

# STAY CONNECTED!

WINTER 2024 - LAKEFRONT UTILITY SERVICES INC.



Lakefront Utility Services Inc.

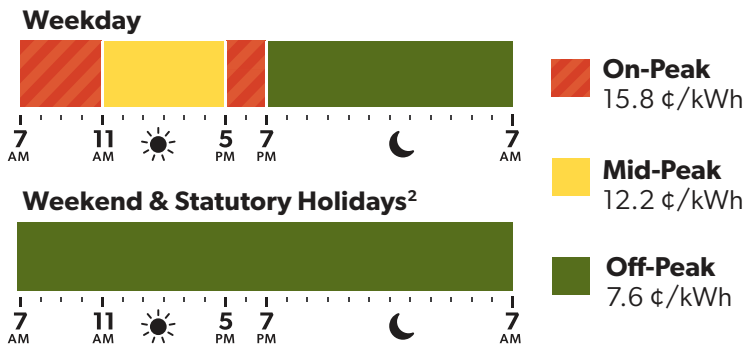


Lakefront Utilities Inc.

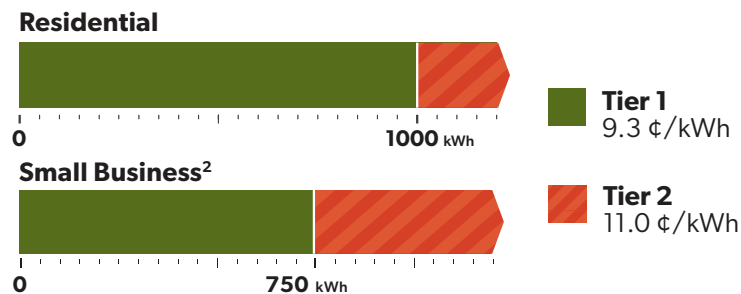
## New Time-of-Use, Tiered and Ultra-Low Overnight Prices

Effective November 1, 2024 to April 30, 2025

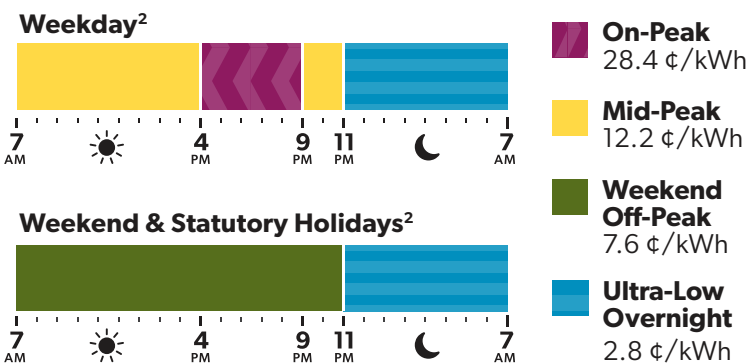
### Time-of-Use (TOU) Hours<sup>1</sup>



### Tier Thresholds (kilowatt hours)<sup>1</sup>



### Ultra-Low Overnight (ULO) Hours<sup>1</sup>



<sup>1</sup> Prices apply to the Electricity Line of your bill. <sup>2</sup> All year.

Effective November 1, 2024, the Ontario government's Ontario Electricity Rebate (OER) will change to 13.1%.

## STRUGGLING TO PAY YOUR BILLS? WE OFFER PROGRAMS TO HELP

### Ontario Electricity Support Program (OESP)

You could get a monthly, on-bill credit of \$35 or more. The OESP credit amount depends on how many people live in the home and the combined annual household after tax income. Apply now or learn more at [OESP.ca](http://OESP.ca)

### Low-Income Energy Assistance Program (LEAP)

This program provides emergency financial help for residential customers who are behind on their bill or facing disconnection. More details are available through the Help Centre at 905-372-2646.

### Equal Monthly Payment Plans

This program spreads annual costs evenly throughout the year for easier budgeting and a more predictable bill. The equalized amount is withdrawn automatically from your financial institution each month. Equal Monthly Payment Plans are available to our residential and small business customers. Call Lakefront at 905-372-2193 to register.

### Energy Affordability Program

Save on Energy provides free energy-saving upgrades to income-eligible Ontarians. Apply at [saveonenergy.ca](http://saveonenergy.ca) or by calling 1-844-770-3148



## HOLIDAY SAFETY TIPS

### ONLINE SHOPPING



- Only buy electrical products that have the mark of an accredited certification agency. Visit [esasafe.com](http://esasafe.com) to see a full list.
- Only purchase electrical products from reputable sources and retail outlets.
- Look at the fine details of the product information. Typos may be a sign of a cheap or counterfeit product.
- Report unsafe or uncertified electrical products to ESA.

More safety tips:  
[esasafe.com/holidaysafety](http://esasafe.com/holidaysafety)



lakefrontutilities.com



LAKEFRONT UTILITIES

@LUSINews

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## D'ARCY STREET WATER TOWER CONNECTING ZONES 1 & 2

The Town of Cobourg and Lakefront Utility Services Inc. have issued a tender for a linear construction project to connect water infrastructure from Zone 1 to the new Elevated Tank and Booster Pumping Station on D'Arcy Street and into Zone 2.

The contract will be awarded in January 2025, with construction beginning in February. Temporary disruptions are expected along D'Arcy Street from Kerr Street to the roundabout, and from Barracks Drive to Brook Creek while construction is underway.

### STOP THE DRAIN ON YOUR DOLLARS!

Check your toilet twice a year.

A leaky toilet can waste up to 20 cubic metres a day or more than 600 cubic metres in a month.

Perform this simple leak test to save money and water.

1. Wait 10 minutes after the last flush cycle.
2. Put a few droplets of food colouring or leak tablets (available at Lakefront's office) into the toilet tank.  
DO NOT FLUSH
3. Wait 15 minutes.
4. If the dye colour appears in the toilet bowl, you have a leak.
5. Visit [lakefrontutilities.com/conservation-water](http://lakefrontutilities.com/conservation-water) for possible sources of the leak and next steps.



Give yourself the gift of convenience.

Go paperless this holiday season.

Make the switch today by calling 905-372-2193.

*Lakefront's staff and  
management wish you a*

*Safe & Happy  
Holiday*

Lakefront's front office will be closed for the holidays beginning December 23rd and will reopen on January 2nd. Service will continue as usual.

For assistance or issues with your service, please call Lakefront at 905-372-2193.

The holidays do not impact your bill due date. Payments can be made at your local bank, through online banking, or by credit card by calling 1-888-896-0976.

### Lakefront Utility Services Inc.

207 Division Street, PO BOX 577  
Cobourg, ON K9A 4L3

#### OFFICE HOURS:

**MONDAY - FRIDAY 8:30AM- 4:00PM**

Customers can contact Lakefront by 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.

#### OFFICE OPEN TO CUSTOMERS:

**TUESDAY - THURSDAY 10:00AM - 2:00PM**

Appointments can be made if these times are not convenient.



### STORM SAFETY

Heavy buildup of snow and ice can bring down powerlines.

Stay back the length of a school bus from downed powerlines.

Get more storm safety tips:  
[esasafe.com/stormsafety](http://esasafe.com/stormsafety)

[lakefrontutilities.com](http://lakefrontutilities.com)



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