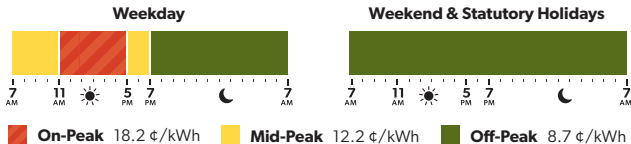


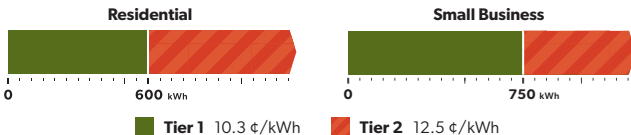
# Summer Time-of-Use (TOU) Hours, Tier Thresholds and Ultra-Low Overnight (ULO) Price Plan

Effective May 1 to  
October 31, 2024

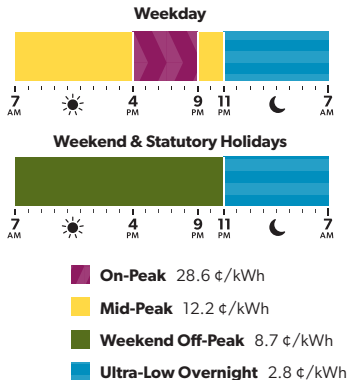
## TOU Hours\*



## Tier Thresholds (kilowatt hours)\*



## ULO Hours\*\*



\*Prices remain unchanged. Prices apply to the Electricity Line of your bill.

\*\*Prices and hours remain unchanged. Prices apply to the Electricity Line of your bill.

Choose the  
price plan that's  
right for you.

- TOU
- Tiered
- ULO

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1-877-632-2727

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## Disclosure: Assurance of Voluntary Compliance

In October 2023, ENWIN Utilities Ltd. (ENWIN) confirmed a billing system discrepancy where some charges were higher than the Ontario Energy Board (OEB) approved charges.

The billing discrepancy was due to the incorrect application of prorated fixed monthly charges to non-standard bills, such as first and final bills, where customers opened or closed accounts in the middle of the regular billing period.

The discrepancy affected 83,307 accounts and resulted in overcharges of \$27,813.08 over a four-year period between November 19, 2019 and November 19, 2023. To address this matter, ENWIN provided an Assurance of Voluntary Compliance (AVC) to the OEB, which was accepted by the OEB on March 20, 2024.

The four-year customer credit is approximately \$0.33 per account, and many of those affected may no longer be customers of ENWIN. Therefore, ENWIN has agreed to contribute \$27,813.08 to the Low-income Energy Assistance Program to assist customers in need.

We apologize for this issue and assure you that the necessary changes to the billing system were completed in November 2023.

**For more details:**

See the “Enforcement Proceedings” section on [www.oeb.ca](http://www.oeb.ca) or contact ENWIN’s Customer Service at 519-255-2727.

