

Other Service Charges

Effective January 1, 2026

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 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. 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



EnovaPower



@enovapower



enovapower

*A line loss adjustment factor is applied to these charges. Please see the Loss Factor chart for more information.

* WMP: Wholesale Market Participant

* The Electric Vehicle Charging Rate is a specialized electricity delivery rate designed for eligible EV charging stations in Ontario. It reduces the Retail Transmission Service Rates (RTSRs) that participating EV charging stations pay. To apply for this rate, visit enovapower.com/forms.

31331-I-0033



2026 Commercial Electricity Rates

(Accounts in Kitchener and Wilmot)

Electricity Charges

Charge	Cost
Electricity Charge	Ontario Electricity Market Price

Transmission Charges

Charge	Cost
Transmission Network	\$5.2398/kW
Transmission Connection	\$0.9146/kW
Transmission Network (EV Charge*)	\$0.8908/kW
Transmission Connection (EV Charge*)	\$0.1555/kW

Enova Distribution Charges

Charge	Cost
Monthly Service Charge	\$222.94/month
Distribution Class A	\$5.8928/kW
Distribution Class B (RPP and non-RPP)	\$6.0760/kW
Disposition of Global Adjustment (applicable for Class B non-RPP customers only)	\$0.0051/kWh
Distribution Class B (WMP*)	\$5.8813/kW
Customer Owned Transformer Credit	(\$0.60)/kW

Regulatory Charges

Charge	Cost
Standard Supply Service	\$0.25/month
Wholesale Market Services Class A *	\$0.0047/kWh
Wholesale Market Services Class B *	\$0.0053/kWh

Loss Factors

Account Type	Loss Factor
Secondary Metered Customer < 5,000 kW	1.035
Secondary Metered Customer > 5,000 kW	1.0154
Primary Metered Customer < 5,000 kW	1.0226
Primary Metered Customer > 5,000 kW	1.0053



Your partner to Save on Energy

As the smart friend you can rely on, we'll work with you to reduce electricity costs, improve operational efficiency, and support your electrification goals through Ontario's Save on Energy programs. We provide tailored, expert advice and technical guidance to help you identify practical energy-saving opportunities, assess energy efficiency projects, determine optimal incentive rates, and navigate the incentive application process.

- **On-Site Assessment:** We walk through your facility to review your equipment, systems, and schedules. We identify inefficiencies, propose low- and no-cost improvements, and outline upgrade opportunities to help reduce energy costs.
- **Data Analysis:** We assess your facility's energy use and drivers to pinpoint opportunities for efficiency and cost reduction aligned with your operational priorities, such as eliminating excess after-hours consumption, minimizing demand spikes, and optimizing equipment performance.
- **Project Development:** We evaluate technology options, estimate energy and demand savings, and build a strong business case to secure stakeholder buy-in and confidently move projects forward.
- **Incentive Application Support:** We confirm eligibility, select your incentive stream, coordinate vendors, prepare applications, and manage review requests, letting you focus on your core business.

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)

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



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.

Ontario Electricity Market Price

Ontario Electricity Market Price (OEMP) replaced the Hourly Ontario Energy Price (HOEP) on May 1, 2025. The IESO determines this price by combining the Day-Ahead Market Price with the Load Forecast Deviation Adjustment. Learn more at: ieso.ca/market-renewal.

Global Adjustment

The global adjustment covers the difference between the total payments made to certain contracted or regulated generators, conservation programs, and any offsetting market revenues. 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.

Source:

ieso.ca/power-data/price-overview/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.