

Other Service Charges

Effective January 1, 2023

Customer Administration

Service	Charge
Account set up/change of occupancy charge (plus credit agency costs if applicable)	\$20.00

Non-Payment of Account

Service	Charge
Late Payment - per month	1.50%
Reconnect at meter - during regular business hours	\$65.00
Reconnect at meter - after regular business hours	\$185.00
Reconnect at pole - during regular business hours	\$95.00

For a full explanation of all charges, please visit our website enovapower.com or call us at 226-896-1010.



Customer Care
226-896-1010
customercare@enovapower.com



Emergencies or after hours outages
519-745-4771



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enovapower.com
Victoria Street Office
301 Victoria Street South
Kitchener Ontario N2G 4L2

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 Charge	\$4.4248/kW
Transmission Connection Charge	\$0.7872/kW

Enova Distribution Charges

Charge	Cost
Distribution Class A	\$6.1888/kW
Distribution Class B	\$6.1261/kW
Monthly Service	\$199.73/Month
Customer Owned Transformation Credit	(\$0.60)/kW

Regulatory Charges

Charge	Cost
Standard Supply Service	\$0.25/Month
Wholesale Market Services Class A	\$0.0048/kWh
Wholesale Market Services Class B	\$0.0052/kWh

Effective Date: January 1, 2023
enovapower.com

31331-I-0011



Introducing Enova Power Corp.

**In September 2022,
Kitchener-Wilmot Hydro Inc.
and Waterloo North Hydro Inc.
merged and are now Enova
Power Corp. (Enova).**

Serving more than 157,000 residential and business customers in the City of Kitchener, City of Waterloo, Township of Woolwich, Township of Wilmot, and Township of Wellesley, Enova Power Corp. will drive what's next in energy and sustainability for our communities and beyond.

**Our name has changed, but
our high standards of customer
care and reliable electricity
service haven't.**

How will your electricity service change as a result of the merger?

It won't. You'll see new logos on our trucks and your bills, but our commitment to best-in-class service won't change.

We're still working to merge our systems and processes. Until that happens, continue to pay your bill to Kitchener-Wilmot Hydro using your existing account number.

When this changes, we'll give you lots of notice.

 **Enova** Learn more about us at 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. 

Charges collected on behalf of other organizations

**Generators
Generation
Costs** 
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)** 



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.

Global Adjustment

The global adjustment covers the cost of building new electricity infrastructure in the province, maintaining existing resources, as well as providing conservation and demand management programs. All Ontario electricity consumers pay global adjustment, but it is included in the Time-of-Use or Tiered rates paid by residential and small business customers, so they do not see it as a separate line item.

Visit ieso.ca for information about the HOEP and 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.