



NEW CUSTOMER Information Package

Proud to Partner with
our Customers



How Can We Help You?

Our customer service call centre is open Monday to Friday, 8:30 a.m. to 4:30 p.m. (excluding holidays) for your convenience. Customer service representatives are available to answer questions about your account and our electricity and water operations.

Contact Us

If you know which department you would like to contact, please use one of the self-serve phone options, listed below. If not, our customer service representatives would be happy to help you.

Phone: 519-255-2727

- Option 1** Hydro and/or Water Emergencies
- Option 2** Billing, Credit and Account Inquiries
- Option 3** Water Service Requests

- Option 4** Technical Services
- Option 5** Water and/or Hydro Locate

Fax: 519-255-7423

Email: info@enwin.com

Web: www.enwin.com

Locations and Mailing Addresses

ENWIN Utilities Ltd.
4545 Rhodes Drive
P.O. Box 1625, Station A
Windsor, ON N8W 5T1

Business Hours
Monday to Friday
(excluding holidays)
8:30 a.m. – 4:30 p.m.



Training + Dedication = Service

Our employees are highly trained professionals, who bring enthusiasm, creativity, innovation, expertise and dedication to customer service to every connection.



Your Personal ENWIN Connection

ENWIN provides customers with an easy-to-use online tool where you can access your account information 24 hours a day, 7 days a week.

- Register for e-Billing and go paper-free!
- Sign up for pre-authorized payments
- Track household consumption using easy to read charts
- Subscribe to receive consumption alerts and account reminders
- Receive general and emergency notices
- Understand your usage patterns

Paperless Billing

ENWIN offers the convenience of paperless billing by using myENWIN.

Sign up to view your bill online. You will receive an email when your bill is available to be viewed. No more paper bills in the mail. Visit www.enwin.com to sign up after you receive your first bill.

ENWIN Online

ENWIN is pleased to offer our customers the following online service options:

- Request an electricity or water locate
- Learn what to do during power outages
- View our policies and forms
- Request a new service or move
- Learn about electricity and water rates
- Better understand your bill
- Request tree trimming service

ENWIN App

The ENWIN app offers convenient features and quick access to the information you need most:

- View your e-Bill and track usage through myENWIN
- Locate known outages on the ENWIN Outage Map
- Learn about active construction projects
- Access #ENWINAlerts on Twitter without needing a Twitter account
- Enable push notifications for breaking news

Through the app, you can log in to myENWIN, the utility's online portal. With this powerful tool available 24/7, it's never been easier to track usage and manage your account. myENWIN is also available through desktop or mobile browsers at my.enwin.com.



The ENWIN App was developed by ENWIN and designed to be an efficient way to access the features available on our website and through myENWIN.

ENWIN encourages customers to use the app to opt-in to paperless billing for complete digital account management.

Available through the Apple App and Google Play Store.

Equal Payment Plan (EPP)

ENWIN's Equal Payment Plan (EPP) allows you to make 12 equal monthly payments over the course of a year, rather than being charged for electricity as you use it.

The amounts you pay are calculated on the average electricity and water used at your property over the previous 12 months.

Customers on EPP receive a monthly bill statement for the predetermined, fixed amount of their EPP, along with details of the actual cost of services used during that billing period.

To ensure the accuracy of the EPP amount, accounts will be reviewed, and if required, adjusted on a periodic basis throughout the year.

We encourage our EPP customers to monitor the usage on their bill, to ensure that the plan continues to operate in their favour.

EPP is available for residential and small business customers only.

Types of Electricity Rates

The Ontario Energy Board has established three different types of rates (*also called prices here*) and sets the rates once a year on November 1.

Time-of-Use Rates

There are three Time-of-Use (TOU) price periods and prices are based on when electricity is used, taking into consideration time of day, time of week (weekday/weekend), and season.



Electricity is at its cheapest price all day on **weekends** and **holidays** throughout the year. TOU price periods are different in the summer (May 1 – October 31) than they are in the winter (November 1 – April 30).

Ultra-Low Overnight Rates

There are four Ultra-Low Overnight (ULO) price periods and prices are based on when electricity is used, taking into consideration time of day and time of week (weekday/weekend).



