



Electric Vehicle Charger Q&A

Process

Question: How do I sign up for an electrical vehicle charger?

A: To sign up for an electric vehicle charger from Lakefront Utilities, you will be required to complete a form. The application form will be available on our website. Once the application form is complete, you will be contacted by a Lakefront Utilities representative to guide you through the process.

Question: Do I have to sign an agreement?

A: Yes, Lakefront Utilities will require you to sign either a rental or lease-to-own agreement prior to arranging the installation of an electric vehicle charger at your home.

Cost & Installation

Question: Does Lakefront Utilities look after all aspects of supplying and installing the electric vehicle charger?

A: Yes. Once the agreement has been completed between Lakefront Utility Services Inc. and the customer, we will arrange to have a licensed electrician safely install the electric vehicle charger, in compliance with all electrical safety codes and requirements.

Question: Do I have a choice of where the electric vehicle charger will be installed at my home?

A: Yes. The electric vehicle charger can be installed in your garage or outside of your garage depending on your preference.

Question: How much does it cost to rent or lease-to-own the charger?

A: Customers have the option of renting or lease-to-own. Please contact our office for pricing.

Question: Is the cost of the installation included in the rental or lease-to-own payments?

A: Yes, the cost of a typical residential installation is included. However, each installation will be individually cost assessed by LUSI and the actual rental or lease-to-own rate will be determined.

Question: What happens if my installation is not considered a “standard” installation?

A: If your electrical vehicle charger installation is not considered a “standard” installation by a Lakefront Utilities representative, you will be provided with a report outlining the extra work required to make your installation fit the “standard” definition. The report will include a cost quotation from Lakefront Utilities to complete the extra work. You can decide if you want to have Lakefront Utilities complete the extra work or retain a qualified electrician of your choice to complete the work.

Question: What is the estimated amount of time to get the charger installed?

A: Typically, 1-2 weeks, depending on the schedule of the licensed electrician.

Question: What would the estimated cost be if my panel doesn’t meet the standard installation requirements?

A: There are several factors that must be considered to provide a quotation for upgrading your main electrical panel in order to accommodate the installation of an EV charger. A licensed electrician would review your electrical panel and provide an assessment of whether it needs to be upgraded. If the electrical panel does require an upgrade, the electrician will provide you with an estimated cost for the upgrade. You can decide if you want to accept the estimate or seek alternative quotations from other electricians.

Question: What happens if my electrical service is not large enough to accommodate the installation of an electric vehicle charger?

A: The electrician will provide you with a quotation to upgrade your electrical service to accommodate the installation of an electric vehicle charger. You can decide if you want to have the Lakefront Utilities electrician complete the upgrade or retain another qualified electrician of your choice to complete the upgrade.

About The Charger

Question: What is the make and model of the electric vehicle charger?

A: Lakefront Utilities will supply and install a Grizzl-E Classic Level 2 electric vehicle charger.

Question: What charge rate will the electric vehicle charger provide?

A: The Grizzl-E electric vehicle charger is configurable for four different charge rates depending on the ampacity available in your electric service and electric panel. The four charge rates are: 16 A (3.8 kW), 20 A (4.8 kW), 32 A (7.7 kW) and 40 A (9.6 kW). For a standard installation, the electric vehicle will be configured for a maximum charge rate of 32 A (7.7 kW), subject to the customer’s electrical service having sufficient ampacity. A lower maximum charge rate will be configured should the customer’s electrical service not support the 32 A (7.7 kW) charge rate. Should the customer decide they want the full 40 A (9.6 kW) charge rate, the customer will be required to pay the extra cost associated with the larger electrical conductor and circuit breaker.

Question: How long is the charging cord on the electric vehicle charger?

A: The Grizzl-E electric vehicle charger will be supplied with a 24 ft (7.3 m) charging cord.

Question: Is the electric vehicle charger suitable for Canadian weather conditions?

A: Yes, the Grizzl-E electric vehicle charger is manufactured in Canada and is designed to withstand the harsh temperature differentials and weather conditions in Canada.

Warranty & Maintenance

Question: What is the warranty period for the electric vehicle charger?

A: If it is on the lease-to-own program, Lakefront Utilities will warrant the electric vehicle charger for 3 years from the date of installation. If the electric vehicle charger is on the rental program, Lakefront Utilities will warrant the electric vehicle charger for the duration of the rental program.

Question: What do I do if I experience a problem with the electric vehicle charger?

A: Simply call or email Lakefront Utilities and a technician will be dispatched to your home during normal business hours to troubleshoot the charger.

Why Lakefront

Question: Why should I go with Lakefront?

A: Lakefront provides the convenience and reliability of a smooth installation and maintenance process.

Renting or taking an EV charger on a lease-to-own basis from Lakefront Utilities, saves you from having to pay the cost of an EV charger and the installation upfront. Lakefront Utilities can add the monthly payment for the EV charger and installation directly to your existing Lakefront Utilities invoice.

In addition, Lakefront Utilities has vetted the numerous EV chargers on the market and selected a manufacturer of a high-quality product manufactured in Canada.

Lakefront Utilities also takes the worry away from the customer of selecting a contractor to safely install the charger. A licensed electrician will take out the necessary permits and safely install the EV charger in your home, working directly with you on your preferred installation location. Should you have any issues with the EV charger or installation, you simply contact your local utility, and the issue will be resolved.