

STAY CONNECTED!

FALL 2021 - LAKEFRONT UTILITY SERVICES INC.



Lakefront Utility Services Inc.



Lakefront Utilities Inc.

STRUGGLING TO PAY YOUR BILLS?

We have programs to help.

Ontario Electricity Support Program (OESP)

This program provides low-income residential consumers with a monthly on-bill credit to reduce their electricity bill. www.ontarioelectricitysupport.ca or 1-800-855-1155

Low-Income Energy Assistance Program (LEAP)

This program provides one-time emergency financial help for residential customers who are behind on their bill or facing disconnection. More details are available through the Help Centre at 905-372-2646

Energy Affordability Program

This program provides support to income-eligible electricity consumers offering energy-saving upgrades, tailored to the specific needs of your home, all at no cost. 1-855-591-0877 or www.saveonenergy.ca

Equal Monthly Payment Plans

This program spreads annual costs evenly throughout the year for easier budgeting and a more predictable bill. The equalized amount is withdrawn automatically from your financial institution each month. Equal Monthly Payment Plans are available to our residential and small business customers. Call Lakefront at 905-372-2193 to register.

How to Read Your R900i Water Meter

Should you wish to monitor your own consumption, **HERE ARE THE STEPS:**

- 1 Shine a very bright flashlight (i.e LED) over the register face to activate the LCD display.
- 2 Take a reading at a set time of day.
- 3 Take a second reading at the same time the following day.
- 4 Subtract the first reading from the second reading to obtain your daily water consumption.



LEAK INDICATOR

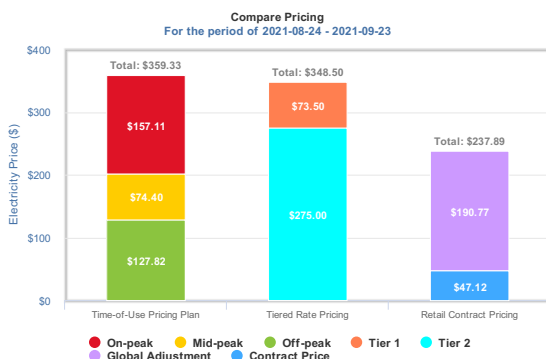
DISPLAYS A POSSIBLE LEAK
OFF - indicates no leak
FLASHING - water usage more than 50% of the time in last 24hr period
ON (SOLID) - water usage continuous in the last 24 period, most likely a leak in your home

FLOW INDICATOR

DISPLAYS WATER FLOW ACTIVITY
ON - water in use
OFF - water not in use
FLASHING - very low flow
NEGATIVE - reverse flow
POSITIVE - forward flow

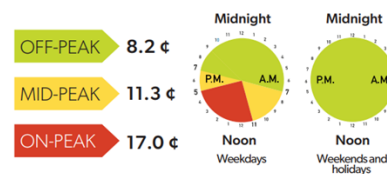
* NEW * PRICE PLAN COMPARISON CALCULATOR

Lakefront customers can now instantly compare electricity price plans based on their unique energy usage. Register for Lakefront's Customer Portal at lakefrontutilities.com to see which plan will save you money on your electricity bill.

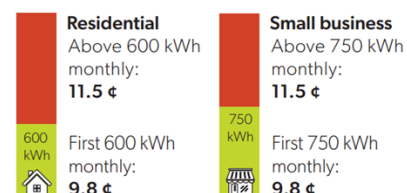


IF YOU'RE A TIME OF USE CUSTOMER, YOU NOW HAVE A CHOICE TO SWITCH TO TIERED PRICES

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



Tiered prices per kilowatt hour:



EVER WONDER HOW LAKEFRONT UTILITIES IS DOING COMPARED TO OTHER UTILITIES?

Lakefront Utilities Inc.'s 2020 scorecard will be available as of October 22nd. Visit <https://www.lakefrontutilities.com/financial/> to review the scorecard.

WORK AROUND TOWN

Lakefront Utilities Inc. is replacing the hydro poles in Cobourg, along Victoria Street, near McGuire Street, and along King Street, between College Street and D'Arcy Street. Both projects are to replace aging infrastructure and are scheduled for completion by the end of October 2021.



DISCONNECTION BAN

The Ontario Energy Board issued a Decision and Order banning electricity distributors from disconnecting homes for non-payment from November 15 - April 30 every year and requires that homes disconnected due to non-payment be reconnected without charge. Late payment fees continue to be applied to overdue amounts during the disconnection ban.

ELECTRICAL SAFETY

Distractions can be deadly.

It's yard work season. Remember to stay alert and stay 3 metres clear of overhead powerlines.



esasafe.com



LDC Logo

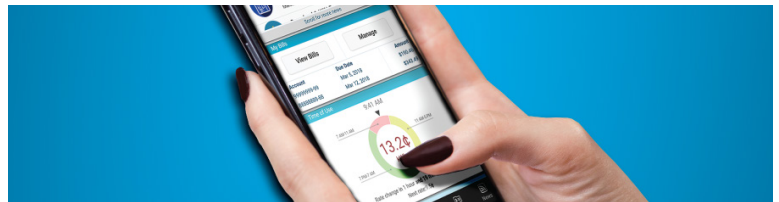
Our residential and small business customers now have a choice of electricity rate.

Learn more about the choice between Time-of-Use and Tiered pricing at oeb.ca/choice.



NEW FEATURES ON OUR MOBILE APPLICATION

- ✓ Increased overall performance and speed
- ✓ Simple-to-use menu
- ✓ One-click delivery of PDF bills.
- ✓ Ability to export electricity and water data via email
- ✓ Instant access to current and historical information



CONTACT US

Office hours: MONDAY-FRIDAY | 8:30AM- 4:00PM
To limit risks associated with COVID-19 our office is open to the public: Tuesday, Wednesday, Thursday from 10:00am-2:00pm.
Customers can contact Lakefront via email at lusi@lusi.on.ca, via LiveChat on lakefrontutilities.com or by calling 905-372-2193.

lakefrontutilities.com

Download the app, follow us on Facebook and Twitter



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