NEW CUSTOMER
Information Package

Welcome to ENWIN!

We're here to help you get started. Our friendly customer service team is available Monday to Friday, 8:30 a.m. to 4:30 p.m. (excluding holidays) to answer your questions about your account, electricity service or water service.

Contact Us

Email: info@enwin.com

Web: www.enwin.com

Not sure who to call? Our team is happy to help:

Phone: 519-255-2727 *(note that additional menu items may be available)*

Menu	When to Use This Option	Common examples
1	Emergencies (Electricity and/or Water)	*Downed power wire, water main break*
2	Billing, Credit and Account Inquiries	*payments, overdue accounts, balances*
3	Water Service Requests	*meter exchanges, water quality questions*
4	Technical Services	*ESA-related, single property power issues*
5	Locates (Electricity and/or Water)	*Redirect to Ontario Dig Authority.*

Mailing Address

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

Business Hours

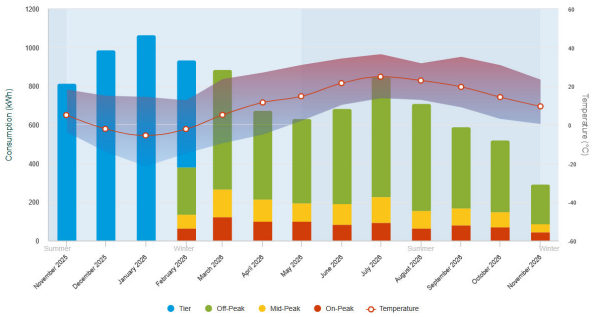
Monday to Friday
(excluding holidays)
8:30 a.m. – 4:30 p.m.



Manage Your Account Anytime with myENWIN

myENWIN lets you access your account 24/7, track your usage, and manage your services – all in one place.

- Go paper-free with eBilling – get your bill by email and help the environment
- Set up automatic payments for peace of mind
- See your electricity and water use with easy-to-read charts
- Get account alerts and reminders
- Update your contact details anytime



Go Paperless with eBilling

Sign up for eBilling to receive your bill by email – no more paper clutter. You'll get a notification as soon as your bill is ready to be viewed. myENWIN also gives you the flexibility to establish custom email, text and/or app reminders of upcoming bill due dates.



Fast and Easy Self-Service Online Options

Access these convenient services online at enwin.com:

- Power outage information and guidance
- Locate underground electricity or water lines
- Complete and submit forms
- Start, stop or move your services
- Review electricity and water rates
- Understand your bill with helpful explanations
- Report trees near power lines for safety trimming

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



Stay Connected with the ENWIN App

Get quick access to your account, outage updates, and more – right from your phone.

- View your bill and track your usage
- Check outage maps
- See active construction projects
- Enable push notifications for important news

Through the app, you can log in to myENWIN: 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 and mobile browsers at my.enwin.com.

The ENWIN App is 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.



Predict your monthly bills with Equal Payment Plan (EPP)

Make budgeting easier! With EPP, residential and small business customers pay the same amount each month based on their average yearly usage. We review your account twice annually to keep payments accurate. Monthly payment amounts are calculated based 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, ENWIN reviews accounts – if adjustments are needed, we let you know.

We encourage our EPP customers to monitor their actual usage to ensure that the plan continues to operate favourably and meet their needs.

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” in the following text) 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 overnight, and 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

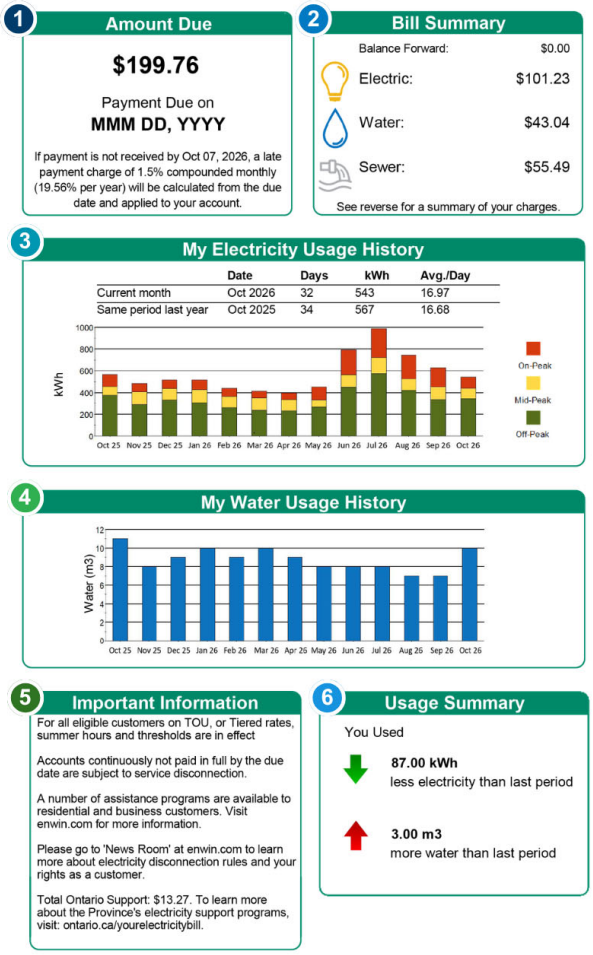
With Tiered prices, you can use up to a specified amount of electricity each month at a lower price - after that limit (called a threshold) is exceeded, a higher price applies. In the winter (November 1 – April 30), the Tier threshold for residential customers is 1,000 kWh, allowing households' heating needs to be met at the lower price. In the summer (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 a set amount each month at a lower price; paying higher rates if you use more.



