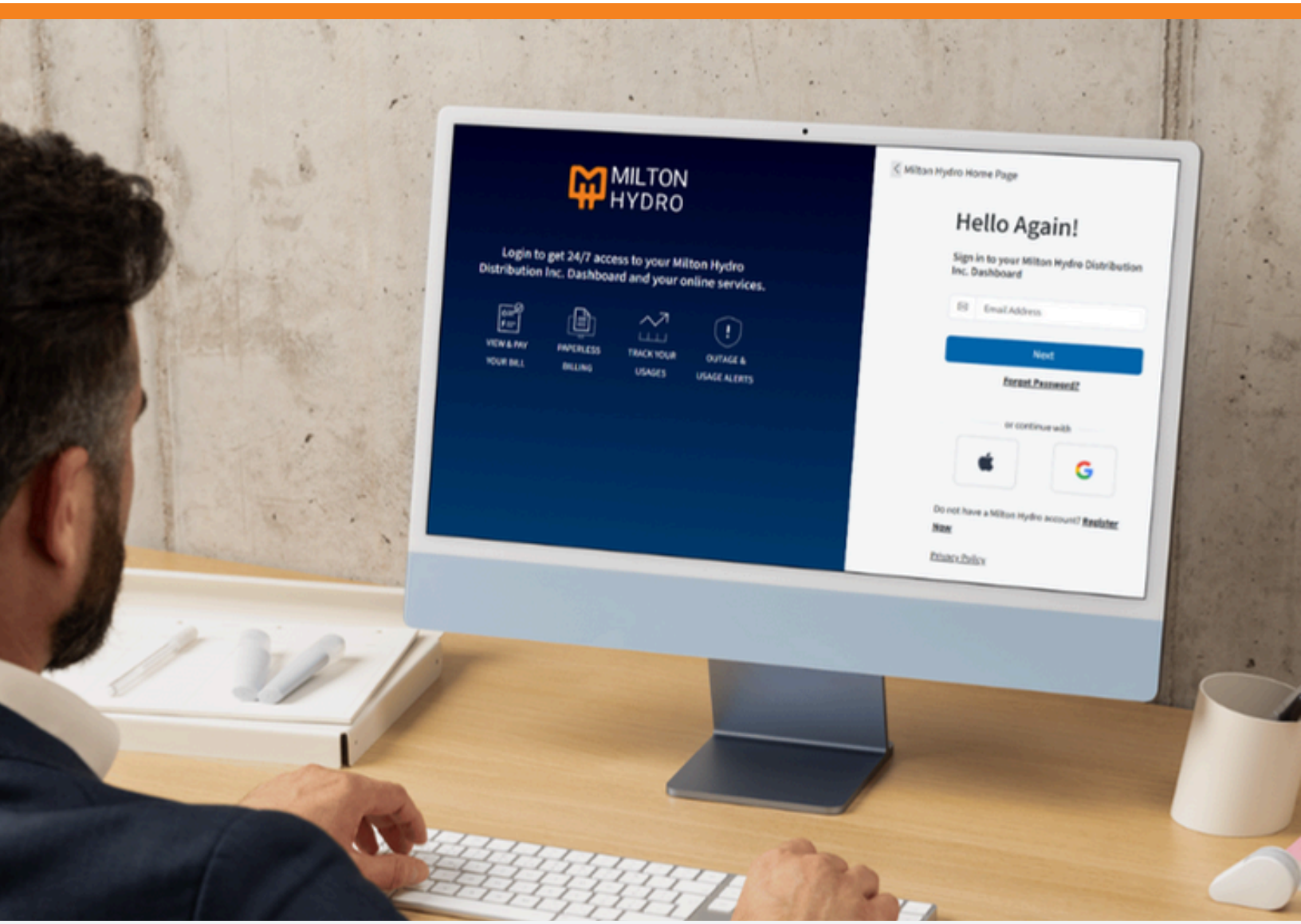
**Please note that Milton Hydro acts as a billing agent for water & wastewater only.*

