

Other Service Charges

Effective January 1, 2026

Delivery Charges

Item	Charge
Transmission Network Charge	\$0.0099/kWh*
Transmission Connection Charge	\$0.0016/kWh*
Distribution Charge (TOU, Tiered and ULO customers)	\$0.0169/kWh
Distribution Charge (Retail customers only)	\$0.0220/kWh**
Distribution Service Charge	\$33.46/month
Smart Metering Entity Charge	\$0.42/month
Service Charge (Microfit customers only)	\$5.00/month

Regulatory Charges

Item	Charge
Standard Supply Administration	\$0.25/month
Wholesale Market Services	\$0.0053/kWh*

Service Charges

Service	Charge
Returned payment	\$15.00 (plus bank fee)
Account set up charge/change of occupancy charge	\$20.00
Meter Dispute Charge (if meter found correct)	\$30.00
Specific charge for access to power poles - per pole per year (with the exception of wireless attachments)	\$40.59
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

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

** 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. We're here to help.



2026 Small Business Electricity Rates

(Accounts in Kitchener and Wilmot)

Regulated Price Plan⁺

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	Timing (in effect all year long)
Tier 1	Up to 750 kWh/month
Tier 2	Over 750 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

Loss Factors

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



Connect With Us

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Emergencies or
 after hours outages
 226-896-2200

Customer Care
enovapower.com/contactus

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⁺The Regulated Price Plan schedule, thresholds and rates are set and managed by the Ontario Energy Board. Visit oeb.ca for more information.

For current electricity pricing and a full explanation of all charges, please visit our website enovapower.com/rates.



Choose the pricing plan that best suits your business needs

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

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

What are my options?

- 1 Time-of-Use:** Time-of-Use divides the day into three pricing periods based on provincial demand. With Time-of-Use, you can take control of your energy costs by shifting your electricity use to lower-cost 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.

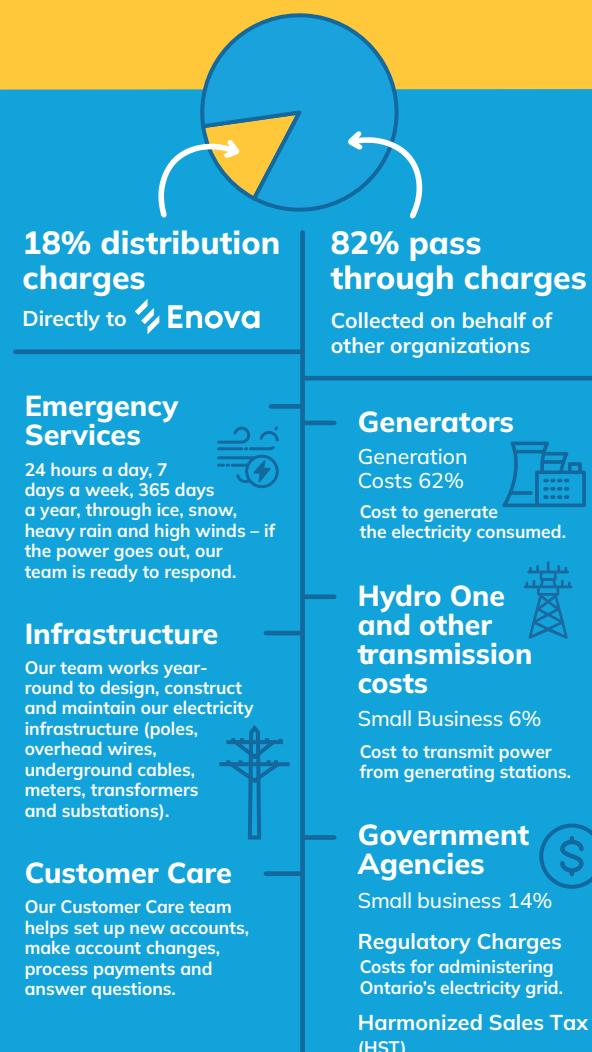
How can I switch my pricing plan?

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



Where your payment goes

Approximately 18% 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.



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

Note: Percentages may not total 100 due to rounding.



Payment options to fit your business needs

Enova understands the importance of convenience while managing your account and paying your invoices. We have payment options available to help you choose the payment option that best suits your business 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.

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