



Ennova

Understanding Your Electricity Bill, Rates and Usage

January 31, 2024



Agenda

11:00 am – Welcome

Andrew and Chris, Key Account Advisors, Enova Power Corp.

11:10 am – Understanding Your Electricity Bill and Rates

Justin Ali, Billing Supervisor, Enova Power Corp.

11:30 am – Understanding your Electricity Demand and Usage

Eric Frappier, Manager, Operations and Customer Delivery, Utilismart Corp.

11:45 am - Wrap up and questions

Fast Facts



1,108 km²

Service territory

157,466

Business and residential customers

311

Employees

Formed:

September 1, 2022 from the merger of Kitchener-Wilmot Hydro Inc. and Waterloo North Hydro Inc.

Our Purpose:

To energize and empower our communities.

Our Vision:

To drive what's next in energy and sustainability for our communities and beyond.

Assets

44,000

Poles

3,665

Kilometers of line

2,100km

overhead

1,565km

underground

The Evolution of Enova

(KWH & WNH)

Enova

Supplier

Pre 2000

- **Provider of electricity – keep the lights on**

Energy Advisor

2000 to 2022

- **Provider of electricity**
- **Assistance with energy conservation and energy efficiency**

Strategic Business Partner

2022 and Beyond

- **Provider of electricity**
- **Assistance with energy conservation and energy efficiency**
- **Project Partner for EVs, Solar, Battery Storage**
- **Energy Management**
- **Project Management**
- **Possible Financing Partner**
- **Suite/Sub-Metering**

A smart friend you can rely on.

Andrew Bennett (AB)



Andrew has been helping businesses find energy solutions for more than 15 years. With a background in engineering technology and energy management, coupled with a data-driven approach, Andrew has the knowledge to solve your tough energy challenges.

📞 519-239-8211

✉ andrew.bennett@enovapower.com

Chris Drygala (CD)



Born and raised in Kitchener-Waterloo, Chris has 13 years of experience in energy management and customer service. As a Certified Engineering Technologist with a Sustainable Energy and Building Technology diploma from Humber College, Chris knows the questions you need to ask for the solutions you need.

📞 226-220-2935

✉ chris.drygala@enovapower.com

What reliable friends do:



- **help identify and evaluate continuous improvement opportunities, decarbonization**
- **support project development and management, measurement & verification**
- **provide sage advice and expertise**
- **guide you through the energy transition: renewable generation, energy storage, electric vehicles, equipment electrification**
- **assist with funding and incentive applications**



Understanding Your Electricity Bill and Rates

Justin Ali, Billing Supervisor, Enova Power Corp.

