

## Other Service Charges

Effective January 1, 2025

### Delivery Charges

Item	Charge
Transmission Network Charge	\$0.0112/kWh*
Transmission Connection Charge	\$0.0017/kWh*
Distribution Charge (TOU, Tiered and ULO customers)	(\$0.0012)/kWh
Distribution Charge (Retail customers only)	\$0.0017/kWh**
Distribution Service Charge	\$26.44/month
Smart Metering Entity Charge	\$0.42/month

### Regulatory Charges

Item	Charge
Standard Supply Administration	\$0.25/month
Wholesale Market Services	\$0.0060/kWh*

### Service Charges

Service	Charge
Returned payment/insufficient funds	\$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	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](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 core 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 (TOU)

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 better control your electricity costs by saving your heaviest electricity consumption, such as doing laundry or running the dishwasher, for off-peak periods.
- 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](http://oeb.ca).

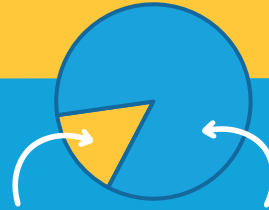
### How can I switch my pricing plan?

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 21% 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.



### 21% 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.

### 79% pass through charges

Collected on behalf of other organizations

#### Generators

Generation Costs 56%

Cost to generate the electricity consumed.



#### Hydro One and other transmission costs

Residential 8%

Cost to transmit power from generating stations.



#### Government Agencies

Residential 15%



#### Regulatory Charges

Costs for administering Ontario's electricity grid.

#### Harmonized Sales Tax (HST)



## Payment options to fit your lifestyle

Enova understands the importance of convenience while managing your account and paying your invoices. Choose the payment option that best suits your lifestyle and needs.



### Pre-Authorized Payment

With pre-authorized payment, you give Enova permission to withdraw your bill payment from your account on the due date.



### Through your financial institution:

Pay online or by telephone through your financial institution.



**Credit Card Payment:** Pay with Visa or Mastercard through Paymentus. Please note, a service charge is applied when paying by credit card.



### Payment by mail or in-person:

You can pay by cheque or money order through the mail or by cash or debit in person at our offices. Our office hours are M-F, 8:30 a.m. until 4:00 p.m.

To learn more about the payment options available to you, visit: [enovapower.com/payment](http://enovapower.com/payment).

Get 24/7 access to your account information, bills, payment history and consumption details by registering for My Account: [enovapower.com/myaccount](http://enovapower.com/myaccount).

Note: Percentages may not total 100 due to rounding.