Electricity is at its cheapest price all day on **weekends** and **holidays** throughout the year. The ULO price periods are the same in the summer as they are in the winter.

Tiered Rates

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. In the winter period (November 1 – April 30), the Tier threshold for residential customers is 1,000 kWh, so that households can use more power at the lower price. In the summer period (May 1 – October 31), the Tier threshold for residential customers is 600 kWh. The Tier threshold for small business customers is 750 kWh all year round.

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.



Visit www.oeb.com to view the Time-of-Use & Ultra-Low Overnight holiday schedule or oeb.ca/choice for more information on the pricing plans.

Understanding Your Bill

- 1 Account Information:** This section contains important information about your account, including balance, previous balance, and date of last payment.
- 2 Your Usage Details:** This section provides you with all your meter information, including service address, meter number(s), read date(s) and usage registered.
- 3 Summary of Service Charges:** This section contains a detailed summary of your electricity, water and wastewater charges, your total amount due and due date.
- 4 Message Centre:** In this section you will find notes about conditions, current promotions and customer initiatives taking place at ENWIN and Windsor Utilities Commission.

Understanding Your Bill

Time-of-Use Rates

Use your Bill ID to sign up for
myENWIN



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Windsor, ON N8W 5T1
Call Centre: 8:30am to 4:30pm (519) 255-2727
Visit us at www.enwin.com
Visit WUC at www.wuc.on.ca

Reg-Bcnt854-Btch05-BcntBtch1-FSN5.000000
Bill Date: 2021-04-22 Print Date: 2021-04-22
Bill ID: 99999999

Page: 1

Account Number 00999999-99 Customer Name MARY PUBLIC	Account Balance \$176.38 Payment Received - 2021-04-14 - Thank You! <u>\$176.38 CR</u> Balance Forward from Previous Bill \$0.00	1																																
Premise Address: 123 ANYWHERE CRT (00999999-99)																																		
USAGE	<table border="1" style="width: 100%;"> <thead> <tr> <th colspan="8">Your Usage Details At 123 ANYWHERE CRT</th> </tr> <tr> <th>Mtr Type</th> <th>Mtr Nbr.</th> <th>Curr. Rd Dt</th> <th>Prv. Rd Dt</th> <th>Current Read</th> <th>Previous Read</th> <th>Actual Usage</th> <th>Loss %</th> </tr> </thead> <tbody> <tr> <td>ELECTRIC</td> <td>123456</td> <td>2021-04-07</td> <td>2021-03-03</td> <td>57711</td> <td>- 57183</td> <td>= 528 KWH</td> <td>3.11%</td> </tr> <tr> <td>WATER</td> <td>123456</td> <td>2021-04-01</td> <td>2021-03-01</td> <td>461</td> <td>- 449</td> <td>= 12 CM</td> <td></td> </tr> </tbody> </table>	Your Usage Details At 123 ANYWHERE CRT								Mtr Type	Mtr Nbr.	Curr. Rd Dt	Prv. Rd Dt	Current Read	Previous Read	Actual Usage	Loss %	ELECTRIC	123456	2021-04-07	2021-03-03	57711	- 57183	= 528 KWH	3.11%	WATER	123456	2021-04-01	2021-03-01	461	- 449	= 12 CM		2
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ELECTRICITY ENWIN Utilities Ltd. 519-255-2727 Business # 867120586	Your Electricity Charges For 2021-03-03 To 2021-04-07 Electricity On Peak TOU - Winter (120.07 kWh @ 0.176 / kWh) \$21.13 Mid Peak TOU - Winter (111.29 kWh @ 0.119 / kWh) \$13.24 Off Peak TOU - Winter (296.68 kWh @ 0.085 / kWh) \$25.22 Delivery \$35.00 Regulatory Charges \$2.37 HST \$12.60 Ontario Electricity Rebate \$20.56 CR Your Total Electricity Charges \$89.00	3																																
WATER Windsor Utilities Commission 519-255-2727 Business # 122791098	Your Water Charges For 2021-03-01 To 2021-04-01 Fixed Charge \$18.83 Water Main Replacement Levy \$12.10 Water Usage (12 CM @ 0.672 / CM) \$8.06 Your Total Water Charges \$38.99																																	
WASTE WATER City Of Windsor	Your Waste Water Charges For 2021-03-01 To 2021-04-01 Fixed Component \$17.61 Consumption Component (12 CM @ 2.86 / CM) \$34.32 Your Total Waste Water Charges \$51.93																																	
AMOUNT DUE	Total Amount Due by 2021-05-17 \$179.92																																	
MESSAGE CENTRE	Total Ontario Support: \$20.56. To learn more about the Province's electricity support programs, visit ontario.ca/yourelectricitybill . *Canada Emergency Rent Subsidy* offers Small Business customers retroactive rent rebates of up to 65%. Visit Canada.ca for details. A late penalty charge of 1.5% will be assessed on any unpaid balance. Accounts continuously not paid in full by the due date are subject to service disconnection.	4																																