Understanding Rate Classes

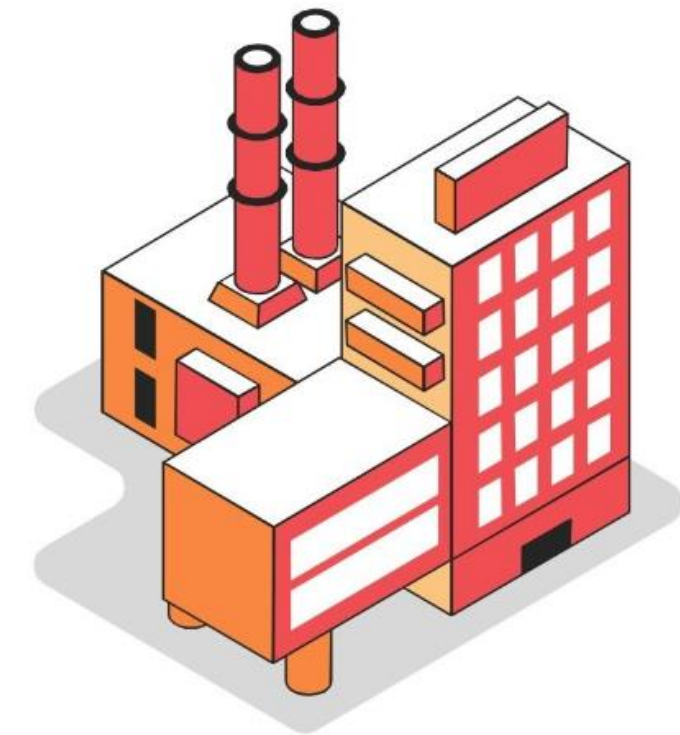
Residential



Small Commercial GS < 50 kW



Large Commercial & Industrial GS > 50 kW



General Service 50 kW – 4999 kW

- Maximum demand equal to or greater than 50 kW but less than 5000 kW
- Non-residential accounts
- Class A and Class B customers fall in this rate class
- Can be interval metered or non-interval metered
- Billed based on demand (kW) and consumption (kWh)

Electricity Invoice Breakdown



526 Country Squire Rd.
Waterloo, ON N2J 4G8
P: 519-885-6840 | P: 226-896-1010
customer@enovapower.com
enovapower.com

Invoice Date:	Billing Period:	Pay By:	Please Pay:
JAN 17, 2023	DEC 01 - JAN 01, 2023	FEB 11, 2023	\$13,609.59

Bill Details	
Previous Balance	\$7,325.08
Adjustments	\$214.97CR
Payments Received	\$2,805.73CR
Balance Forward	\$4,304.38

Your Electricity Charges	
Commodity	
Electricity	54,439.164 x0.0558043 \$3,037.94
Global Adjustment DEC	54,439.164 x 0.05962 \$3,245.66
	\$6,283.60

Delivery	
Fixed Monthly	\$125.96
Distribution Usage Charges	\$1,605.07
	\$1,731.03

Regulated Charges	
Regulatory Charges	\$220.07
	\$220.07

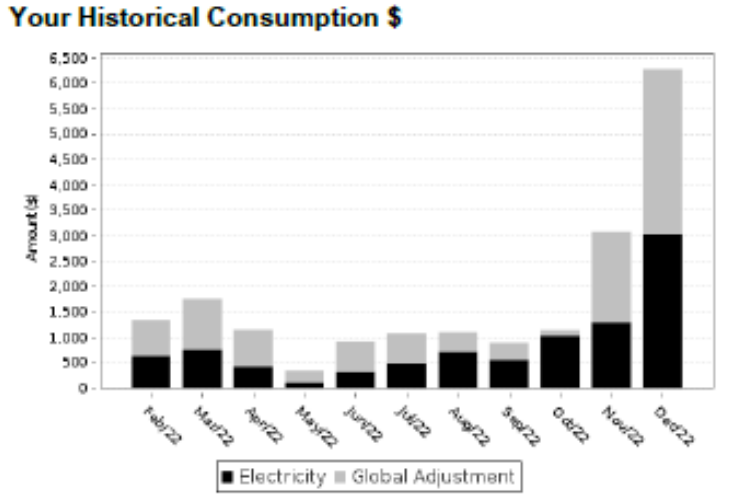
Your Other Charges	
HST (86360 3726 RT0001)	\$0.00
	\$1,070.51

Current Billing Period Charges	\$9,305.21
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Total Amount Due	\$13,609.59
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Account Number:
Account Type: GS > 50 kW: HOEP Interval >1000kW
Service Address:
WATERLOO, ON

Invoice Number:



Please note, if you are paying your invoice online through your financial institution, you do not need to change your payee information at this time. Please continue using your existing Kitchener-Wilmot Hydro and Waterloo North Hydro account information to make payments.

Your Electricity Charges: December 01, 2022 - December 31, 2022
Energy Service Provider: Enova Power Corp (226) 896-2200

Balance Forward	0.00
Electricity	
Spot Market: 266,010.8037 kWh @ Hourly Ontario Energy Price	14,252.86
Global Adjustment: 266,010.8037 kWh @ \$0.05962	15,859.56
Disposition of Global Adjustment: 266,010.8037 kWh @ \$0.001	266.01
Line Loss Adjustment	1,053.91
Monthly Service Charge: \$192.88	192.88
Distribution Charge: 1,022.0672 kW @ \$6.3428	6,482.77
Customer Owned Transformer Allowance: 1,022.0672 kW @ \$-0.60	613.24 CR
Transmission Network: 69.2997 kW @ \$4.0407	280.02
Transmission Connection: 1,022.0672 kW @ \$0.7317	747.85
Wholesale Market Services: 275,320.9933 kWh @ \$0.0039	1,073.75
Standard Supply Admin Fee: \$0.25	0.25
Total Electricity Charges	39,596.62
HST (86360 3726 RT0001)	5,147.56
Billing Adjustment	
Deposit interest credited to account	76.83 CR
Total Amount Due	44,667.35