To learn more or choose your rate plan, visit www.oeb.ca/choice.

Understanding Your Bill



1 **Amount Due**	Shows the total amount you owe and the payment due date.
2 **Bill Summary**	Provides a summary of your electricity, water, and sewer charges, along with any balance carried forward from your previous bill. **Electric:** The cost of the electricity you used. **Water:** The cost of the water you used. **Sewer:** The cost of managing and treating wastewater and stormwater from your property.
3 **My Electricity Usage History**	Compares your electricity use with the same period last year and shows how your usage is distributed across applicable price periods.
4 **My Water Usage History**	Shows your water usage in cubic metres (m^3) over the past 13 months. Provides an overview of your monthly consumption patterns.
5 **Important Information**	Contains important account information, notices, billing updates, and details about available customer assistance programs.
6 **Usage Summary**	Arrows show how your electricity and water usage compares with the previous period. Less electricity used than last billing period. More water used than last billing period.

Use this information to sign up for myENWIN

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

Account Number:	00099999-00
Due Date:	MMM DD, YYYY
Amount Due:	**$199.76**
Bill ID	12345678

Amount enclosed: $

Make cheque payable to ENWIN Utilities Ltd.

JOHN A. CUSTOMER
123 ANYWHERE RD
WINDSOR ON H0H 0H0

7

Amount Due

$199.76

Payment Due on
MMM DD, YYYY

If payment is not received by Oct 07, 2026, a late payment charge of 1.5% compounded monthly (19.56% per year) will be calculated from the due date and applied to your account.

Bill Summary

Balance Forward:	$0.00
Electric:	$101.23
Water:	$43.04
Sewer:	$55.49

See reverse for a summary of your charges.

Usage Summary

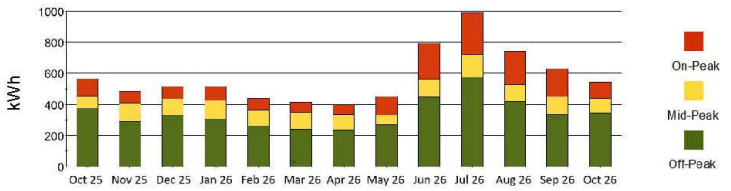
You Used

87.00 kWh
less electricity than last period

3.00 m3
more water than last period

My Electricity Usage History

	Date	Days	kWh	Avg./Day
Current month	Oct 2026	32	543	16.97
Same period last year	Oct 2025	34	567	16.68



Important Information

For all eligible customers on TOU, or Tiered rates, summer hours and thresholds are in effect

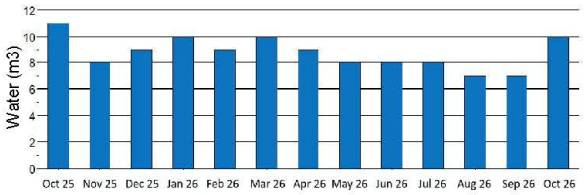
Accounts continuously not paid in full by the due date are subject to service disconnection.

A number of assistance programs are available to residential and business customers. Visit enwin.com for more information.

Please go to 'News Room' at enwin.com to learn more about electricity disconnection rules and your rights as a customer.

Total Ontario Support: $13.27. To learn more about the Province's electricity support programs, visit: ontario.ca/yourelectricitybill.

