

STAY CONNECTED!

SPRING 2018 - LAKEFRONT UTILITY SERVICES INC.



Lakefront
Utility
Services
Inc.



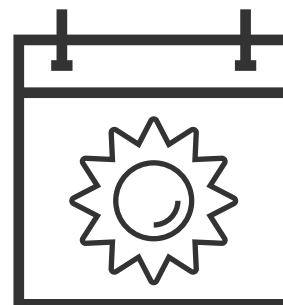
Lakefront
Utilities
Inc.

SUMMER OFFICE HOURS

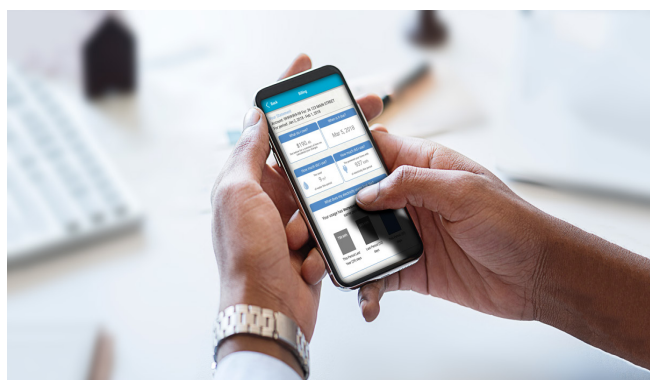
Monday – Thursday 8:30am – 4:30pm

Friday 8:30am – 2:00pm

*effective until August 31



DOWNLOAD LAKEFRONT'S MOBILE APP



Download Lakefront's Mobile App for FREE at the App Store or Google Play to:

- ✓ access your account
- ✓ view your bill
- ✓ receive outage notifications
- ✓ manage water & electric usage
- ✓ get the latest news that affects your services
- ✓ learn how to save on energy

FOR YOUR CONVENIENCE

eBilling – Switch to paperless billing for fast, easy, and secure access to your bills 24/7

Pre-Authorized Payment – Take the worry out of due dates by setting up direct withdrawals from your account

Budget Billing – Make your bill payment predictable and stay on budget by joining our equal monthly payment plan.

Reminder to Budget Billing Customers: Your equal monthly payment amount is subject to a semi-annual review that may require an additional adjustment due to usage or rate changes. You will be notified in advance if an adjustment is required.

Visit www.lakefrontutilities.on.ca or call 905-372-2193

LOOK OUT at Home

Look Out for Overhead Powerlines

3 MOST COMMON POWERLINE HAZARDS AT HOME:

1 Using Ladders



2 Trimming Trees



3 Flying Kites



www.powerlinesafety.ca

LOCAL HYDRO COMPANIES ARE DRIVING INNOVATION FOR A SMARTER, CLEANER FUTURE.

- 01 Keep the Customer Choice and Control
- 02 Drive Local Hydro Innovation Forward
- 03 Improve Regulatory Framework
- 04 Respect Community Decision-Making
- 05 Expand Local Energy Conservation

POWER OF LOCAL HYDRO

ONTARIO'S POLICYMAKERS MUST TAKE FIVE IMPORTANT STEPS TO CONTINUE THIS GROWTH.

Lakefront Utilities Inc. is proud to support the Electricity Distributors Association in their efforts to promote the Power of Local Hydro.

Learn more about this initiative at: POWEROFLOCALHYDRO.CA

LAKEFRONT UTILITY SERVICES INC.

207 Division Street, PO BOX 577

Cobourg Ontario K9A 4L3

PHONE: 905-372-2193 EMAIL: lusi@lusi.on.ca

lakefrontutilities.on.ca

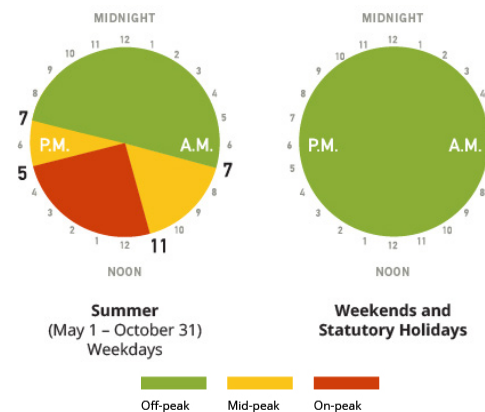


@LUSINews FOLLOW US!