Supporting Data	
Billing Demand	1022.0672 kW
Transmission Network 7am-7pm Peak Demand	69.2997 kW
Power Factor for This Period	98.91%
Primary Metered Consumption	266010.8037 kWh

Global Adjustment Class B	Dec: \$0.05962/kWh
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Your billing demand is the primary meter adjusted maximum kW reading or 90% of the kVA, whichever is greater.

Electricity Consumption Details	Meter #	Reading Type Actual (A) or Estimate(E)	Number of Days	Previous Read	Current Read	Billing Multiplier	Measured kWh	Primary Metering Discount	Adjustment Factor	Adjusted kWh
Energy kWh		A	31	582.26665	809.0965	240.00	54,439.164	0.00	1.0353	56,360.86649
Demand kW/kVA				Current kW Read 0.5414	Current kVA Read 0.6002		Measured kW 129.936	Measured kVA 144.048	Power Factor 0.902	Billed Demand 129.936

Consumption Details						
Meter #	Reading Type	Number of Days	Measured Consumption kWh	Adjustment Factor	Adjusted Consumption kWh	Demand kW
VIR09	Interval	31	269,236.254	1.0226	275,320.993	1,034.460
						Demand kVA 1,045.884
						Demand 90% kVA 941.296

Billed Demand is based on the higher of 90% of Measured kVA or 100% of Measured kW.



Electricity Invoice Breakdown

- **Consumption (kWh)**

- Kilowatt hours
- Energy used over a period of time
- Meters can be read every 5, 15 or 60 minutes

- **Demand (kW)**

- Kilowatts
- “Real” or working power in an electrical circuit
- Maximum amount of power required at any given point in time
- Demand is measured based on the average of three 5 minute intervals rolled up to 15 minutes

