

STAY CONNECTED!

FALL 2023 - LAKEFRONT UTILITY SERVICES INC.



Lakefront Utility Services Inc.



Lakefront Utilities Inc.

A REVIEW OF 2022

Holdco is pleased to present the 2022 Annual Report and audited financial statements. Visit www.lakefrontutilities.com/annual-report

Lakefront's 2022 scorecard is available at www.lakefrontutilities.com/financial

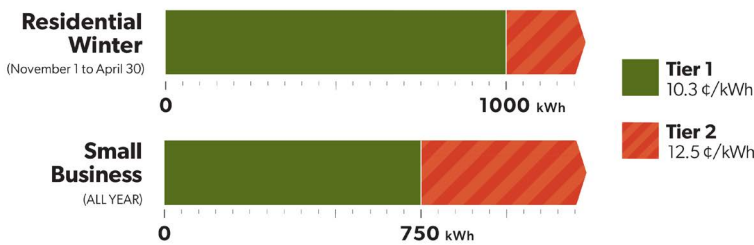
The scorecard is a tool developed by the Ontario Energy Board that measures how well Ontario's electricity distributors are performing each year.

LUI HAS APPLIED TO RAISE DISTRIBUTION RATES

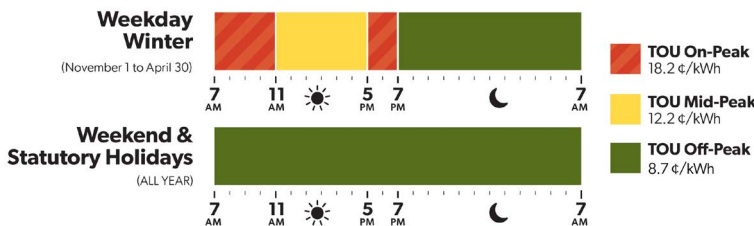
Lakefront Utilities Inc. has applied to the Ontario Energy Board to raise its electricity distribution rates effective January 1, 2024. If the application is approved, a typical residential customer would see an increase of approximately \$1.23 per month. To learn more and to access documents related to this application, please visit www.lakefrontutilities.com/rates/

NEW WINTER RATES NOVEMBER 1 - APRIL 30, 2024

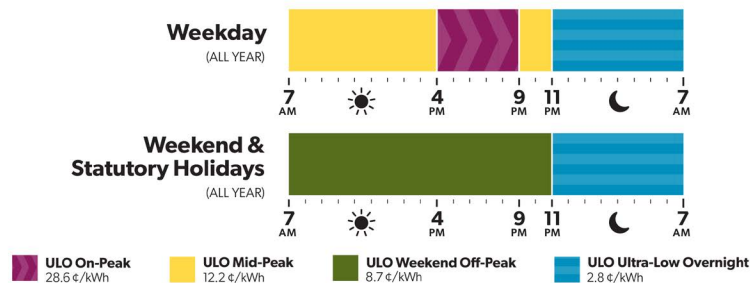
Winter Tier Thresholds (kilowatt hours)



Winter Time-of-Use (TOU) Hours



Ultra-Low Overnight (ULO) Hours



Effective November 1, 2023, the on-bill Ontario Electricity Rebate is increasing from 11.7% to 19.3% for qualifying customers.

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.

NEW COBOURG STORMWATER CHARGE

Cobourg Council adopted a Stormwater Asset Management Plan and approved the implementation of a dedicated funding source for Stormwater management, similar to the full cost recovery system that is in place for water and wastewater assets in Cobourg.

The charge is calculated based on the type and size of the customer's property. Cobourg customers' annual charges will be divided equally over the remaining 2023 Lakefront Utility bills. In 2024, stormwater charges will be divided equally across 12 months of bills.

Please visit Cobourg.ca/Stormwater to learn more and find a detailed FAQ.

Simplify Your Life.

E-billing is easy, convenient, and reduces clutter and waste.

SIGN UP TODAY!

LAKEFRONT UTILITIES LAUNCHES GREEN BUTTON!

Green Button is a standardized data format that gives residential and business energy customers an option to easily access and securely transfer their energy usage data.

Green Button data can help you make more informed choices about your energy use, switching electricity price plans or making efficiency investments to your home or business.

Learn more at www.lakefrontutilities.com/Green-Button

OFFICE HOURS: **MONDAY – FRIDAY**
8:30AM- 4:00PM

OPEN TO CUSTOMERS: **TUESDAY - THURSDAY**
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.

Holiday Hours

Lakefront's front office will be closed for the holidays, from December 25th through January 1st. Service will continue as usual. For assistance or issues with your service, please call 905-372-2193.

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.

Lakefront's staff and management wish you a

Safe & Happy Holiday

HOLIDAY CORDS & PLUGS 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.
- Plug outdoor electrical decorations into Ground Fault (GFCI)-protected outlets. Keep outdoor connections above ground and out of puddles.

More safety tips:
esasafe.com/holidaysafety

