

STAY CONNECTED!

SUMMER 2022 - 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.

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 The equalized amount is withdrawn automatically from your financial institution each month.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. www.saveonenergy.ca or 1-855-591-0877.

ELECTRICAL SAFETY

downed powerlines
stay back 10 metres or 33 feet

Call 911 & your local electric utility.

STAY BACK

Always treat downed powerlines as live and extremely dangerous.

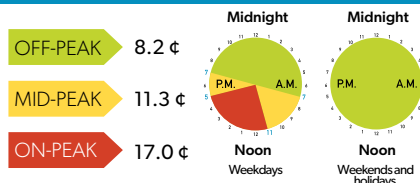
esasafe.com/stormsafety

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

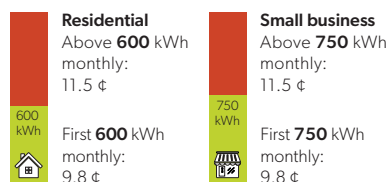
Now in Effect:
Summer Time-of-Use Hours
and Tiered Thresholds
May 1 - October 31, 2022

This applies to the Electricity Line of your bill and reflects the electricity you use. Prices remain unchanged.

Summer Time-of-Use Hours



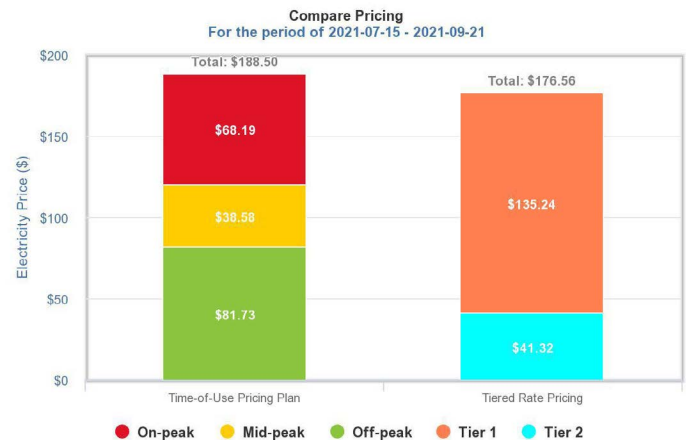
Summer Tiered Thresholds (kilowatt hours)



In winter, the residential threshold is 1,000 kWh. Small business threshold is 750 kWh year round.

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 www.lakefrontutilities.com to see which plan will save you money on your electricity bill.



LENDING SUPPORT TO NEIGHBOURING UTILITIES

To assist with repairs from the impact of the storm in May, Lakefront's electric crews have been lending support to Hydro One in Peterborough.



SWITCH TO PAPERLESS TODAY

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

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

HOLDCO IS PLEASED TO PRESENT THE 2021 ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS.

Visit, www.lakefrontutilities.com/annual-report to view the 2021 Annual Report and www.lakefrontutilities.com/financial to view the audited financial statements.

ELECTRIC VEHICLE CHARGERS LAUNCHING FALL 2022

For more information, please visit our website.

IT'S FREE.
IT'S EASY.
IT'S THE LAW.
GET THE DIRT
ON SMALL DIGS

IF YOU ARE PLANTING A TREE, BUILDING A FENCE OR A DECK, DIGGING A NEW GARDEN, OR DOING ANY PROJECT THAT REQUIRES YOU TO DIG, YOU MUST CONTACT ONTARIO ONE CALL.

OntarioOneCall.ca #DIGSAFE

ONTARIO ONECALL



WORK AROUND TOWN

Water Main Flushing

The Water Department is performing water main flushing, hydrant flushing, and valve exercising in Cobourg. Flushing is performed to remove sediment and is a crucial part of the process of delivering safe drinking water. Flushing could cause reduced water pressure and discoloration. If you notice discoloured water, please wait until flushing is complete in your area and then run your cold water taps until the water becomes clear. Please avoid doing laundry while flushing is underway.

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

Water Main Replacement

Water main replacement is underway at Blake Street, Burke Street, and Victoria Street in Cobourg.

ELECTRICAL SAFETY AWARENESS SURVEY

Thank you to all of our customers who participated in the biennial Electrical Safety Survey. Lakefront received a score of 82.60%.

6TH LOWEST RESIDENTIAL RATE

Lakefront is pleased to have the 6th lowest residential rates in the province.

CONTACT US

SUMMER OFFICE HOURS:

June – August

Mon. – Thurs. 8:30am – 4:00pm

Fri. 8:30am – 2:00pm

REGULAR OFFICE HOURS:

September – May

Mon. – Fri. 8:30am – 4:00pm

Our office is open to customers Tuesdays, Wednesdays, and Thursdays from 10:00am – 2:00pm.

Customers can contact Lakefront via email at lusi@lusi.on.ca, via LiveChat on www.lakefrontutilities.com or by calling 905-372-2193.