ACCESS YOUR MILTON HYDRO

MYACCOUNT ONLINE CUSTOMER PORTAL

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

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



VIEW YOUR

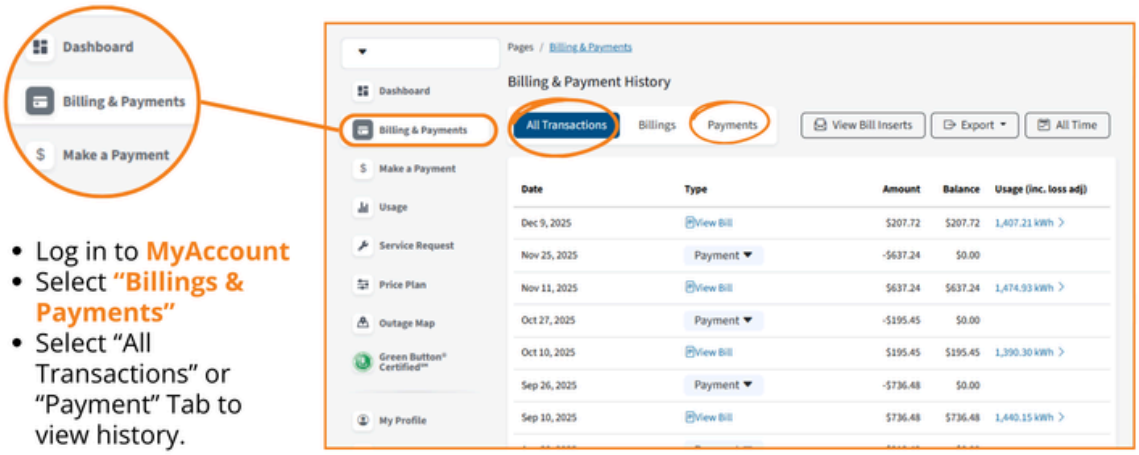
ACCOUNT DETAILS

CHECK OUT THESE FEATURES:

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

MILTON HYDRO

How to Review your Transactions and Payment History

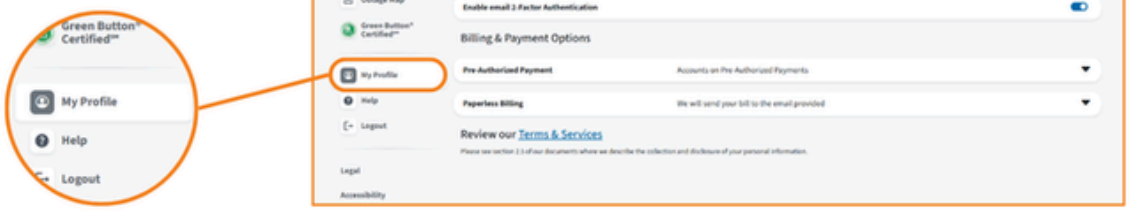


- Log in to MyAccount
- Select "Billings & Payments"
- Select "All Transactions" or "Payment" Tab to view history.

