

This is the front of your new bill.

CUSTOMER NAME
Service Address: 123 Fake Street South
KITCHENER ON, N2N 3G8
Premise ID: 1234567891

Account Number: 1234567890
Invoice Number: 000123456789
Pricing Method: Time of Use
Account Type: Residential

What Do I Owe? 1
\$100.63
Charge Details on Reverse

How Much Did I Use? 2
700 kWh
Consumption Details on Reverse

When is My Bill Due? 3
MAY 13, 2021

Consumption Details
700 kWh, 650 kWh, 750 kWh
Billing Period: Feb 24 - Mar 28
Previous Period
Same Period Last Year

Charges & Credits Summary
Previous Balance: \$95.00
Adjustments: \$0.00
Payments Received: \$95.00 CR
Charges This Period: \$100.63
Total Amount Due: \$100.63

What You Need to Know
Total Ontario Support: \$23.24. To learn more about the Province's electricity support programs, visit ontario.ca/yourelectricity.

301 Victoria Street South
P.O. Box 3021
Kitchener, ON N2G 4P1

Account Inquiries: (519) 743-3600
Other Departments: (519) 745-4771

customercare@kwhydro.ca
www.kwhydro.ca

Please return this slip with your payment

CUSTOMER NAME
Account Number: 1234567890
Invoice Number: 000123456789

Invoice Date APR 20, 2021
Billing Period FEB 24 - MAR 28
Payment Due MAY 13, 2021
Amount Due \$100.63

A late payment charge of 1.5% compounded monthly (effective annual rate of 19.56% per annum) will be applied to balances unpaid after the due date.

CUSTOMER NAME 205(D)
123 FAKE STREET SOUTH
KITCHENER ON N2N 3G8

Amount Paid: _____

POSTAL

This is the back of your new bill.

6 Your Electricity Charges: February 24, 2021 – March 28, 2021
Energy Service Provider: Kitchener-Wilmot Hydro Inc. (519) 745-4771

Balance Forward 0.00

Electricity
Off Peak: 460,000 kWh @ \$0.085 39.10
Mid Peak: 120,000 kWh @ \$0.119 14.28
On Peak: 120,000 kWh @ \$0.176 21.12

Delivery 32.05

Regulatory Charges 3.07

Total Electricity Charges 109.82

HST (86360 3726 RT001) 14.25
Ontario Electricity Rebate 23.24 CR

Total Amount Due 100.63

Consumption Details

Meter #	Reading Type	Number of Days	Previous Read kWh	Current Read kWh	Multipplier	Measured Consumption kWh	Adjustment Factor	Adjusted Consumption kWh
KWH123456	Actual	31	72,851.210	73,351.210	1.000	700.000	1.000	704.000

7 **WINTER**
Peak Pricing
Peak: 11:00 AM - 7:00 PM
Off-Peak: 7:00 PM - 11:00 PM
Mid-Peak: 7:00 AM - 11:00 AM
Winter (November 1 - April 30) Weekdays
Weekends and holidays are always off-peak pricing.

GO PAPERLESS!
SIGN UP FOR PAPERLESS BILLING TODAY!
Visit www.kwhydro.ca to learn more.

Glossary of Terms

Electricity:
This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

Global Adjustment:
Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contracts. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.

Delivery:
These are the costs of delivering electricity from generating stations across the Province to Kitchener-Wilmot Hydro Inc. then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges is fixed and does not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business. Kitchener-Wilmot Hydro Inc. deducts this money and pays this amount directly to our suppliers. When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.

Regulatory Charges:
Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.

NOTE: For a detailed explanation of electricity terms, please visit www.ceb.ca



IMPORTANT INFORMATION

about changes to your Kitchener-Wilmot Hydro Inc. bill

Customer Care

☎ 519-743-3600

✉ customer-care@kwhydro.ca

Emergencies or after hours outages

☎ 519-745-4771



On September 27, 2021 we moved to a new customer information system, which has meant some changes to your Kitchener-Wilmot Hydro Inc. bill, including the way it looks and your account number. There may also be some slight changes to your bill cycles and payment due dates.

