

Other Service Charges

Effective January 1, 2023

Delivery Charges

Charge	Cost
Transmission Network	\$0.0083/kWh
Transmission Connection	\$0.0014/kWh
Smart Metering Entity	\$0.42/Month
Distribution	
Monthly Service Charge	\$29.98/Month
Enova Power Customer	\$0.0169/kWh

Regulatory Charges

Charge	Cost
Standard Supply Service	\$0.25/Month
Wholesale Market Service	\$0.0052/kWh

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 - during regular business hours	\$65.00
Reconnect - after regular business hours	\$185.00

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



Small Business Electricity Rates

Peak Demand <50 kW

(Accounts in Kitchener and Wilmot)

Electricity Pricing

Winter Schedule (November 1 - April 30)

Summer Schedule (May 1 - October 31)

Time-of-Use Rates

Period	Time	Cost
Off-peak	Weekdays 7pm to 7am	7.4¢/kWh
	Weekends & Holidays -All Day	
Mid-peak	Weekdays 11am to 5pm	10.2¢/kWh
On-peak	Weekdays 7am to 11pm & 5pm to 7pm	15.1¢/kWh

Tiered Rates

Threshold	Cost
First 750 kWh/month	8.7¢/kWh
For electricity used above 750 kWh/month	10.3¢/kWh

Time-of-Use and Tiered Rates Effective November 1, 2022

Time-of-Use and Tiered rates are set by the Ontario Energy Board and can change with the seasonal schedules. **For more information and to see the most recent electricity rates,** please visit the Ontario Energy Board website at oeb.ca



**Introducing
Enova Power
Corp.**



**Where Your
Payment Goes**



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

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

Approximately 20% 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.

Note: Percentages may not total 100 due to rounding.

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.**

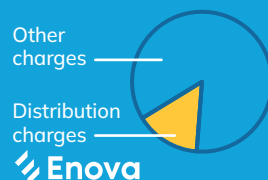
**How will your electricity service
change as a result of the merger?**

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



**Distribution
Charges 20%**
(Directly to **Enova**)

**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**
Small Business 80%

**Generators
Generation
Costs 59%**
Cost to generate
the electricity consumed.

**Hydro One
and Other
Transmission
Costs**
Small Business 6%
Cost to transmit power
from generating stations.

**Government
Agencies**
Small Business 15%
**Regulatory
Charges**
Costs for administering
Ontario's electricity grid.
**Harmonized
Sales Tax**
(HST)

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. Please note that retailer contract prices do not include the global adjustment, which is included in Time-of-Use and Tiered prices set by the Ontario Energy Board.

Delivery Charges

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Transmission Network	\$0.0083/kWh
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Distribution	
Monthly Service Charge	\$29.98/Month
Retail Contract Customer	\$0.0156/kWh

Regulatory Charges

Charge	Cost
Wholesale Market Service	\$0.0052/kWh

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
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Reconnect - during regular business hours	\$65.00
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Charges effective January 1, 2023. For an explanation about the global adjustment or these and other charges, please visit enovapower.com or call us at 226-896-1010.