MILTON HYDRO

How to update your contact information in MyAccount

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



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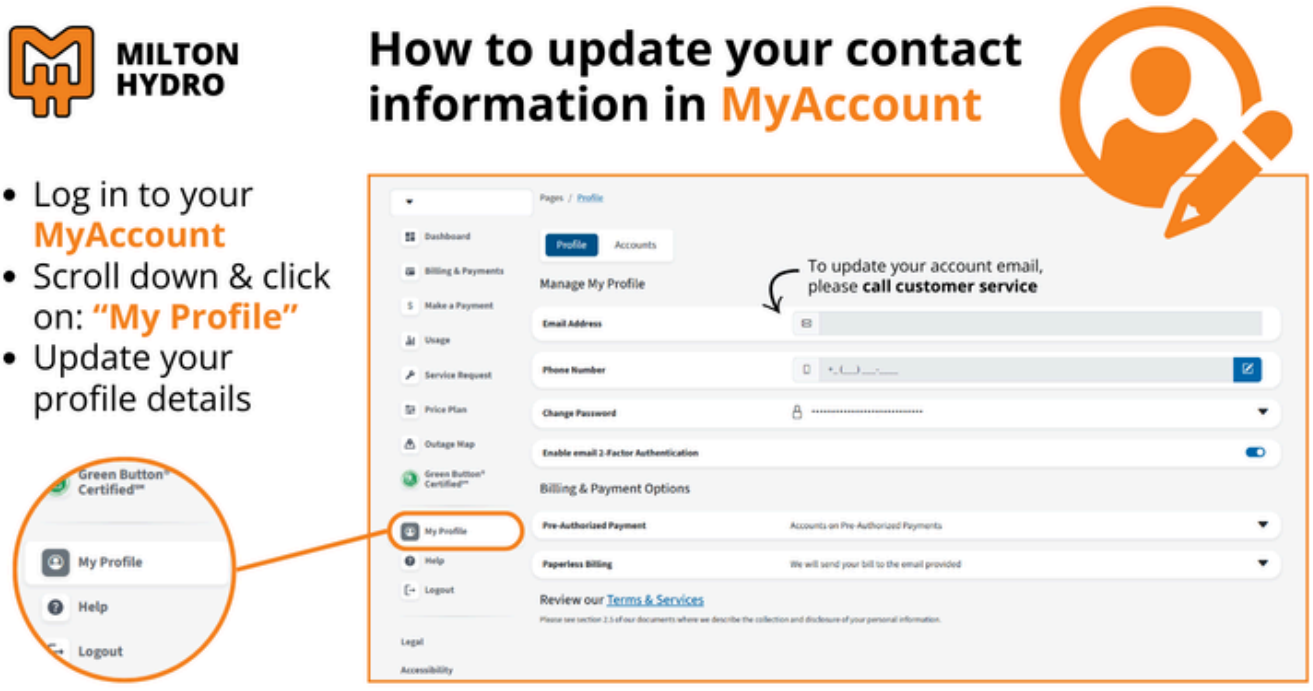
eBilling is a free service that allows you to receive your bill online. Each month you will receive an email message letting you know your bill is available for viewing.

Your 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*

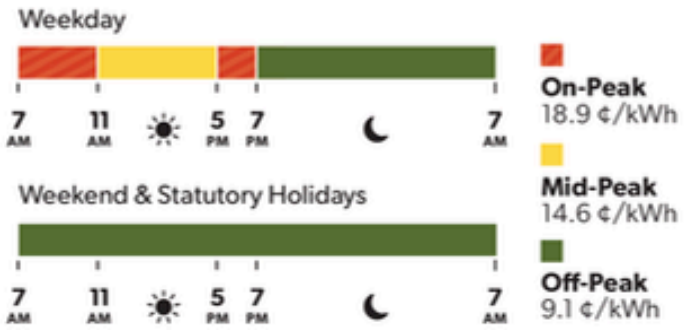


TYPES OF

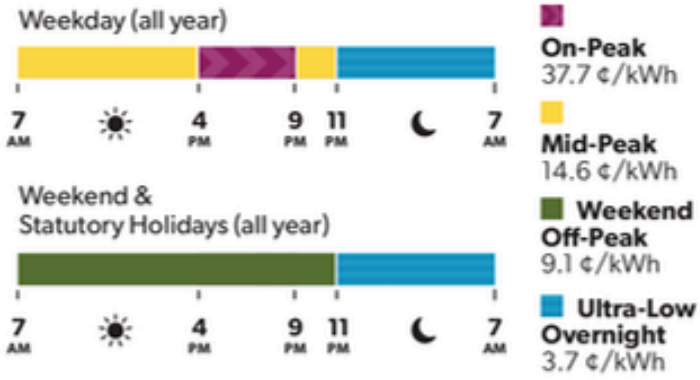
ELECTRICITY RATES

The Ontario Energy Board (OEB) has established three different types of rates for customers to choose & sets the rates yearly on Nov. 1

