

Other Service Charges

Effective January 1, 2023

Delivery Charges

Charge	Cost
Transmission Network	\$0.0099/kWh
Transmission Connection	\$0.0024/kWh
Smart Metering Entity	\$0.42/Month
Distribution	
Monthly Service Charge	\$34.86/Month
Enova Power Customer	\$0.0014/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)	\$30.00

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
226-896-2200



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enovapower.com
Country Squire Office
526 Country Squire Road
Waterloo Ontario N2J 4G8

Residential Electricity Rates

(Accounts in Waterloo, Wellesley, and Woolwich)

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 11am & 5pm to 7pm	15.1¢/kWh

Tiered Rates

Threshold	Cost
First 1,000 kWh/month	8.7¢/kWh
For electricity used above 1,000 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 27% 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.

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

Charge	Cost
Transmission Network	\$0.0099/kWh
Transmission Connection	\$0.0024/kWh
Smart Metering Entity	\$0.42/Month
Distribution	
Monthly Service Charge	\$34.86/Month
Retail Contract Customer	(\$0.0037)/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)	\$30.00

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

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.

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.

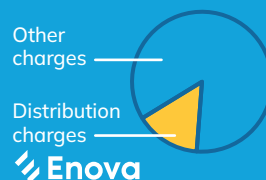
How will your electricity service change as a result of the merger?

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 Waterloo North Hydro using your existing account number.

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

Enova Learn more about us at enovapower.com



Charges collected on behalf of other organizations

Residential 73%

Distribution Charges 27%
(Directly to **Enova**)

**Generators
Generation Costs 51%**
Cost to generate the electricity consumed.

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.

Hydro One and Other Transmission Costs
Residential 7%
Cost to transmit power from generating stations.

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

**Government Agencies
Residential 15%**
Regulatory Charges
Costs for administering Ontario's electricity grid.

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

Harmonized Sales Tax (HST)