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Call Centre: 8:30am to 4:30pm (519) 255-2727
Visit us at www.enwin.com
Visit WUC at www.wuc.on.ca

MARY PUBLIC
123 ANYWHERE CRT
WINDSOR ON N9A 1A1

854

0099999990000000017992

Bill Date: 2021-04-22 Account #: 00999999-99 Amount Due: \$179.92 Due Date: 2021-05-17 Amount Paid: <input type="text"/> A late payment charge of 1.5% will be assessed on any unpaid monthly balance.

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Understanding Your Bill

Ultra-Low Overnight Rates

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Reg-Bcnt1-Btch01-BcntBtch1-FSN5.000000
 Bill Date: 2023-07-07 Print Date: 2023-07-07
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Page: 1

<p>Account Number 00099999-99</p> <p>Customer Name MARY PUBLIC</p> <p>USAGE</p> <p>ELECTRICITY ENWIN Utilities Ltd. 519-255-2727 Business # 867120586</p> <p>WATER Windsor Utilities Commission 519-255-2727 Business # 122791098</p> <p>WASTE WATER City Of Windsor</p> <p>ADJUSTMENTS</p> <p>AMOUNT DUE</p>	<p>Account Balance Balance Forward from Previous Bill <u>\$372.25</u></p> <p>Premises Address: 123 ANYWHERE CRT (00099999-99)</p> <table border="1"> <thead> <tr> <th colspan="8">Your Usage Details At 123 ANYWHERE CRT</th> </tr> <tr> <th>Mtr Type</th> <th>Mtr Nbr.</th> <th>Curr. Rd Dt</th> <th>Prv. Rd Dt</th> <th>Current Read</th> <th>Previous Read</th> <th>Actual Usage</th> <th>Loss %</th> </tr> </thead> <tbody> <tr> <td>ELECTRIC</td> <td>123456</td> <td>2023-08-01</td> <td>2023-07-01</td> <td>0</td> <td>-</td> <td>0</td> <td>= 69 KWH</td> </tr> <tr> <td>WATER</td> <td>99999999</td> <td>2023-08-01</td> <td>2023-07-01</td> <td>714 (EST)</td> <td>-</td> <td>713 (EST)</td> <td>= 1 CM</td> </tr> </tbody> </table> <p><small>* = cancelled read</small></p> <p>Your Electricity Charges For 2023-07-01 To 2023-08-01</p> <p>Electricity</p> <ul style="list-style-type: none"> On Peak ULO (6.9 kWh @ 0.24 / kWh) \$1.66 Mid Peak ULO (10.3 kWh @ 0.102 / kWh) \$1.05 Off Peak ULO (34.5 kWh @ 0.074 / kWh) \$2.55 Overnight ULO (17.3 kWh @ 0.024 / kWh) \$0.42 Delivery \$28.90 Regulatory Charges \$0.62 HST \$4.58 Ontario Electricity Rebate \$4.12 CR Your Total Electricity Charges \$35.66 <p>Your Water Charges For 2023-07-01 To 2023-08-01</p> <ul style="list-style-type: none"> Fixed Charge \$20.29 Water Main Replacement Levy \$9.46 Water Usage (1 CM @ 0.725 / CM) \$0.73 Your Total Water Charges \$30.48 <p>Your Waste Water Charges For 2023-07-01 To 2023-08-01</p> <ul style="list-style-type: none"> Fixed Component \$20.17 Consumption Component (1 CM @ 3.11 / CM) \$3.11 Your Total Waste Water Charges \$23.28 <p>Adjustments To Your Account</p> <ul style="list-style-type: none"> Electricity - Late Payment Charge \$0.23 Water - Late Payment Charge \$0.12 Waste Water - Late Payment Charge \$0.03 Your Total Adjustments \$0.38 <p>Total Amount Due by 2023-07-31 \$462.05</p>	Your Usage Details At 123 ANYWHERE CRT								Mtr Type	Mtr Nbr.	Curr. Rd Dt	Prv. Rd Dt	Current Read	Previous Read	Actual Usage	Loss %	ELECTRIC	123456	2023-08-01	2023-07-01	0	-	0	= 69 KWH	WATER	99999999	2023-08-01	2023-07-01	714 (EST)	-	713 (EST)	= 1 CM
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 Windsor, ON N9A 5T7
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 Visit us at www.enwin.com
 Visit WUC at www.wuc.on.ca