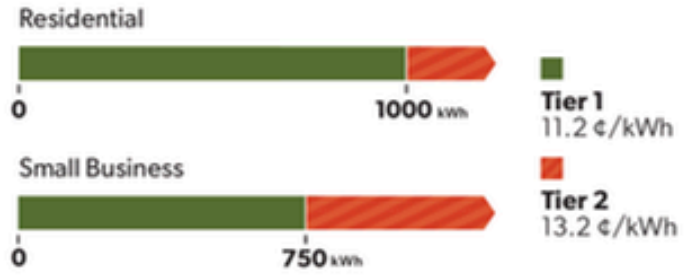
TIME-OF-USE RATES



ULTRA-LOW OVERNIGHT RATES



TIERED RATES



YOUR
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

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SET UP BUDGET BILLING

Budget Billing is available to Residential & 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 & reviewed in the spring & 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/regulatorycodes/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 & outage updates.
6. Keep fridge & freezer doors closed to preserve food.
7. Sign up for outage alerts on Milton Hydro’s X (Twitter) account
8. Test your generator or backup battery regularly.

WHAT TO DO

DURING AN OUTAGE



VISIT THE OUTAGE MAP

Before reporting an outage, check Milton Hydro's outage map to see if it has already been reported. The map provides information on current outages affecting the community.

Check the Map:
https://outages.miltonhydro.com/outages

REPORT A POWER OUTAGE

If your outage is not showing on the map, report it by calling Milton Hydro's Power Outage Hotline at 1 (844) NO HYDRO (1 (844) 664 - 9376) or through the Virtual Assistant on miltonhydro.com.

Want outage updates?
See the next page for ways to stay informed.

