

# STAY CONNECTED!

FALL 2024 - LAKEFRONT UTILITY SERVICES INC.



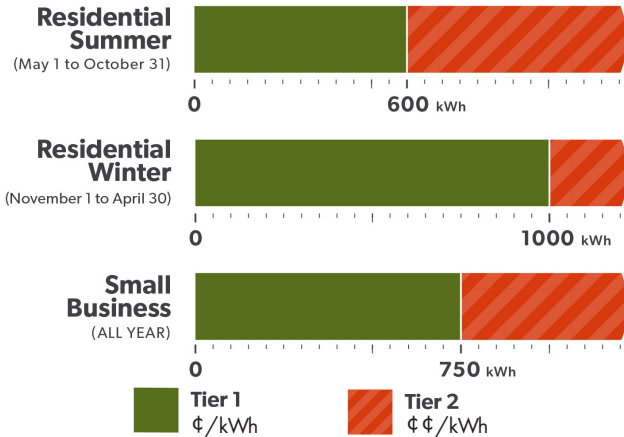
Lakefront Utility Services Inc.



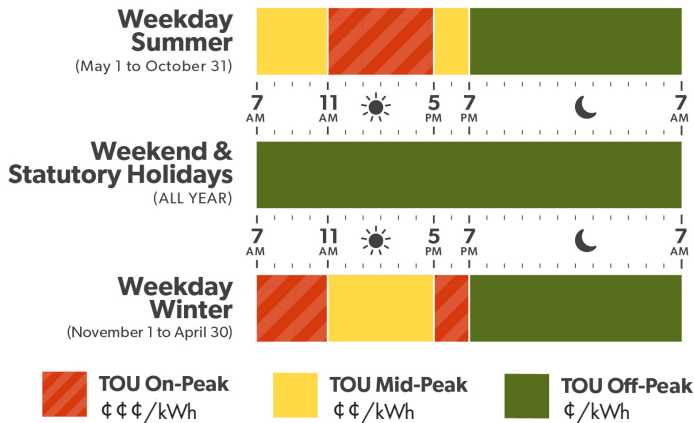
Lakefront Utilities Inc.

## WINTER TIME-OF-USE & TIERED SCHEDULES IN EFFECT NOVEMBER 1 TO APRIL 30, 2025

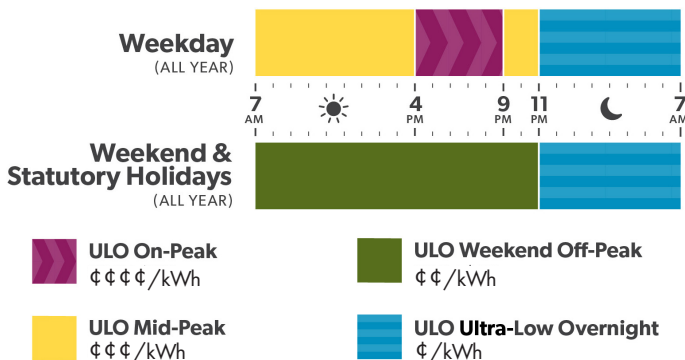
### Tiered Thresholds (kilowatt hours)



### Time-Of-Use (TOU) Hours



### Ultra-Low Overnight (ULO) Hours



For Time-of-Use, Tiered and Ultra-Low Overnight rates visit [www.lakefrontutilities.com/rates/](http://www.lakefrontutilities.com/rates/)

## A REVIEW OF 2023

Holdco has released their 2023 Annual Report, 2023 Audited Financial Statements and 2023 Scorecard. Visit: [www.lakefrontutilities.com](http://www.lakefrontutilities.com)

## LUI HAS APPLIED TO DECREASE DISTRIBUTION RATES

Lakefront Utilities Inc. has applied to the Ontario Energy Board to change its electricity distribution rates effective January 1, 2025. If the application is approved, a typical residential customer would see a decrease of approximately \$1.89 per month. To learn more and to access documents related to this application, please visit [www.lakefrontutilities.com/rates/](http://www.lakefrontutilities.com/rates/)

## KING STREET WEST RECONSTRUCTION

Town of Cobourg and Lakefront Utility Services hosted a Public Information Meeting on September 17th regarding the King Street West Reconstruction project scheduled for 2025.

Reconstruction work will include:

- Replacement of the watermain, sanitary sewer and storm sewer, as well as the concrete sidewalk, road curbs and asphalt pavement.
- Replacement of water and sanitary sewer services to the property line and connection to existing service pipes.
- Minor repairs to the King Street West / Cobourg Creek bridge and the construction of a new re-aligned entrance to Wastewater Pollution Control Plant #1.
- Construction of a 2.5m wide concrete multi-use path on the south side of King Street West, replacing the existing 1.2m wide concrete sidewalk. This will provide an off-road travel area for cyclists and pedestrians separated from vehicular traffic.

More information is available at: [www.lakefrontutilities.com](http://www.lakefrontutilities.com)

## DISCLOSURE: ASSURANCE OF VOLUNTARY COMPLIANCE

In October 2023, Lakefront Utilities Inc. discovered a billing error that caused some charges to be higher than those approved by the Ontario Energy Board (OEB).

This error, affecting 4,077 invoices from January 2019 to October 2023, resulted in overcharges totaling \$3,831.22 (about 27 cents per residential customer) due to the incorrect application of prorated fixed monthly charges for the first and last bill of partial months (move-in and move-out).

We apologize for this error and assure you we corrected the issue in November 2023 and provided an Assurance of Voluntary Compliance to the OEB, which was accepted on July 18, 2024.

For more details, see the "Enforcement Proceedings" section on [www.oeb.ca](http://www.oeb.ca) or contact [lusi@lusi.on.ca](mailto:lusi@lusi.on.ca)

## LAKEFRONT'S RESIDENTIAL ELECTRIC VEHICLE CHARGER PROGRAM

Check out Lakefront's rent or lease-to-own EV Charger Program at [lakefrontutilities.com](http://lakefrontutilities.com) Experience the convenience of a seamless purchase and installation process with your trusted local utility, ensuring a safe and reliable solution for your EV charging needs.



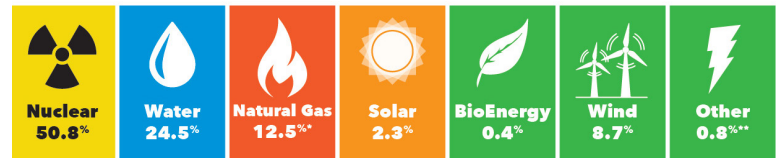
Now,  
more Ontarians qualify  
for the Ontario Electricity  
Support Program.

Apply now at [OESP.ca](http://OESP.ca)



## Where does Ontario's electricity come from?

The following is a breakdown of Ontario's system-wide supply mix for 2023.



\*\*Includes Lomox and dual fuel (natural gas/bioenergy) consistent with IESO.  
\*\* Non-Contracted represents a variety of fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).



### HALLOWEEN CORDS & PLUGS SAFETY TIPS

- Avoid overloading circuits with plugs and extension cords. This can create overheating and 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](http://esasafe.com/holidaysafety)



## Go Paperless.

Make a powerful difference.



Paperless billing offers fast, easy, and secure access to your bills 24/7. Make the switch today by calling 905-372-2193.

**Lakefront Utility Services Inc.**  
207 Division Street, PO BOX 577  
Cobourg, ON K9A 4L3

**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](mailto:lusi@lusi.on.ca), via LiveChat on [lakefrontutilities.com](http://lakefrontutilities.com) or by calling 905-372-2193.