

## Other Service Charges

Effective January 1, 2024

### Delivery Charges

Item	Cost
Transmission Network Charge	\$0.0103 per kWh*
Transmission Connection Charge	\$0.0016 per kWh*
Distribution Charge (TOU, Tiered and ULO customers)	\$0.0035 per kWh
Distribution Charge (Retail customers only)	\$0.0033 per kWh**
Distribution Service Charge	\$25.60 per Month
Smart Metering Entity Charge	\$0.42 per Month

### Regulatory Charges

Item	Cost
Standard Supply Administration	\$0.25 per Month
Wholesale Market Services	\$0.0059 per kWh*

### Service Charges

Service	Cost
Returned Cheque	\$15.00 (plus bank fee)
Account set up charge/change of occupancy charge	\$20.00
Meter Dispute Charge (if meter found correct)	\$30.00
Meter removal without authorization	\$355.00
Service call (outside of regular business hours)	\$105.00

### Non-Payment of Account

Service	Cost
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).

\*A line loss adjustment factor of 1.035 is applied to these charges.

\*\* 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, Tiered, and ULO prices set by the Ontario Energy Board.



## 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](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



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



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# Residential Electricity Rates

(Accounts in Kitchener and Wilmot)

## Time-of-Use Periods

Period	Winter (Nov 1 - Apr 30)	Summer (May 1 - Oct 31)
Off-peak	Weekdays 7pm - 7am and all day weekends and holidays	Weekdays 7pm - 7am and all day weekends and holidays
Mid-peak	Weekdays 11am - 5pm	Weekdays 7am - 11am and 5pm - 7pm
On-peak	Weekdays 7am - 11am and 5pm - 7pm	Weekdays 11am - 5pm

## Tiered Thresholds

Threshold	Winter (Nov 1 - Apr 30)	Summer (May 1 - Oct 31)
Tier 1	Up to 1,000 kWh/month	Up to 600 kWh/month
Tier 2	More than 1,000 kWh/month	More than 600 kWh/month

## Ultra-Low Overnight Periods (ULO)

Period	Timing (in effect all year long)
ULO - On-peak	Weekdays 4pm-9pm
ULO - Mid-peak	Weekdays 7am-4pm & 9pm-11pm
ULO - Weekend off-peak	Weekends & holidays 7am-11pm
ULO - Ultra-low overnight	Every day 11pm-7am

For current electricity pricing and more information on electricity rates, visit [enovapower.com/rates](http://enovapower.com/rates).



## Choose the pricing plan that best suits your lifestyle

We know that everyone's lifestyle is different, and with customer choice pricing you have the option to find the pricing plan that best suits the needs of you and your family.

You may be able to save money by choosing from three pricing plans, depending on when and how you use electricity in your home.

## What are my options?

- 1 Time-of-Use:** Time-of-Use divides the day into three pricing periods based on provincial demand. You can control your electricity costs by shifting your usage into off-peak periods and avoiding heavy electricity consumption.
- 2 Tiered:** With Tiered Pricing, you can use a certain amount of electricity at one (lower) price. If you exceed that limit, called a threshold, you will be charged a higher rate for the rest of the electricity you consume during that billing period.
- 3 Ultra-Low Overnight:** Customers who use most of their electricity overnight may benefit from switching to the Ultra-Low Overnight rate. Shift workers, customers who charge electric vehicles, and others may take advantage of significantly reduced overnight pricing, while seeing higher pricing during the day.

To compare pricing plans using your own electricity use, visit the Ontario Energy Board's website at oeb.ca.

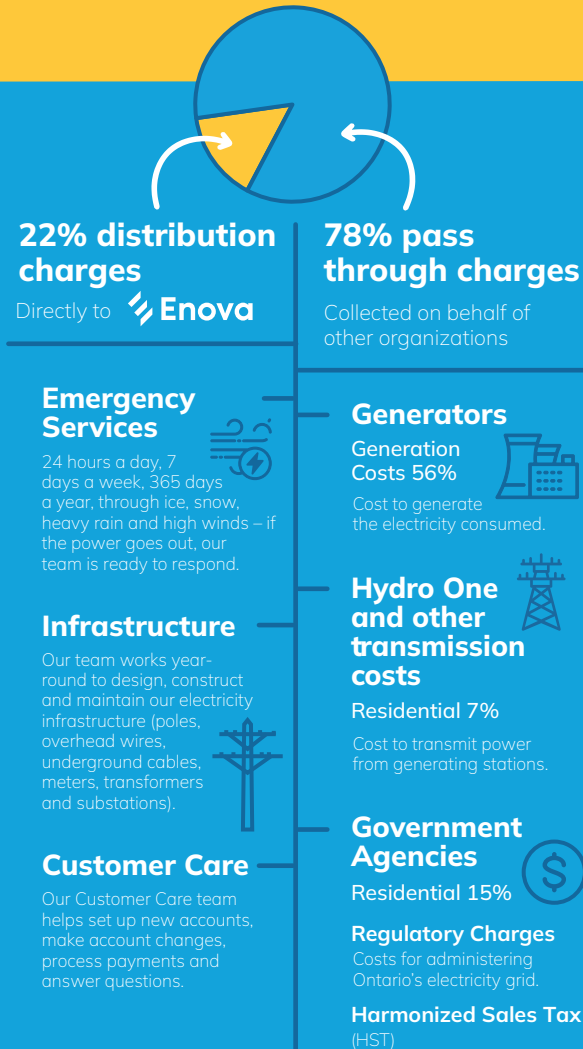
## How can I switch my pricing plan?

Switching your pricing plan is easy. Visit [enovapower.com/customerchoice](http://enovapower.com/customerchoice) and learn how to choose the pricing plan that's right for you.



## Where your payment goes

Approximately 22% 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.



## Help keep your costs as low as possible

Enova understands the importance of keeping costs low. We strive to keep the portion of the bill we control as low as possible. To help with this, there are tools available to our customers:



### eBilling

Switching from paper bills to eBilling saves more than \$12 per year per customer, which helps keep our distribution charges down. Make the switch today at [enovapower.com/eBilling](http://enovapower.com/eBilling), and enjoy the peace of mind and convenience that eBilling provides.



### Pre-Authorized Payment Plan

Missed payments and overdue accounts lead to additional administrative costs. Customers who register for Pre-Authorized Payments never have to worry about missing a bill. Your amount owing is automatically withdrawn from your account on the day your payment is due. Find out more at [enovapower.com/paymentoptions](http://enovapower.com/paymentoptions).



### My Account

Help lower your costs by better understanding how and when you're using electricity. With My Account, you can track your daily, weekly, monthly and historical consumption to learn when you're using the most electricity. Shift your usage based on your pricing plan and you could save. Register today at [enovapower.com/myaccount](http://enovapower.com/myaccount).