MARY PUBLIC
 123 ANYWHERE CRT
 WINDSOR ON N9A 1A1

1

0001140000000000420

Bill Date: 2023-07-07
 Account #: 00099999-99
 Amount Due: **\$462.05 ****
 Due Date: 2023-07-31
 Amount Paid:

A late payment charge of 1.5% will be assessed on any unpaid monthly balance.

Use this information to sign up for


Understanding Your Bill

Tiered Rates

Use your Bill ID to sign up for



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Reg-Bcmt2816-Btch15-BcmtBtch1-FSN2.000000
Bill Date: 2021-05-04 Print Date: 2021-05-04
Bill ID: 99999999

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<p>Account Number 00999999-99</p> <p>Customer Name MARY PUBLIC</p> <p>USAGE</p> <p>ELECTRICITY ENWIN Utilities Ltd. 519-255-2727 Business # 867120586</p> <p>AMOUNT DUE</p> <p>MESSAGE CENTRE</p>	<p>Account Balance Balance Forward from Previous Bill <u>\$0.00</u></p> <p>\$0.00</p> <p>Premise Address: 123 ANYWHERE CRT (00999999-99)</p> <p style="text-align: center;">Your Usage Details At 123 ANYWHERE CRT</p> <table border="1"> <thead> <tr> <th>Mtr Type</th> <th>Mtr Nbr.</th> <th>Curr. Rd Dt</th> <th>Prv. Rd Dt</th> <th>Current Read</th> <th>Previous Read</th> <th>Actual Usage</th> <th>Loss %</th> </tr> </thead> <tbody> <tr> <td>ELECTRIC</td> <td>123456</td> <td>2021-04-19</td> <td>2021-03-16</td> <td>100214</td> <td>- 99415</td> <td>= 799 KWH</td> <td>3.11%</td> </tr> </tbody> </table> <p><small>* - cancelled read</small></p> <p>Your Electricity Charges For 2021-03-16 To 2021-04-19</p> <p>Electricity Electricity - Tier 1 (798.7 kWh @ 0.101 / kWh) \$80.67</p> <p>Delivery \$39.48</p> <p>Regulatory Charges \$3.46</p> <p>HST \$16.07</p> <p>Ontario Electricity Rebate \$26.21 CR</p> <p>Your Total Electricity Charges \$113.47</p> <p>Total Amount Due by 2021-05-27 \$113.47</p> <p>Total Ontario Support: \$26.21. To learn more about the Province's electricity support programs, visit ontario.ca/yourelectricitybill.</p> <p>A number of assistance programs are available to residential and business customers. Visit www.enwin.com for more information.</p> <p>A late penalty charge of 1.5% will be assessed on any unpaid balance.</p> <p>Accounts continuously not paid in full by the due date are subject to service disconnection.</p> <p>For all eligible Regulated Price Plan customers on Time-of-use or Tiered rates, Summer hours, thresholds and new rates are in effect for all electricity usage as of May 1, 2021. Please visit www.enwin.com for further information.</p> <p>Please go to 'News Room' at www.enwin.com to learn more about electricity disconnection rules and your rights as a customer.</p>	Mtr Type	Mtr Nbr.	Curr. Rd Dt	Prv. Rd Dt	Current Read	Previous Read	Actual Usage	Loss %	ELECTRIC	123456	2021-04-19	2021-03-16	100214	- 99415	= 799 KWH	3.11%
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MARY PUBLIC
123 ANYWHERE CRT
WINDSOR ON N9A 1A1