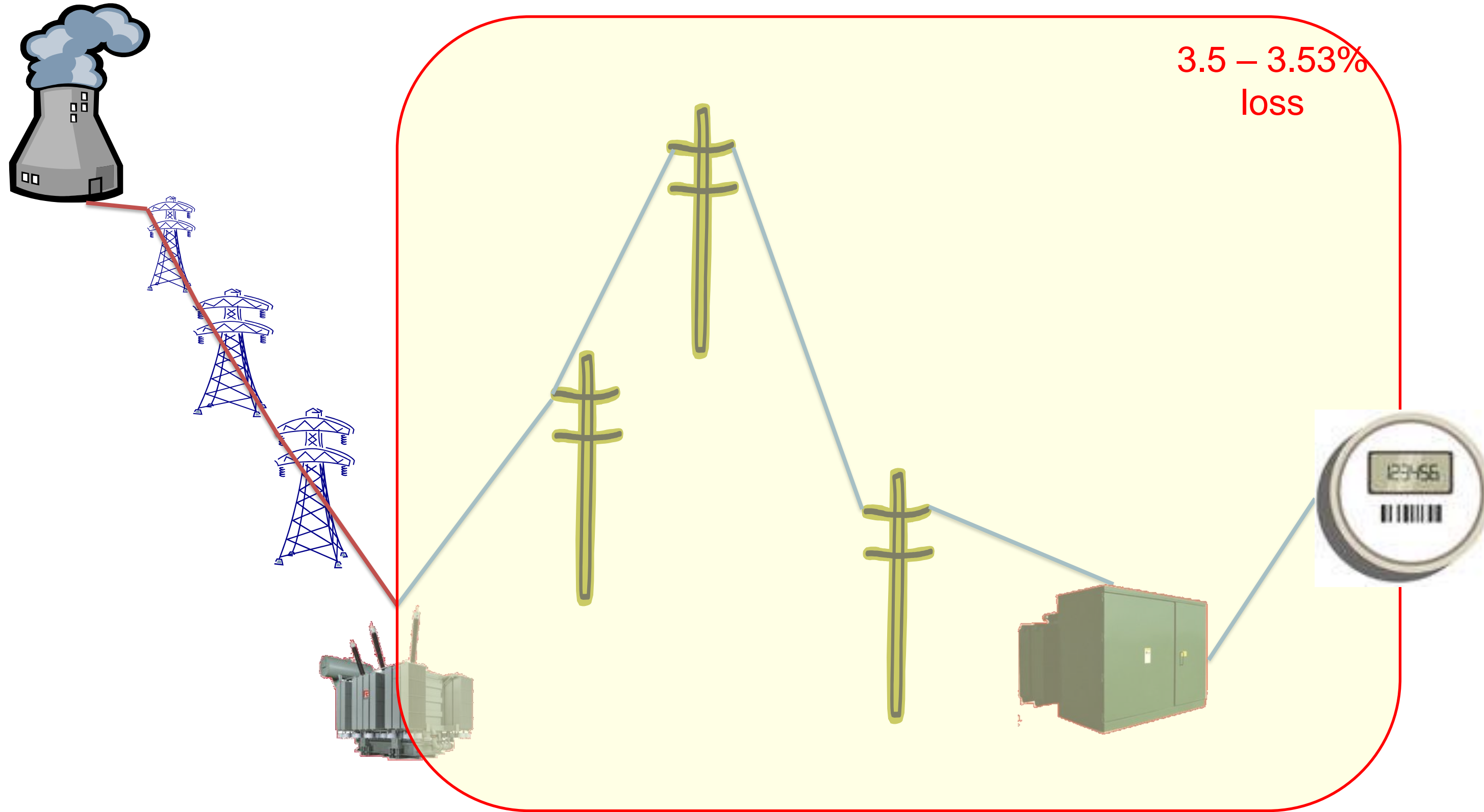
- **Demand (kVA)**

- Kilo-volt-amperes
- “Apparent” or Total power in an electrical circuit

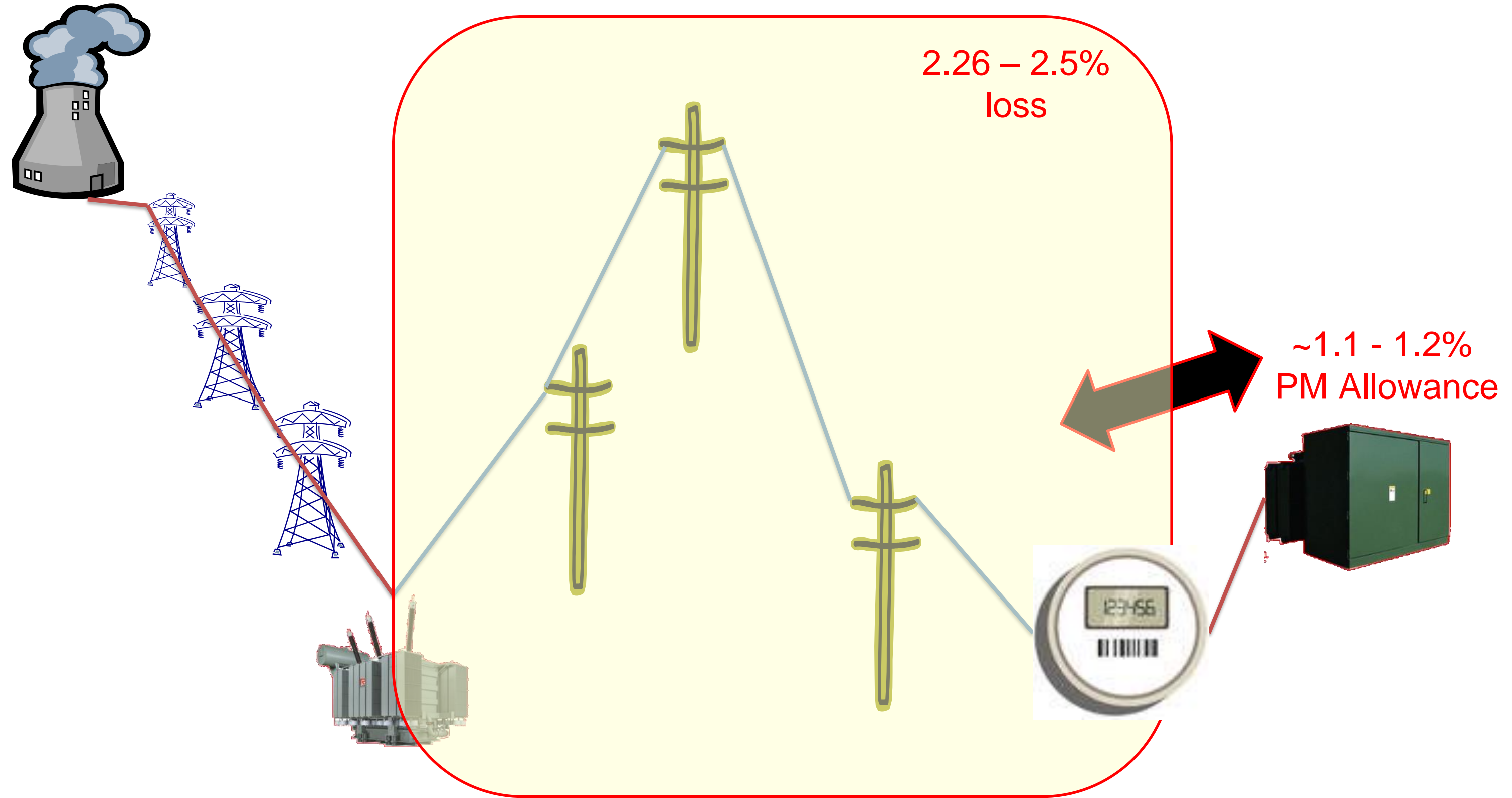
- **Power Factor**

- Ratio of real power to the apparent power
- kW divided kVA
- If this ratio is above 90%, you are billed on kW
- If this ratio is below 90%, you are billed on 90% of the kVA

Primary Metering Allowance for Transformer Losses



Primary Metering Allowance for Transformer Losses



Consumption Charges

Your Electricity Charges: December 01, 2022 - December 31, 2022
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- Hourly Ontario Energy Price
 - HOEP fluctuates throughout the day, based on grid needs
 - When demand is low, lower-cost of supply
 - Pass-through dollars for the utility

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Day	Billing Quantities (With Losses)					AWP \$/kWh	Costs (Excluding GST)		
	kWh	kW	90% kVA	On Pk kW	90% On Pk kVA		Competitive	Non-Competitive	Total
29	3,078.28	534.72	490.68	29.77	30.91	0.002449	\$7.54	\$763.62	\$771.16
30	3,630.07	434.18	410.67	25.70	27.77	0.021156	\$76.80	\$763.62	\$840.42
31	10,436.91	537.46	501.90	0.00	0.00	0.032301	\$337.12	\$763.62	\$1,100.74
Month	275,320.99	1,024.12	931.88	69.44	67.66	0.053581	\$14,751.89	\$23,672.24	\$38,424.13

- Line Loss
 - When energy is delivered to your business through transformers and over powerlines, a small amount is lost as heat

Consumption Details								
Meter #	Reading Type	Number of Days	Measured Consumption kWh	Adjustment Factor	Adjusted Consumption kWh	Demand kW	Demand kVA	Demand 90% kVA
VIR09	Interval	31	269,236.254	1.0226	275,320.993	1,034.460	1,045.884	941.296



Consumption Charges

Your Electricity Charges: December 01, 2022 - December 31, 2022

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- ## Global Adjustment

- All electricity customers including residential, retailer and HOEP customers pay GA
- Fluctuates with changes in HOEP. GA can also change with grid system conditions
- Covers the cost of new electricity infrastructure, conservation programs and refurbishing existing generation
- Class A customers pay GA based on their Peak Demand Factor
- Class B customers pay GA based on monthly consumption and the monthly rate
- RPP customers pay GA but it is factored into the OEB rates

