

STAY CONNECTED!

SPRING 2024 - LAKEFRONT UTILITY SERVICES INC.



Lakefront Utility Services Inc.



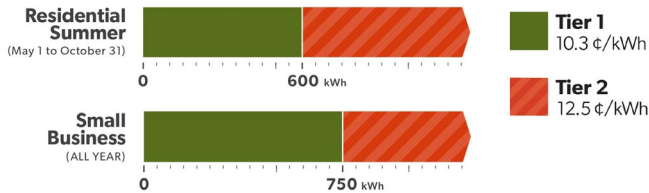
Lakefront Utilities Inc.

LAKEFRONT UTILITIES INC. RECEIVES APPROVAL TO INCREASE DISTRIBUTION RATES

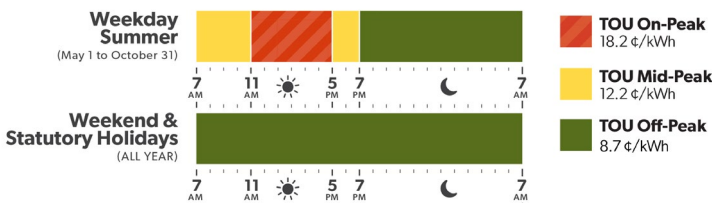
The Ontario Energy Board has approved changes to the rates that Lakefront Utilities charges to distribute electricity to its customers. The rates came into effect on January 1, 2024. The typical residential customer will see an increase in their monthly bill of approximately \$1.23. More information can be found at www.lakefrontutilities.com

SUMMER SCHEDULE IN EFFECT AS OF MAY 1, 2024

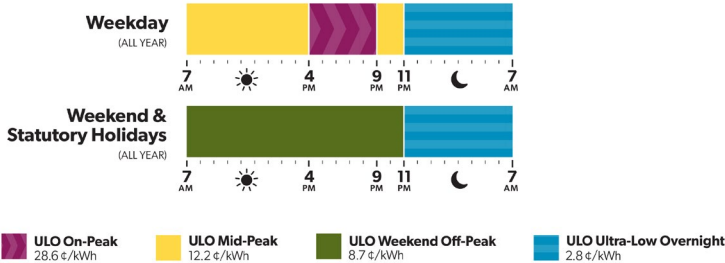
Summer Tier Thresholds (kilowatt hours)



Summer Time-of-Use (TOU) Hours



Ultra-Low Overnight (ULO) Hours



DISCONNECTION OF ELECTRIC AND WATER SERVICES FOR NON-PAYMENT

If you have an overdue balance as of April 30th, it is important to contact Lakefront as soon as possible to arrange payment and avoid disconnection. Please visit www.oeb.ca to learn more about customer service rules for electric utilities, including information for low-income customers.

As per the Town of Cobourg By-law 049-2011, Lakefront Utility Services Inc. can shut off water services due to nonpayment. To avoid disruption to your water service and a reconnection charge of \$65 during business hours or \$185 after hours, please contact our office at 905-372-2193.

Check it out! You might qualify.



Now, more Ontarians qualify for the Ontario Electricity Support Program (OESP)

The Government of Ontario has changed the eligibility for the program as of March 1, 2024. The credit amount depends on 2 factors:

- How many people live in the home
- The combined annual household after tax income

Apply now or learn more at OESP.ca

Power is personal. Choose the price plan that works best for you. www.lakefrontutilities.com/rates



Toll-free: 1-855-831-8151
Or contact Lakefront Utilities at 905-372-2193.



STORMWATER BILLING HAS RESUMED FOR COBOURG PROPERTY OWNERS

Lakefront has resumed billing Stormwater Management charges on behalf of the Town of Cobourg as per By-Law 048-2022. Further details as well payment information can be found at www.lakefrontutilities.com/understanding-stormwater-rates

GET THE DIRT ON SMALL DIGS

Call or click before:

- ✓ Adding a deck
- ✓ Installing a pond
- ✓ Creating a new garden
- ✓ Building a fence
- ✓ Removing a tree stump



WATER MAIN FLUSHING

The Water Department will perform water main flushing throughout the spring and summer. Flushing is performed to remove sediment that develops in the water mains and is a crucial part of delivering safe drinking water. Flushing could cause reduced water pressure and discolouration. If you notice discoloured water, you are asked to wait until after flushing is completed in your area and then run your cold water taps until the water becomes clear. Please also avoid doing laundry while flushing is underway.

Follow us on Facebook and X for daily updates on where we are flushing and when we'll be on your street.

Electrical Safety Authority logo

downed powerlines
stay back 10 metres or 33 feet

Call 911 & your local electric utility.

STAY BACK the length of a school bus

esasafe.com/stormsafety

Lakefront Utility Services Inc. logo

CELEBRATE EARTH DAY

MAKE A SMALL CHANGE AND WIN BIG

On Earth Day, April 22, we're giving away a \$100 gift card to three lucky eBilling customers.

If you're not yet paperless, sign up today at:

MYACCOUNT.LAKEFRONTUTILITIES.COM/APP/

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.

Lakefront Utility Services Inc.
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