

STAY CONNECTED!

SPRING 2021 - LAKEFRONT UTILITY SERVICES INC.



Lakefront
Utility
Services
Inc.



Lakefront
Utilities
Inc.

STRUGGLING TO PAY YOUR ELECTRICITY BILLS?



Ontario Electricity Support Program: OESP provides low-income residential customers with a monthly on-bill credit to reduce their electricity bill.

Low-Income Energy Assistance Program: LEAP provides one-time emergency financial help for residential customers who are behind on their electricity bill or facing disconnection.

COVID-19 Energy Assistance Program: CEAP supports residential customers who have overdue amounts on their energy bills due to COVID-19.

COVID-19 Energy Assistance Program – Small Business: CEAP-SB gives up to \$1,500 in financial support to small businesses or registered charities with overdue energy bills.

Equal Payment Plans: EPP is a plan that spreads annual costs evenly throughout the year for easier budgeting and a more predictable bill.

For information, visit www.lakefrontutilities.com/assistance-with-bills

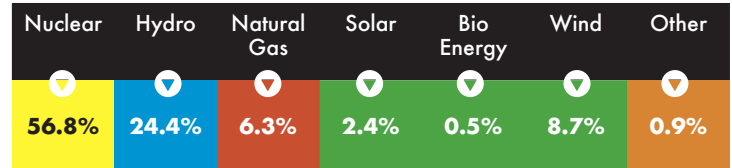
CUSTOMER SATISFACTION SURVEY

Thank you to all of our customers who participated in our biannual Customer Satisfaction Telephone Survey. **Lakefront received a score of 77.7%**



WHERE DOES ONTARIO'S ELECTRICITY COME FROM?

Ontario's system-wide electricity supply mix: 2020



LAKEFRONT FILES ITS 5 YEAR COST OF SERVICE RATE APPLICATION WITH THE ONTARIO ENERGY BOARD

In April, Lakefront Utilities Inc. filed its Cost of Service Application with the OEB. The Application is available at <https://www.rds.oeb.ca/CMWebDrawerRecord?q=CaseNumber=EB-2021-0039&sortBy=recRegisteredOn-&pageSize=400>

Customers wanting to comment on the application are invited to email the OEB at industryrelations@oeb.ca

WATER MAIN FLUSHING

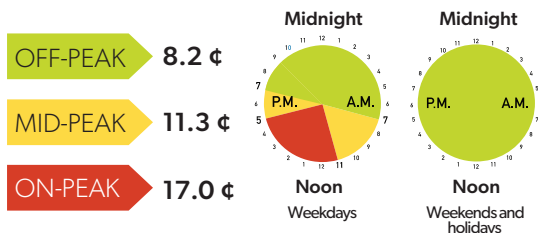


The Water Department is performing watermain flushing in Cobourg throughout the spring and summer. Flushing is performed to remove sediment that develops in the watermains and is a crucial part of the process of delivering safe drinking water. Flushing could cause reduced water pressure and discolouration. If you notice discoloured water, you are asked to wait until after flushing is completed in your area and then to run your cold water taps until the water becomes clear. Please also avoid doing laundry while flushing is underway. We ask that drivers be aware and please pass with caution while staff are working roadside.

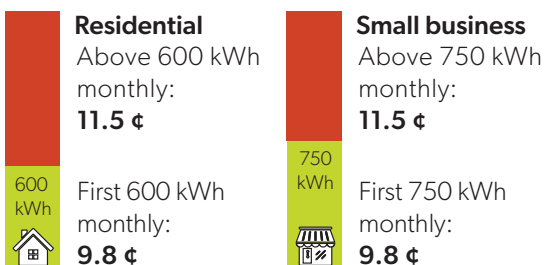
IF YOU'RE A TIME-OF-USE CUSTOMER, YOU NOW HAVE A CHOICE TO SWITCH TO TIERED PRICES

Electricity Prices Effective May 1–October 31, 2021

Time-of-Use (TOU) prices per kilowatt hour:



Tiered prices per kilowatt hour:



Choose the price plan that is right for you.
Visit www.lakefrontutilities.com/rates

2020 ANNUAL SUMMARY REPORT

The 2020 Annual Summary Report is now available to residents of all Lakefront operated Drinking Water Systems. The Report provides an update of the performance of the systems for the 2020 operating year, including capital expenditures. Copies of the report are available at www.lakefrontutilities.com/regulatory-water/. Hard copies are also available upon request.

OFFICE HOURS

Regular Office Hours: September–May
Monday – Friday, 8:30am – 4:00pm

Summer Office Hours: June–August
Monday – Thursday, 8:30am – 4:00pm
Friday, 8:30am – 2:00pm

To limit risks associated with COVID-19, Lakefront's Office at 207 Division Street in Cobourg is temporarily closed to the public. Customers can contact Lakefront via email at lusi@lusi.on.ca, via LiveChat on lakefrontutilities.com or by calling 905-372-2193.

DISCONNECTION OF ELECTRIC AND WATER SERVICES FOR NON-PAYMENT

If you have an overdue balance as of May 19th, it is important to contact Lakefront as soon as possible to arrange payment and avoid disconnection. Please visit www.oeb.ca to learn more about customer service rules for electric utilities, including information for low-income customers.

As per the Town of Cobourg By-law 049–2011, Lakefront Utility Services Inc. can shut off water services due to non-payment. To avoid disruption to your water service and a reconnection charge of \$65 during business hours or \$185 after hours, please contact our office at 905-372-2193

WATER METER REPLACEMENT PROGRAM



Lakefront Utility Services Inc. and Neptune Technology Group are completing the final phase of the Water Meter Replacement program in the Town of Cobourg. Participation in the Water Meter Replacement Program is strongly recommended in order to accurately measure water consumption and avoid billing discrepancies, however customers do have the option to postpone their installation to a later date. Please visit lakefrontutilities.com for more information on the program as well as additional safety measures that are being taken by Lakefront and Neptune Technology Group.

NEVER ASSUME IT'S SAFE TO DIG

Hazards like gas and electricity lines can be buried just below the surface of your lawn.

OntarioOneCall.ca | 1-800-400-2255

Getting close can be deadly. Electricity can jump or 'arc' from a powerline to nearby people and objects - you don't need to come into direct contact to receive a lethal shock. Stay 3 metres back, and stay safe.



Learn more at esasafe.com

lakefrontutilities.com



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