- ## Disposition of Global Adjustment

- Customers are billed on the first estimate of GA
- LDCs settle with the IESO on the actual cost of GA
- The variance is "disposed" as a charge/credit

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Demand Charges: Measured vs Billed Demand

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Measured Demand:

- Measured demand is unadjusted
- Raw value from meter read data

Billed Demand

- Is an adjusted value based on:
 - ✓ Power factor
 - ✓ Primary Metering Allowance
 - ✓ Transmission Network 7am – 7pm Peak Demand occurrence

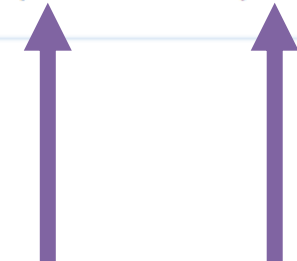
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Demand Charges

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Distribution Charge:

- Distribution Volumetric Rate (~78%)
 - ✓ Utility Revenue
 - ✓ OEB regulated
 - ✓ Pays for infrastructure, engineering, customer service
- Four Rate Riders (~22%)
 - ✓ Pass through dollars to the IESO
 - ✓ Accounts for variances between what the IESO invoices Enova and what Enova charged its customers

Retail Transmission Rates

- Network Service Rate
 - ✓ Operations related to poles and wires
- Line and Transformation Connection Service Rate
 - ✓ Stepping down high voltage to low voltage

Consumption Details

Meter #	Reading Type	Number of Days	Measured Consumption kWh	Adjustment Factor	Adjusted Consumption kWh	Demand kW	Demand kVA	Demand 90% kVA
VIR09	Interval	31	269,236.254	1.0226	275,320.993	1,034.460	1,045.884	941.296

Other Items

- Monthly Service Charge
 - ✓ Utility Revenue
 - ✓ OEB regulated
- Customer Owned Transformer Allowance
 - ✓ Credit on demand if transformer is owned
 - ✓ OEB regulated
- Regulatory Charges
 - ✓ Wholesale Market Services & Standard Supply Admin Fee
 - ✓ Pay for administration of the wholesale market
- Primary Metering Allowance for Transformer Losses
 - ✓ Customer's owned transformer situated after the meter

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Understanding Your Electricity Demand and Usage

Eric Frappier, Manager, Operations and Customer Delivery, Utilismart Corp.

UC Login

sm.utilismart.com/utilismartcorp

utilismart™

CORPORATION

UTILITY SETTLEMENT MANAGER

Enter Login Credentials.

Two-factor authentication is now mandatory for all users as a security enhancement. Please see the [Two-Factor Authentication Guide](#) for details.

Username

Password

Sign In

[Forgot Password?](#)

utilismart™ provides a turnkey service that includes full MDMA, Wholesale (grid connected) and Retail Settlement Services. The product is a secure web based application where information is available the day after trading, so that customers can immediately understand their energy costs and the validity of their consumption values. It provides a tool to manage variance accounts, verify meter readings, produces shadow invoices and billing determinants for both retail interval customers and NSLS based customers on a daily basis.

This end-to-end service offering begins with remote meter data collection and full meter data management services for retail and wholesale meters. It also includes a full line of individual and aggregate load profiling tool sets and rate analysis reports in a secure web-based application, and concludes with on-line help, email/phone technical and product support.

The details of utilismart™ are listed in our Energy Manager and Settlement Manager literature, which is downloadable from this site or is available by calling 1-888-652-0889.

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This was a live demonstration. Contact keyaccounts@enovapower.com to learn more.

A large, colorful graphic featuring the word "QUESTIONS" in white, bold, 3D-style letters. The text is surrounded by a dense collection of question marks in various colors (blue, orange, green, pink, yellow) and shapes (circles, squares, triangles). The background is white with a faint blue geometric pattern in the top left corner.

QUESTIONS