My Water Usage History



JOHN A. CUSTOMER

Account Number:	00099999-00
This statement was issued on:	MMM DD YYYY
For the period of:	Oct 02, 2026 - Oct 31, 2026
Service Address:	123 ANYWHERE RD
Account Type:	RESIDENTIAL

Other Important Billing Information

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

- ENWIN bills water services on behalf of the Windsor Utilities Commission (WUC) and sewer services (wastewater and stormwater) on behalf of the City of Windsor.

Wastewater is charged based on water usage and the meter size

Stormwater is charged to property owners and is based on the impervious area of the property

For specific wastewater and stormwater inquiries, call 311 or visit www.citywindsor.ca/residents/water-and-utilities

- Your electricity and water meters are read and billed monthly; bills are generated around the same date 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 payment processing time when paying your bills - payment processing time varies by financial institution and may take a few business days
- Any payments made to your account after the due date of your bill will be subject to late payment charges
- First and final bills: It can take six to eight weeks to receive your first bill and four to six weeks for your final bill with ENWIN

We guide, innovate, and grow our customers' access to safe, reliable energy and water resources.

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 the 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.

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 ipn.paymentus.com/otp/stde/enwu

Bank or Financial Institution

Take your bill to a teller at your 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).

Mail your payment to ENWIN

ENWIN Utilities Ltd.
4545 Rhodes Drive
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 by providing a monthly on-bill credit. The credit amount will depend on how many people live in your home and the 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 electricity bill must be in the applicant's name and must match the primary address of the applicant;
- The applicant must have received a disconnection notice.

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

Water Rate Assistance Program (WRAP)

The Windsor Utilities Commission (WUC) provides a yearly donation of $35,000 for water assistance, and the **City of Windsor** has donated $50,000 in sewer funding to assist customers who are in jeopardy of water service disconnection.

Each applicant approved for funding may receive up to a maximum of $425.00 ($175.00 for water assistance and $250.00 for sewer assistance) in any given calendar year applied directly to their ENWIN account toward charges owed to WUC and the City of Windsor.

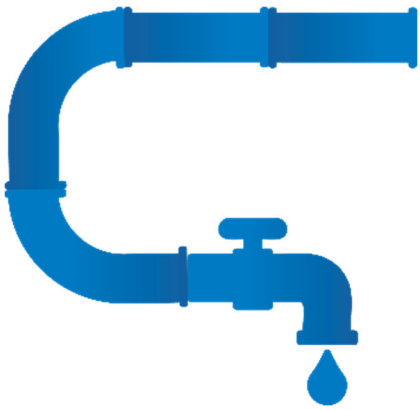
For more information about the application process for **Keep the Heat** or the **Water Rate Assistance Program**, please contact one of the agencies listed below:

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

519-944-4900

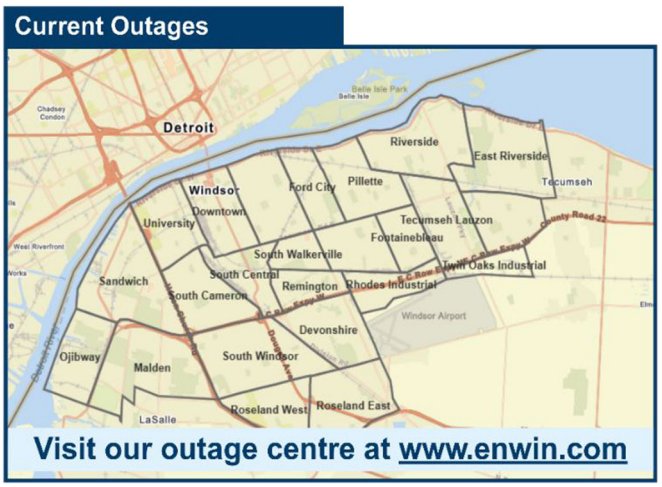
Housing Information Services
3450 Ypres Ave. Suite 200
Windsor, ON N8W 3P6

519-254-4824



Access Outage and Restoration 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.



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 X @ENWINUtilities
Note: ENWIN's X account is monitored only during normal business hours.

Prepare and Protect Your Pipes for Cold Weather

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 only in heated spaces
- Protect your water meter from weather damage
- Ensure your main water shutoff is accessible and operational

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



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 account set-up, 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/privacy.

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 Dig Authority

Before you dig, know what's below. Contact Ontario Dig Authority to locate pipes and utility lines at no cost.

1-800-400-2255

https://ontariodigauthority.ca/

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, sewer charges are based upon the lesser of your actual registered water usage or your winter average usage.

If you plan to fill a pool, we recommend doing so after May 1 to take advantage of lower sewer rates.

Energy Conservation is easy with ENWIN!

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



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!

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. Two essential services, one trusted provider.