Important information about these changes is detailed in this brochure.

Have questions we haven't answered? Please contact our Customer Care department:

☎ Mon-Fri 8:30 a.m. – 4:30 p.m.
519-743-3600

✉ customer-care@kwhydro.ca

kwhydro.ca

kwhydro.ca
301 Victoria Street South
Kitchener Ontario N2G 4L2



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@KWHydro



Visit us on Instagram
@kwhydro



How do I read my bill?

The biggest change you will see is the way your bill looks and your new account number. This fresh, clean design allows us to include full colour fonts, charts, and images.

Important information that customers are looking for is front and centre:

- 1 What do I owe?
- 2 How much did I use?
- 3 When is my bill due?
- 4 A chart shows your electricity use details and allows you to compare your electricity use from bill period to bill period, and in the future, over the same period last year.
- 5 A simple, easy-to-read summary shows your current charges and credits.
- 6 On the back, there is plenty of space to show the breakdown of charges by line item.
- 7 Boxes with full colour charts show the pricing “buckets” for your price plan and full colour graphics for promotional messages.

For an online tour and explanation of your new bill, visit yourkwhydrobill.com.

Why doesn't my new bill show my past electricity use?

Our new customer information system does not have any past electricity use data recorded so it does not appear on your first bill.

You will start to see past consumption information appear on your bills after the first one.

However, your past electricity use data is still available online on My Account.

You can sign up for My Account anytime at www.kwhydro.ca. You will need the 12-digit invoice number from your most recent Kitchener-Wilmot Hydro Inc. bill to sign up for My Account.

As our new customer information system goes live, some customers may be issued two bills close together and have their payments withdrawn close together. This will only happen once as our new system catches up to our new bill cycles. Both bills must be paid, but don't worry if you accidentally pay them out of order or miss one. In these cases, our Customer Care representatives will work with you to minimize the inconvenience.



Changes to billing and payment information

Your payment due date has changed.

Your payment due date has changed by a few days because our bill cycles changed when we moved to the new system.

We recognize this may be an inconvenience to you. Our Customer Care department will be working with our customers to minimize the inconvenience. We are also waiving late payment charges for the first month to allow customers time to adapt to the change.

If you are on Pre-Authorized Payment:

Some customers may receive two bills close together. We will withdraw the amounts for both bills on the day they are due as we usually do. We understand this may be an inconvenience to you. Our Customer Care representatives will work with you to minimize the inconvenience.

This back-to-back billing is a one-time occurrence as our new billing system catches up to our new bill cycles.

You do not need to update your Kitchener-Wilmot Hydro Inc. account number with your financial institution. Our system will do that automatically.



If you pay your bill online through your financial institution:

You do not need to update your Kitchener-Wilmot Hydro Inc. account number. Our system will do that automatically. However, if you have an accountant or financial management company that looks after your Kitchener-Wilmot Hydro Inc. account we recommend you notify them of the change.

Important information for Equal Billing customers

We are changing the Equal Billing Plan to an Equal Payment Plan. This means:

- Your monthly amount is changing. This is because all charges, including taxes and rebates, are captured in the total amount that is used to calculate your monthly bill. This also means that your monthly payments will be the same every month, which makes it easier to budget your electricity costs every month.
- All monthly payments must be paid in full each month on the payment due date, even if there is an accumulated credit.
- All Equal Payment Plan accounts will be reconciled annually.
- Any underpayments that are accumulated over the year will be rolled into your calculation for the next year.
- If you have accumulated a credit balance over the year, you will have the option to either leave the credit as part of your standing balance or receive the credit amount back in the form of either a cheque or autopay.
- All Equal Payment Plan customers must keep their accounts current. If a customer misses two payments, they will be removed from the program.

**Have questions we haven't answered?
Please contact our Customer Care department:**

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kwhydro.ca