

## Other Service Charges

Effective January 1, 2025

### Customer Administration

Service	Charge
Account set up/change of occupancy charge (plus credit agency costs if applicable)	\$20.00
Meter removal without authorization	\$355.00
Service Call (outside of regular business hours)	\$105.00

### Non-Payment of Account

Service	Charge
Late payment - per month	1.50%
Late payment - per year	19.56%
Reconnection at meter (during regular business hours)	\$65.00
Reconnection at meter (outside of regular business hours)	\$185.00
Reconnection at pole (during regular business hours)	\$95.00

For a full explanation of all charges, please visit our website [enovapower.com/rates](http://enovapower.com/rates).



## How do I use this rate card?

Transparency is one of our core values, and we want to help you understand how your electricity bill is calculated. You can use this rate card to better understand how we calculate the charges on your bill by applying them to your own consumption. Questions? Reach out at [enovapower.com/contactus](http://enovapower.com/contactus). We're here to help.



## Connect With Us

[enovapower.com](http://enovapower.com)  
301 Victoria Street South  
Kitchener Ontario  
N2G 4L2



Emergencies or  
after hours outages  
226-896-2200



EnovaPower



@enovapower



EnovaPower



@enovapower



Customer Care  
[enovapower.com/contactus](http://enovapower.com/contactus)



# Commercial Electricity Rates

(Accounts in Kitchener and Wilmot)

## Electricity Charges

Charge	Cost
Electricity Charge	Hourly Ontario Energy Price or Retailer Price

## Transmission Charges

Charge	Cost
Transmission Network	\$5.1549/kW
Transmission Connection	\$0.9103/kW

## Enova Distribution Charges

Charge	Cost
Monthly Service Charge	\$215.61/month
Distribution Class A	\$5.1127/kW
Distribution Class B (RPP <sup>-</sup> and non-RPP <sup>-</sup> )	\$5.1795/kW
Disposition of Global Adjustment (applicable for Class B non-RPP customers only)	\$0.0029/kWh
Distribution Class B (WMP <sup>+</sup> )	\$5.8197/kW
Customer Owned Transformer Credit	(\$0.60)/kW

## Regulatory Charges

Charge	Cost
Standard Supply Service	\$0.25/month
Wholesale Market Services Class A *	\$0.0056/kWh
Wholesale Market Services Class B *	\$0.0060/kWh

\*A line loss adjustment factor of 1.035 is applied to these charges  
- RPP: Regulated Price Plan  
+ WMP: Wholesale Market Participant



## Your partner in energy management

As the smart friend you can rely on, we are ready and able to help you navigate Ontario's evolving energy landscape. Whether you're looking to reduce costs, boost efficiency, decarbonize your facility and fleet, or transition to cleaner energy, we offer tailored expert advice and technical guidance to help you optimize your electricity usage in alignment with your goals.

- **Assessment:** If you aren't measuring it or tracking it, you can't improve it. Let us review your consumption and demand patterns to assess your facility's performance and pinpoint areas where cost savings are possible. Through data analysis, we will empower you to make informed energy decisions.
- **Conservation:** The most effective way to reduce your electricity costs is to turn off electrical equipment when not in use. Leverage our energy management experience to identify quick wins and operational best practices.
- **Efficiency:** Get the most out of every unit of electricity you use with new and improved equipment. Share your capital project plan with us for unbiased recommendations, incentive guidance and application support.
- **Renewable Generation and Storage:** Once you're lean, go green by implementing clean technology. This requires careful consideration to ensure you receive a healthy return on investment. We will guide you towards adopting a solution and load management strategies that best meet your needs while maximizing your investment and operational benefits.

Learn more at [enovapower.com/keyaccounts](https://enovapower.com/keyaccounts) or contact us at [keyaccounts@enovapower.com](mailto:keyaccounts@enovapower.com).



## Where your payment goes

Only a portion of the charges on your electricity bill are paid to Enova. The remaining charges are collected on behalf of other organizations such as generators, transmitters and government agencies.

### Distribution charges

Directly to 

#### Emergency Services

24 hours a day, 7 days a week, 365 days a year, through ice, snow, heavy rain and high winds – if the power goes out, our team is ready to respond.



#### Infrastructure

Our team works year-round to design, construct and maintain our electricity infrastructure (poles, overhead wires, underground cables, meters, transformers and substations).



#### Customer Care

Our Customer Care team helps set up new accounts, make account changes, process payments and answer questions.

### Pass through charges

Collected on behalf of other organizations

#### Generators

Cost to generate the electricity consumed.



#### Hydro One and other transmission costs

Cost to transmit power from generating stations.



#### Government Agencies



#### Regulatory Charges

Costs for administering Ontario's electricity grid.

#### Harmonized Sales Tax (HST)

To learn more about where your payment goes, visit [enovapower.com/yourdollarsatwork](https://enovapower.com/yourdollarsatwork).



## Understanding Electricity Charges

Included on your Enova bill are different charges that recover the costs to generate, transmit and deliver electricity to your business. Two of the charges we are asked about most frequently are the electricity charge, and the global adjustment.

### Hourly Ontario Energy Price

Most Commercial customers have an interval meter and are charged the Hourly Ontario Energy Price (HOEP), or market price, for their electricity consumption. The market price is dynamic and changes hourly based on demand and the availability of supply. To see the most current market prices, please visit [ieso.ca](https://ieso.ca).

### Global Adjustment

The global adjustment covers the cost of building new electricity infrastructure, maintaining and refurbishing existing generation resources and covers the cost of delivering conservation programs in order to ensure adequate electricity supply over the long term in the province of Ontario. All Ontario electricity consumers pay global adjustment, but it is included in the Time-of-Use, Tiered and Ultra-Low Overnight rates paid by residential and small business customers, so they do not see it as a separate line item.

Source: [ieso.ca/power-data/price-overview/global-adjustment](https://ieso.ca/power-data/price-overview/global-adjustment)



### If you have a contract with an electricity retailer

If you have a contract with an electricity retailer, you pay the price agreed to on your contract. Please refer to your contract for information about pricing.