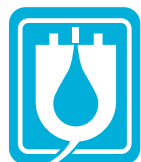


# STAY CONNECTED!

WINTER 2022 - LAKEFRONT UTILITY SERVICES INC.



Lakefront  
Utility  
Services  
Inc.



Lakefront  
Utilities  
Inc.

## HOLIDAY HOURS

Lakefront's front office will be closed for the holidays, December 26th – January 2nd. 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!*



## 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.

## ELECTRICAL SAFETY



### HOLIDAY INFLATABLES SAFETY TIPS

- Don't overload extension cords or circuits by plugging in too many decorations. This can create overheating and may result in a fire.
- Only buy decorations with the mark of an accredited certification agency on the product.
- Purchase electrical decorations from reputable sources and retail outlets.

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



## 2023 CAPITAL PROJECTS

Visit <https://northumberland897.ca/the-daily-wrap> to listen to Northumberland 89.7 FM and Lakefront discuss our 2023 Capital Projects. More information about LUSI's 2023 Capital Projects can be found on our website.

### 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 The equalized amount is withdrawn automatically from your financial institution each month.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).

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

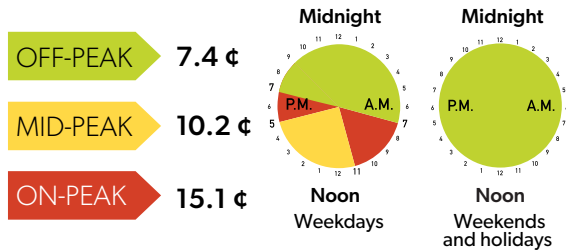


**November 1, 2022**  
**New Time-of-Use and Tier prices**

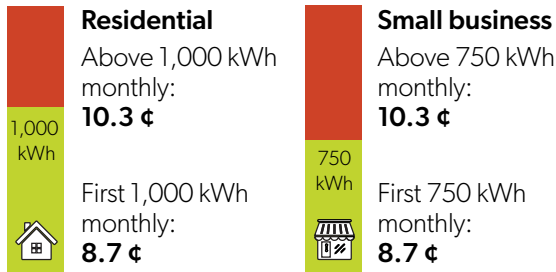
*Winter price periods and tier thresholds in effect*

The following applies to the Electricity line on your bill and reflects the electricity you use.

### Winter Time-of-Use (TOU) Price Periods



### Winter Tier Thresholds



## WORK AROUND TOWN

Lakefront has been working to add reflective rings to fire hydrants in Cobourg. The colour coded rings allow emergency services to quickly identify the available flow in case of an emergency day or night.

## SWITCH TO PAPERLESS TODAY

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

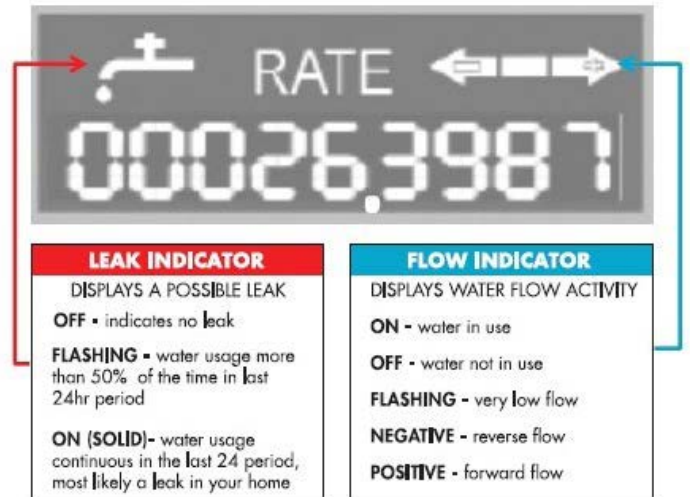
## DISCONNECTION BAN

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.



## NEW ELECTRIC VEHICLE CHARGER PROGRAM

Residential customers now have the opportunity to rent or lease-to-own electric vehicle chargers through on-bill financing. For more information about the EV Charger Program, please visit our website <https://www.lakefrontutilities.com/electric-vehicle-chargers/> or call us 905-372-2193.

## LIVECHAT

Customers can also connect with us through LiveChat on our website and one of our customer service representatives will be happy to assist you.

## CONTACT US

**Office hours:** Monday – Friday, 8:30am- 2:30pm  
 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](mailto:lusi@lusi.on.ca), via LiveChat on [lakefrontutilities.com](https://www.lakefrontutilities.com) or by calling 905-372-2193.