2816

00000999999000000000011347

<p>Bill Date: 2021-05-04</p> <p>Account #: 00999999-99</p> <p>Amount Due: \$113.47 **</p> <p>Due Date: 2021-05-27</p> <p>Amount Paid: <input type="text"/></p> <p><small>A late payment charge of 1.5% will be assessed on any unpaid monthly balance.</small></p>

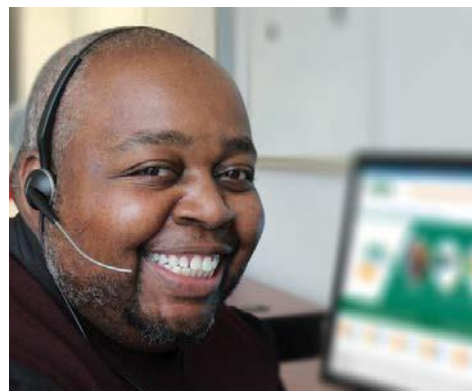
Use this information to sign up for



Other Important Billing Information

ENWIN is Windsor's local distribution company, responsible for the distribution and billing of electricity and water services in the City of Windsor.

- ENWIN bills wastewater services on behalf of the City of Windsor. For specific wastewater inquiries, call 311
- Your electricity and water meters are read and billed on a monthly basis
- As an ENWIN customer you will receive your bills around the same time each month for the previous month's usage
- Once your monthly bill is created, you have 24 days to pay your bill
- Please be sure to allow for appropriate processing time when paying your bills as payments
- Any payments made to your account, after the due date of your bill, will be subject to late payment charges.
- Please Note: it can take four to six weeks to receive your first bill and six to eight weeks for your final bill with ENWIN



Call Centre + Local = Service

Our customer service employees work right here in Windsor, answering calls and providing the help and information customers need.

Payment Options

Pre-Authorized Payment Plan (PAP)

Avoid late payment charges, save on postage and mailing costs and free yourself from the inconvenience of writing cheques and keeping track of due dates.

To sign up, please fill out attached PAP form included in this package and mail it back with a void cheque. You can also sign up for PAP on the myENWIN website.

www.enwin.com

Credit Card Payment

ENWIN offers customers two quick and easy ways to make utility account payments using Visa, Mastercard and AMEX through our automated bill payment system powered by Paymentus Corporation.



To make these payments, call Paymentus at 1-866-904-4452 or visit

<https://ipn.paymentus.com/otp/stde/enwu>

Bank or Financial Institution

Take your bill to a teller at your bank or financial institution, or submit the bottom portion of your bill when paying through an ATM. Payments not received by the bill due date are subject to late payment charges.

Telephone and Internet Banking

Contact your financial institution to set up telephone and/or internet banking. When setting us up as one of your payees, use the ten-digit account number found on the front page of your bill (do **not** include the dash).

By Mail

ENWIN Utilities Ltd.
4545 Rhodes Dr.
P.O. Box 1625, Station A
Windsor, ON N8W 5T1

Utility Assistance Programs (Residential Customers Only)

Ontario Electricity Support Program (OESP)



The Ontario Electricity Support Program helps reduce electricity bills for low-income households with a monthly on-bill credit. The amount of credit will depend on how many people live in your home and your combined household income. Find out if you are eligible and how to apply by visiting www.OntarioElectricitySupport.ca or by calling 1-855-831-8151 (toll-free within Ontario).

Keep the Heat

This local program provides financial assistance to eligible low-income households in Windsor and Essex County.

Eligibility criteria:

- All low-income households will be considered;
- The utility bill must be in the applicant's name and must match the primary address of the applicant;
- The applicant must be in threat of disconnection

Maximum contribution of \$500 per energy bill per calendar year (\$600 for electric heat)

Water Rate Assistance Program (WRAP)

The Windsor Utilities Commission (WUC) provides a yearly donation of \$25,000 for water assistance, and the **City of Windsor** has donated \$37,500 in wastewater funding to assist customers who are in jeopardy of water service disconnection.