TIME-OF-USE RATES

Did you know that electricity used on weekdays from 7PM-7AM, weekends, and statutory holidays are charged the off-peak price?

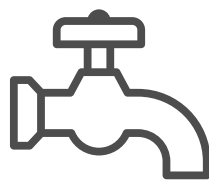
Shifting your electricity usage to off-peak periods is one way to lower your electricity costs.



ELECTRICAL DISTRIBUTION UPGRADE

The Electric Department is replacing poles, wires, and transformers in south central Cobourg to convert the electrical distribution system in that area from 4 kV to 27 kV. The work will happen in stages from May through October. As construction moves into different areas, surrounding customers will be notified of the work happening in their neighbourhood. Brief, planned outages are expected. Affected customers will receive a letter with 24 hours notice of a planned outage.

COBOURG WATERMAIN FLUSHING CONTINUES



The Water Department is currently performing watermain flushing. Flushing is performed to remove sediment that develops in the watermains and is a crucial part of the process of delivering safe drinking water.

Flushing could cause reduced water pressure and discoloration. If you notice discoloured water, you are asked to wait until after flushing is completed in your area and then to run your cold water taps until the water becomes clear. Please also avoid doing laundry while flushing is underway. We ask that drivers be aware and please pass with caution while staff are working roadside.

BURNHAM AVENUE CONSTRUCTION

In May, Lakefront will begin work to replace the water distribution infrastructure along Burnham Avenue in Colborne. Due to excavation, road access will be limited to residents of Burnham Avenue for the duration of the project.

COLBORNE POLE RECONSTRUCTION

Hydro poles along King Street between Victoria Street and Kensington Avenue in Colborne are being replaced now through June. The work may require short power interruptions for select customers. Customers will receive 24 hours notice in the event of a necessary outage.

HENRY STREET WATERMAIN & SANITARY SEWER REPLACEMENT

Lakefront and the Town of Cobourg, in conjunction with funding received from the Infrastructure Canada's Clean Water and Wastewater Fund program, have started work to replace the water distribution infrastructure and sewer services along Henry Street. The project is expected to take six months and will be completed in stages. Access to properties for both vehicular and pedestrian traffic will be maintained, with a few exceptions as necessary. Signage will be installed at the site to provide details on traffic access.

DISCONNECTION OF ELECTRIC & WATER SERVICES FOR NON-PAYMENT

If you have an overdue balance as of May 1, 2018, it is important to contact Lakefront Utilities as soon as possible to arrange payment and avoid disconnection. Please visit www.lakefrontutilities.on.ca/disconnection-rules or www.oeb.ca to learn about customer service rules for electric utilities, including additional rules 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 non-payment. To avoid disruption to your water service and a reconnection charge of \$65 during business hours and \$185 for after hours, please call our Office at 905-372-2193 to arrange payment.



CALL BEFORE YOU DIG

Spring means yard work! DID YOU KNOW that installing fences, pools, irrigation systems and in-ground fire pits all require locates?

Call Before You Dig! One free call does it all!

1.800.400.2255
on **1call.com**



How Much Does it Cost To Use 10 Lightbulbs?
— It Depends —


60 WATT INCANDESCENTS
OVER 1 YEAR
\$164


13 WATT CFLs
OVER 1 YEAR
\$36


10 WATT LEDs
OVER 1 YEAR
\$27

Find more cost-saving tips at
SAVEONENERGY.CA

NEED HELP WITH YOUR ELECTRICITY BILL?

Energy Conservation
SaveOnEnergy.ca & GreenON.ca

Fair Hydro Plan
Ontario.ca/FairHydroPlan

Ontario Electricity Support Program
OntarioElectricitySupport.ca

Affordability Fund
AffordabilityFund.org

The Help Centre 905-372-2646
TheHelpAndLegalCentre.ca