

STAY CONNECTED!

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 The equalized amount is withdrawn automatically from your financial institution each month.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

ELECTRICAL SAFETY

Downed Powerlines can be deadly.



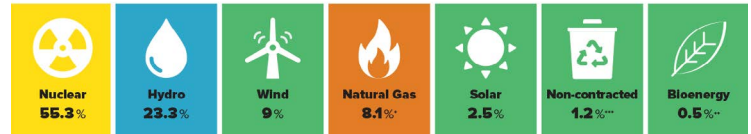
If a powerline comes down in a storm, stay 10 metres (33 feet, about the length of a school bus) or more away.



EVEN IF IT DOESN'T LOOK LIVE, A DOWNED WIRE CAN STILL CARRY POWER THAT CAN JUMP DISTANCES.

Where does Ontario's electricity come from?

The following is a breakdown of Ontario's system-wide supply mix for 2021.



* Includes Lennox and dual fuel (natural gas/bioenergy) consistent with IESO. ** IESO's embedded generation data set combines biomass and gas. *** Non-Contracted represents a variety of fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).

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.



LAKEFRONT UTILITIES INC.'S 2021 SCORECARD

Lakefront Utilities Inc.'s 2021 scorecard is available. The scorecard is a tool developed by the Ontario Energy Board that measures how well Ontario's electricity distributors are performing each year. Visit <https://www.lakefrontutilities.com/financial/> to view the scorecard.

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

Water Main Flushing

The Water Department is performing water main flushing and valve exercising. 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 discolouration. 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.

Water Main Replacement

Water main replacement is underway near Green Street in Cobourg.

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

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.

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 EV CHARGER PROGRAM

Visit our website for information about our new Electric Vehicle Charger Program.

CONTACT US

OFFICE HOURS:
MONDAY – FRIDAY
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 lakefrontutilities.com or by calling 905-372-2193.