



Lakefront
Utility
Services
Inc.

Lakefront Utility Services Inc. Resumes Stormwater Billing



STORMWATER MANAGEMENT

In June 2022, 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. Lakefront Utility Services Inc. (LUSI) started billing stormwater charges in October 2023 on behalf of the Town of Cobourg as per By-Law 048-2022. For more information, please visit www.cobourg.ca/stormwater

MONTHLY BILLING RESUMES

In December 2023, LUSI temporarily suspended stormwater billing to correct errors that occurred during implementation. All accounts have been reconciled and tested, and billing has resumed as of February 2024. We apologize for the inconvenience and remain committed to transparent and accurate billing. Customers' first stormwater bill of 2024 will reflect all unbilled stormwater charges to date. Beginning March 2024, customers will be billed their individually calculated monthly charge.



INTEREST WAIVED

Lakefront understands that the first stormwater bill of 2024 will be higher than customers anticipated due to the temporary suspension. In response, LUSI is waiving the interest on overdue stormwater amounts until June 1, 2024. Customers requiring more time to pay stormwater charges are asked to call 905-372-2193 to make payment arrangements.

PRE-AUTHORIZED PAYMENTS

The first stormwater bill of 2024 will be higher than usual due to the temporary suspension. Customers on LUSI's Pre-Authorized Payment Plan who do not want the total amount deducted on the due date are asked to please call our Customer Service Department at 905-372-2193 as soon as possible to make payment arrangements.



EQUAL PAYMENT PLAN

Customers on LUSI's Equal Payment Plan (EPP) will continue to pay their current monthly amount. The new stormwater charge is not factored into your EPP amount. LUSI will conduct a mid-year review of EPP accounts to determine if adjustments are recommended and reach out to individual customers about their account if necessary. Customers wishing to increase their EPP amount to avoid a balance owed are asked to call 905-372-2193.

CONTACT INFORMATION

Annual stormwater rates are calculated per hectare of property. If you believe your property size needs to be confirmed, please submit a Property Confirmation Request form at www.cobourg.ca/stormwater

For information about billing or payments, please contact Lakefront Utility Services Inc. at 905-372-2193, lusi@lusi.on.ca or LiveChat at www.lakefrontutilities.com