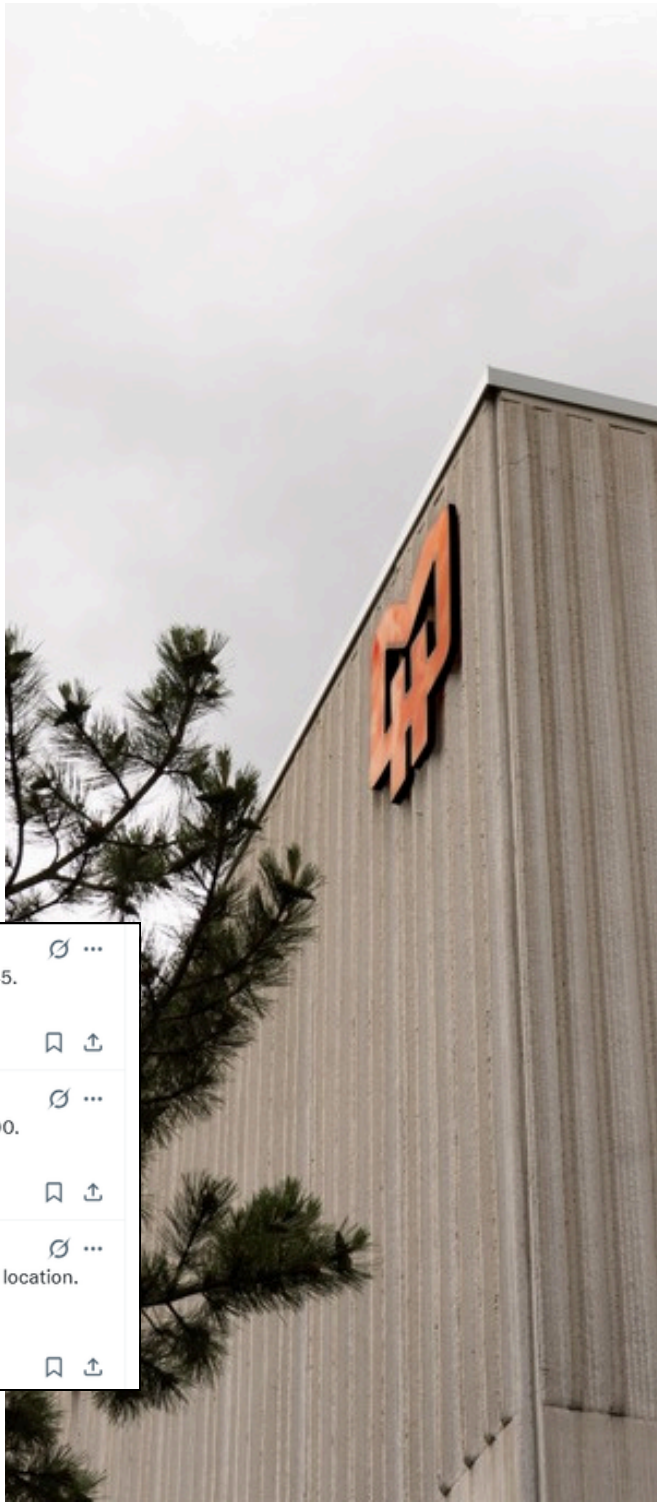
RECEIVE

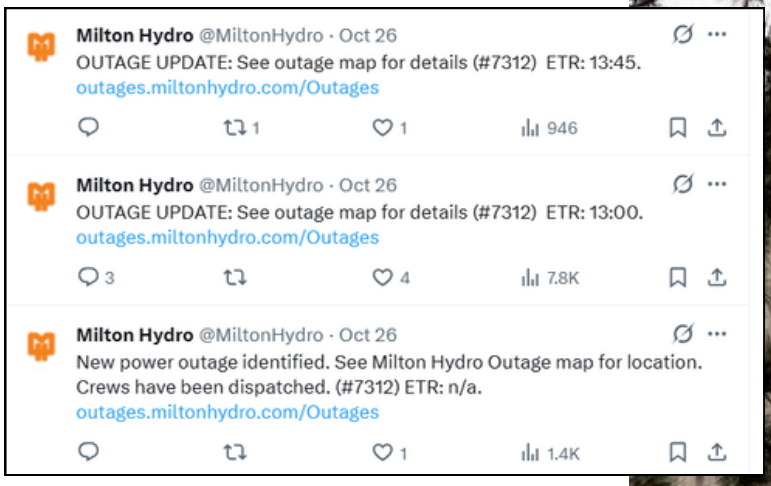
OUTAGE ALERTS

X (TWITTER) OUTAGE UPDATES

Follow Milton Hydro on X (Twitter) for timely outage information, restoration progress, & other important updates affecting the community.

Follow us: @MiltonHydro





IT'S THE LAW!

CLICK BEFORE YOU DIG.

Underground electrical & 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 Dig Authority to request a **FREE** underground locate.

Locates help prevent costly damage & could save a life.
Contact Ontario Dig Authority 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.ontariodigauthority.ca*



MILTON HYDRO

& YOUR PRIVACY

WHAT WE COLLECT

To open & 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

Email: privacy@MiltonHydro.com

More Details:
https://www.miltonhydro.com/other/PrivacyPolicy

WATER BILLING & ELECTRICITY/WATER

CONSERVATION

WATER/WASTEWATER BILLING

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

Small changes can make a difference when it comes to your electricity use. Conserving energy can help lower your electricity costs while also reducing demand on the grid, helping ensure reliable electricity is available for everyone.

Simple habits like turning off lights when you leave a room, unplugging electronics when they're not in use, using energy-efficient appliances, & adjusting your thermostat can all help reduce electricity consumption.

Energy Saving Tips: *https://www.miltonhydro.com/Energy-Conservation/Tips-and-Tools/Energy-Saving-Tips*



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 & 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!