

## NEW! CHOOSE YOUR PRICING PLAN



If you are a residential or small business customer, you can choose to pay either Time-of-Use (TOU) electricity prices or Tiered prices.

**Time-of-use pricing** means you pay a different price for electricity based on the time of day and the day of the week.

**With Tiered prices**, you can use a certain amount of electricity each month at a lower price. Once that limit (called a threshold) is exceeded, a higher price applies.

Tiered prices give you the flexibility to use electricity at any time of day at the same price, although that price will change if you exceed the threshold during the month.

For small business customers, the Tier threshold is 750 kWh all year round.

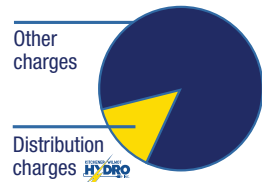
Note: If you have a contract with an electricity retailer, you are not eligible to choose your pricing plan through Kitchener-Wilmot Hydro Inc. Please refer to your contract for information about pricing.

For more information about different pricing plans and how to make your selection, visit [kwhydro.ca](http://kwhydro.ca) or speak to our Customer Care team at 519-743-3600.

## WHERE YOUR PAYMENT GOES

17% 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.

Note: Percentages may not total 100 due to rounding.



**CHARGES COLLECTED ON BEHALF OF OTHER ORGANIZATIONS**  
Small Business - 83%

**DISTRIBUTION CHARGES - 17%**  
(DIRECTLY TO KITCHENER-WILMOT HYDRO INC.)

**GENERATORS**  
Generation Costs - 65%  
Cost to generate the electricity consumed.

**EMERGENCY SERVICES**  
24 hours a day, seven days a week, 365 days a year, through ice, snow, heavy rain and high winds – if the power goes out, our team is on call.

**HYDRO ONE AND OTHER TRANSMISSION COSTS**  
Small Business - 4%  
Cost to transmit power from generating stations.

**INFRASTRUCTURE**  
Our team works year-round to design, construct and maintain our electricity infrastructure (poles, overhead wires, underground cables, meters, transformers and substations).

**GOVERNMENT AGENCIES**  
Small Business - 14%  
**Regulatory Charges**  
Costs for administering Ontario's electricity grid.

**CUSTOMER CARE**  
Our Customer Care team helps set up new accounts, make account changes, process payments and answer questions.

**Harmonized Sales Tax (HST)**

## 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. Please note that retailer contract prices do not include the global adjustment, which is included in time-of-use and Tiered prices set by the Ontario Energy Board.

For an explanation of the global adjustment, please visit our website at [kwhydro.ca](http://kwhydro.ca) or call us at 519-743-3600.

### Delivery Charges

Charge	Cost	per
Transmission Network Charge	\$0.0054	kWh
Transmission Connection Charge	\$0.0015	kWh
Smart Metering Entity Charge	\$0.57	Month
Distribution Charges		
Distribution Service Charge	\$28.07	Month
Retail contract customer	\$0.0157	kWh

### Regulatory Charges

Charge	Cost	per
Wholesale Market Service	\$0.0039	kWh

### 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 - during regular business hours	\$65.00
Reconnect - after regular business hours	\$185.00

Charges effective January 1, 2021. For an explanation about these and other charges, please visit [kwhydro.ca](http://kwhydro.ca) or call 519-743-3600.

## OTHER SERVICE CHARGES

Effective January 1, 2021

### Delivery Charges

Charge	Cost	per
Transmission Network Charge	\$0.0054	kWh
Transmission Connection Charge	\$0.0015	kWh
Smart Metering Entity Charge	\$0.57	Month
Distribution Charges		
Distribution Service Charge	\$28.07	Month
Kitchener-Wilmot Hydro Customer	\$0.0143	kWh

### Regulatory Charges

Charge	Cost	per
Standard Supply Administration Service	\$0.25	Month
Wholesale Market Service	\$0.0039	kWh

### 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 - during regular business hours	\$65.00
Reconnect - after regular business hours	\$185.00

For a full explanation of all charges, please visit our website [kwhydro.ca](http://kwhydro.ca) or call us at 519-743-3600.



#### Customer Care

☎ 519-743-3600

✉ [customercare@kwhydro.ca](mailto:customercare@kwhydro.ca)

#### Emergencies or after hours outages

☎ 519-745-4771



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Kitchener-Wilmot Hydro



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[kwhydro.ca](http://kwhydro.ca)

301 Victoria Street South  
Kitchener Ontario N2G 4L2

# SMALL BUSINESS ELECTRICITY RATES PEAK DEMAND <50 KW

## ELECTRICITY PRICING

Winter Schedule (November 1 - April 30)  
Summer Schedule (May 1 - October 31)

### TIME-OF-USE RATES

Period	Time	Cost
Off-peak	Weekdays 7pm to 7am	8.5¢/kWh
	Weekends & Holidays – All Day	
Mid-peak	Weekdays 11am to 5pm	11.9¢/kWh
On-peak	Weekdays 7 to 11am and 5 to 7pm	17.6¢/kWh

### TIERED RATES

Period	Cost
First 750 kWh/month	10.1¢/kWh
For electricity used above 750 kWh/month	11.8¢/kWh

Time-of-use and Tiered Rates Effective January 1, 2021

Time-of-use and Tiered rates are set by the Ontario Energy Board and can change with the seasonal schedules. For more information and to see the most recent electricity rates, please visit the Ontario Energy Board website at [oeb.ca](http://oeb.ca)

[kwhydro.ca](http://kwhydro.ca)