

# STAY CONNECTED!

WINTER 2021 - LAKEFRONT UTILITY SERVICES INC.



Lakefront  
Utility  
Services  
Inc.



Lakefront  
Utilities  
Inc.

## HOLIDAY HOURS

Lakefront's front office will be closed for the holidays, December 24th - January 3rd. Service will continue as usual. For assistance or issues with your service, please call Lakefront's answering service at 905-372-2193 or email [lusi@lusi.on.ca](mailto:lusi@lusi.on.ca)

The holiday hours do not impact your bill due date. Payments can be made at your local bank, through online banking, or via credit card by calling 1-888-896-0976.

*Happy Holidays!*

The staff and management of Lakefront wish you a safe and happy holiday!

## ELECTRICAL SAFETY



### HOLIDAY LIGHTS & DECOR SAFETY TIPS

- Choose the right light for the job. Light strings and other decorations are rated for indoor or outdoor use. Read the product instructions first.
- Buy decorations with the mark of an accredited certification agency on the product.

More safety tips:  
[esasafe.com/holidaysafety](http://esasafe.com/holidaysafety)



## 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](http://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.

### 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 The equalized amount is withdrawn automatically from your financial institution each month.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. Dependent on when your regular monthly bill date is, you may have up to three due date options to choose from. The due date options are 6th, 20th, and 30th of the month.

Call Lakefront at 905-372-2193 to register and find out which options are available to you.

### 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](http://www.saveonenergy.ca).

## 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.

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

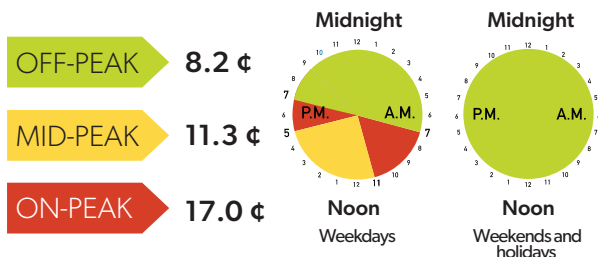
Lakefront Utilities Inc.'s 2020 scorecard is available. Visit <https://www.lakefrontutilities.com/financial/> to review the scorecard.

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

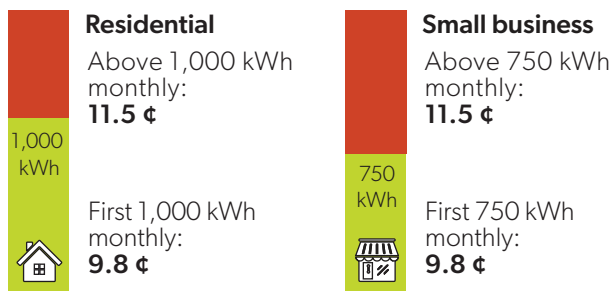
### Electricity prices effective November 1, 2021

These prices will appear on the Electricity line of your bill and reflect the electricity you use.

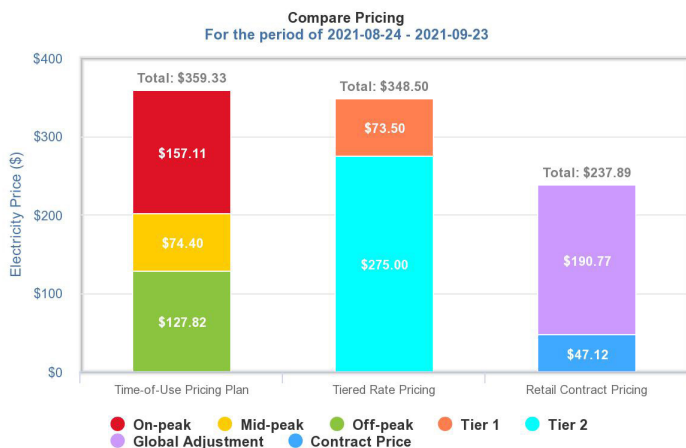
#### Winter Time-of-Use (TOU) prices per kilowatt hour:



#### Winter Tiered prices per kilowatt hour:



### \*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.

## LAKEFRONT UTILITIES INC HAS COMPLETED ITS COST OF SERVICE

Lakefront recently completed its Cost of Service application with the Ontario Energy Board for rates effective January 1, 2022. The application reviewed Lakefront's future capital and operating cost spending. The typical residential customer that consumes 750 kWh per month should expect a bill increase of 4.76% per month.

## LAKEFRONT UTILITY SERVICES INC. SCORES 100%

The Cobourg water systems, along with portions of the Township of Hamilton water distribution system managed by Lakefront, all received a final rating of 100% for their most recent Drinking Water System Inspection Reports conducted by the Ministry of the Environment, Conservation and Parks.

## SWITCH TO PAPERLESS TODAY

For your convenience, switch to paperless billing for fast, easy, and secure access to your bills 24/7.

## WORK AROUND TOWN

Lakefront Utilities Inc. will be replacing the hydro poles in Cobourg, along Elgin Street, near Birchwood Trail to Chipping Park Boulevard, and in Colborne, along Parliament Street. Both projects are to replace aging infrastructure.

Lakefront Utility Services Inc. staff would like to remind you to please slow down and drive with caution when you see crews working.

## 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.

Download the app, follow us on Facebook and Twitter



@LUSINews FOLLOW US!

lakefrontutilities.com