

Other Service Charges

Effective January 1, 2024

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.



How do I use this rate card?

Transparency is one of our key 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. We're here to help.



Connect With Us

enovapower.com

301 Victoria Street South
Kitchener Ontario
N2G 4L2



Emergencies or
after hours outages
226-896-2200



Customer Care
enovapower.com/contactus



EnovaPower



@enovapower



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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 | \$4.7312/kW |
| Transmission Connection | \$0.8577/kW |

Enova Distribution Charges

| Charge | Cost |
|--------------------------------------------------------------------------|----------------|
| Monthly Service Charge | \$208.72/month |
| Distribution Class A | \$6.9121/kW |
| Distribution Class B (RPP ⁻ and non-RPP ⁻) | \$6.8657/kW |
| Disposition of Global Adjustment (applicable for non-RPP customers only) | (\$0.0002)/kWh |
| Distribution Class B (WMP ⁺) | \$5.7813/kW |
| Customer Owned Transformer Credit | (\$0.60)/kW |

Regulatory Charges

| Charge | Cost |
|-------------------------------------|--------------|
| Standard Supply Service | \$0.25/month |
| Wholesale Market Services Class A * | \$0.0055/kWh |
| Wholesale Market Services Class B * | \$0.0059/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

Our key accounts team is available to help answer any questions you have about your electricity needs and navigating Ontario's ever-changing energy landscape.

We offer expert advice and support to help your business get the most out of its electricity usage:

- **Energy efficiency and management:** Take advantage of our years of energy efficiency experience by scheduling a facility assessment. We can provide you with a quantitative analysis of your energy-saving opportunities and available incentives.
- **Benchmarking, monitoring and reporting:** If you can't measure it, you can't improve it. Let us model your facility's energy data so you can monitor and control your energy usage before it becomes waste. We can generate reports to use for EWRB and other purposes.
- **Distributed Energy Resources (DER):** Solar photovoltaic, thermal storage and batteries are some types of DERs used to meet energy needs. They can serve multiple purposes and should be considered in conjunction with a load management strategy to optimize efficacy.
- **Electrification:** As the prices of renewable electricity and electric equipment continue to drop, now is the time to start planning for an electrified future. Be it your fleet, process equipment, heating and cooling, or anything in between, we can guide you in the right direction.

Let our key accounts team work with you to reach your sustainability and energy management goals.

Learn more at enovapower.com/keyaccounts or contact us at 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  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.

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)



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, Tiered and Ultra-Low Overnight 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.

To learn more about where your payment goes, visit enovapower.com/yourdollarsatwork.