



UNDERSTANDING ELECTRICITY CHARGES

Included on your Kitchener-Wilmot Hydro 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.

Hourly Ontario Energy Price

Most Commercial customers have an interval meter and are charged the Hourly Ontario Energy Price (HOEP), or market price, for their electricity consumption. The market price is dynamic and changes hourly based on demand and the availability of supply. To see the most current market prices, please visit ieso.ca.

Global Adjustment

The global adjustment covers the cost of building new electricity infrastructure in the province, as well as delivering Ontario's conservation programs. All Ontario electricity consumers pay global adjustment, but it is included in the time-of-use or tiered rates paid by residential and small business customers, so they do not see it as a separate line item.

Visit ieso.ca for information about the HOEP and global adjustment.

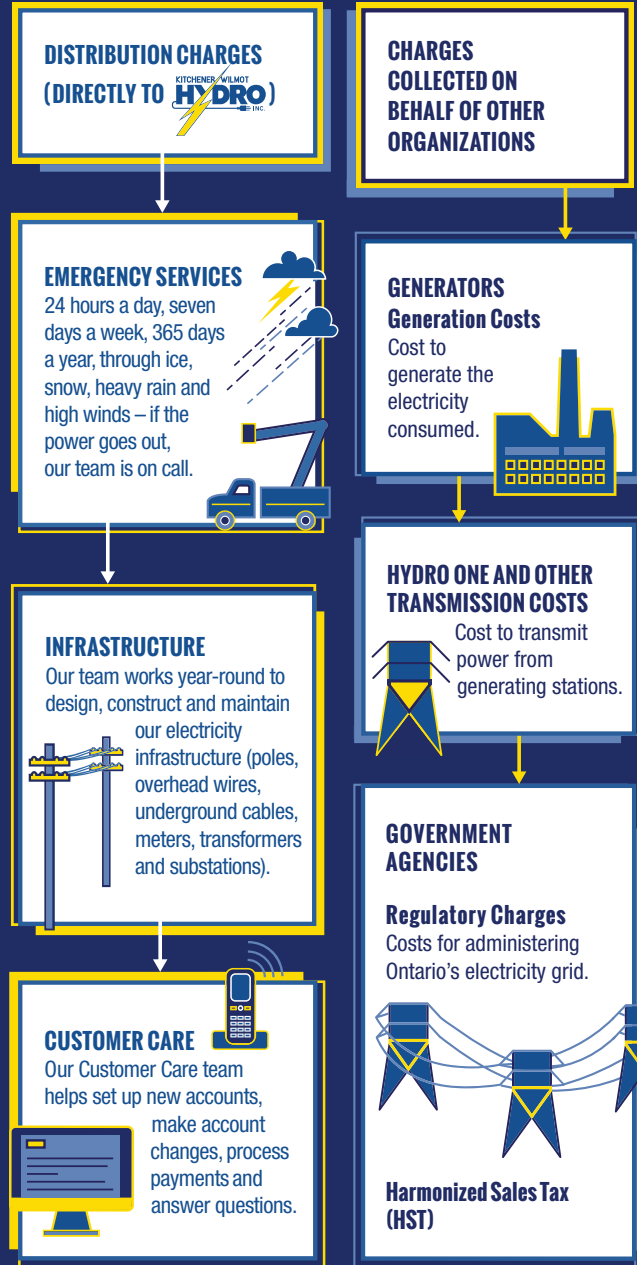


IF YOU HAVE A CONTRACT WITH AN ELECTRICITY RETAILER

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.

WHERE YOUR PAYMENT GOES

Only a portion of the charges on your electricity bill are kept by Kitchener-Wilmot Hydro. The remaining charges are collected on behalf of other organizations such as generators, transmitters and government agencies.



YOUR PARTNER IN ENERGY MANAGEMENT

Kitchener-Wilmot Hydro delivers more than just your electricity bill. Our team of energy experts are dedicated to helping businesses like yours find ways to manage their electricity consumption and stay competitive.

We offer tools and resources that can help shed light on how your organization is using electricity, including online tools and billing support.

Contact us today to see how we can help.

customer care@kwhydro.ca

519-743-3600

kwhydro.ca





OTHER SERVICE CHARGES

Customer Administration

Service	Charge
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$20.00

Non-Payment of Account

Service	Charge
Late payment - per month	1.50%
Reconnect at meter - during regular business hours	\$65.00
Reconnect at meter - after regular business hours	\$185.00
Reconnect at pole - during regular business hours	\$95.00

For a full explanation of all charges, please visit our website kwhydro.ca or call us at 519-743-3600.



Customer Care

☎ 519-743-3600

✉ customercare@kwhydro.ca

Emergencies or after hours outages

☎ 519-745-4771



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301 Victoria Street South
Kitchener Ontario N2G 4L2

COMMERCIAL RATES

Electricity Charges

Charge	Cost
Electricity charge	Hourly Ontario Energy Price or retailer price

Transmission Charges

Charge	Cost	per
Transmission Network Charge	\$2.8716	kW
Transmission Connection Charge	\$0.8466	kW

Kitchener-Wilmot Hydro Distribution Charges

Charge	Cost	per
Distribution Charge Class A	\$5.1935	kW
Distribution Charge Class B	\$5.1505	kW
Customer Charge	\$186.99	Month
Customer Owned Transformation Credit	-\$0.6000	kW

Regulatory Charges

Charge	Cost	per
Standard Supply Administration Charge	\$0.25	Month
Wholesale Market Service Class A	\$0.0035	kWh
Wholesale Market Service Class B	\$0.0039	kWh

kwhydro.ca Effective date: January 1, 2021