Each applicant approved for funding may receive up to a maximum of \$312.50 (\$125.00 for water assistance and \$187.50 for wastewater assistance) in any given calendar year applied directly to their ENWIN account for assistance with charges owed to WUC and the City of Windsor.

For more information about the application process for **Keep the Heat** or **The Water Rate Assistance Program**, please contact one of the agencies listed below:

Unemployed Help Centre
6955 Cantelon Dr
Windsor, ON N8T 3J9

519-944-4900

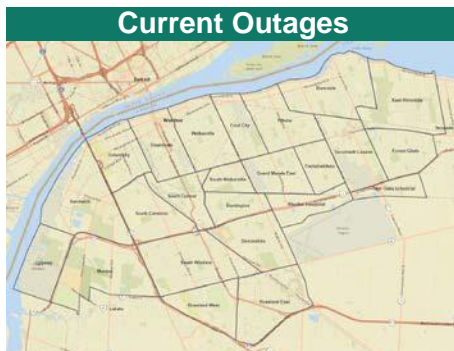
Housing Information Services
3450 Ypres, Suite 200
Windsor, ON N8W 3P6

519-254-4824

Outage Information

Rest assured that our operators are watching the system and responding appropriately to maintain power across our service territory. You can keep up to date during an outage by visiting our outage map online.

Visit our outage centre at www.enwin.com



Our outage map offers news about current outages. Click on a highlighted neighbourhood for more details. If your power is out and your neighbourhood is not highlighted, please contact us.

Our customer service centre is open 8:30 a.m. to 4:30 p.m. on weekdays at 519-255-2727. This number can also be used to report an outage after hours.

OR follow us on Twitter @ENWINUtilities

Note: ENWIN's Twitter account is monitored only during normal business hours.

Protecting Your Pipes

ENWIN: Working with Windsor to help you protect your property

DON'T FREEZE UP THIS WINTER

Cold weather can cause water pipes to burst and damage your home. Avoid frozen pipes and costly repairs by preparing your home for winter:

- Disconnect hoses and winterize your exterior taps
- Insulate foundation openings and close crawl space vents
- Install plumbing in a heated space
- Protect your water meter from weather damage
- Ensure your main water shut off is accessible and it works

For more information go to our website: www.enwin.com



Partnership + Planning = Safety

Our collaborative partnership with the City of Windsor provides the planning, projects and innovation to ensure the health and safety of our community.

ENWIN Protects Your Privacy

ENWIN understands that personal information is extremely sensitive and recognizes the need to protect the privacy of individuals who interact with the company.

Upon set up of your account, you were asked to provide us with some identifying information. On an ongoing basis, you'll be asked to validate this information.

There is an opportunity for you to provide a password if that is your preference.

All personal information provided to us will be used to assist with the administration of your account and/or delivery of services pursuant to applicable privacy legislation. For detailed information on our privacy policy, please visit our website at www.enwin.com.

Important Contacts

Electrical Safety Authority (ESA)

The Electrical Safety Authority (ESA) is an administrative authority mandated by the Government of Ontario to enhance public electrical safety in the province. ESA is both a safety regulator and advocate.

1-877-ESA-SAFE (372-7233) www.esasafe.com

Ontario One Call Locate Service

Doing yard work? Call before you dig to locate pipes and utility lines at no cost.

1-800-400-2255 www.on1call.com

The City of Windsor

If you are looking for City of Windsor services or information, 311 is the only number you need to remember!

Operators can provide answers to your questions or generate service requests for a full range of City of Windsor services, from detours and construction to parks and recreation, from building and planning to licensing, registration and more! No more looking through hundreds of phone numbers, getting lost in voice mail wilderness or wondering if anyone will respond to your request.

www.citywindsor.ca

Summer Water Usage

Between May and October, wastewater charges are based upon the lesser of your actual registered water usage or your winter average usage.

If you are filling a pool, we recommend that you do it after May 1 to take advantage of lower wastewater rates.



Energy Conservation is easy with ENWIN!

Visit us at www.enwin.com for energy saving tips.

Support + Service = Caring

We have a strong customer support system in place and are pleased to offer services that make it both easy and enjoyable for our customers to do business with us.

Welcome to ENWIN!



ENWIN = Quality of Life

We are happy to provide the energy and water services that ensure your quality of life!

We are committed to providing you, our customer, with the best possible level of service.