

LakelandPower

Wishes you a *Safe & Happy*
Holiday Season!

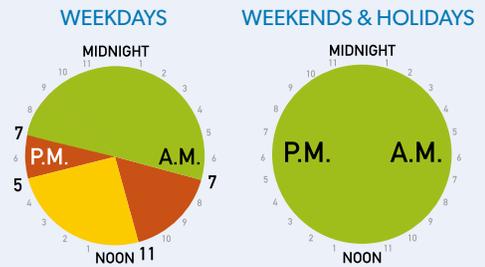
Holiday Hours:

Dec 24 - 8:30am to noon
Dec 25 - 28 - Closed
Dec 31 - 8:30am to noon
Jan 1 - Closed

Go Green Sign Up for E-Billing

E-Billing offers email notification as soon as a bill is ready to view. Pre-authorized Payment offers a secure and convenient way to ensure your payment is on time. Together, they offer **no waiting, no paper, no cheques, no postage, no late charges and no worries.**

The Ontario Energy Board has set new electricity rates for households and small businesses effective November 1st. This includes the new **33.2% Ontario Electricity Rebate**, replacing the old 8% Provincial Rebate. Learn more at <https://www.ontario.ca/page/changes-your-electricity-bill>



Off-peak - 10.5 ¢/kWh
 Mid-peak - 15 ¢/kWh
 On-peak - 21.7 ¢/kWh

33.2% Rebate
to off-set Time-of-Use rates

There's Help
for Low-Income Households

You may qualify for a reduction on your electricity bill. The **Ontario Electricity Support Program** helps reduce electricity bills for low-income households through a monthly on-bill credit. Visit us at lakelandpower.on.ca for details.

Scams and Fraud
Protect Yourself

Be wary of anyone requesting immediate payment to avoid disconnection, to see your bill, access to your home, or disclosure of any personal information. Call us directly for any inquiries about your account status 1-888-282-7711.

Stay Safe
this Holiday Season

Keep snow and ice from piling up against your electricity meter or under electrical service wires. Consider building a shelter over the top of your meter to prevent water from dripping and freezing onto the equipment. Get more storm safety information from the Electrical Safety Authority (ESA).

Contact us:
service@lakelandpower.on.ca
1-705-789-5442 or 1-888-282-7711



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LakelandPower
www.lakelandpower.on.ca



Time-of-Use customers can now choose to pay Tiered prices instead.

If you're a residential or small business customer that pays Time-of-Use (TOU) electricity prices, you can choose to switch to Tiered prices beginning November 1, 2020.

Whatever you choose, one thing remains certain: the less electricity you use, the less you pay. No matter what your price plan is, you are eligible for government programs like the Ontario Electricity Rebate and the Ontario Electricity Support Program.



Tier 1 - 12.6 ¢/kWh

Tier 2 - 14.6 ¢/kWh

Considering a switch? Learn more at www.lakelandpower.on.ca/choosing-your-electricity-price-plan/

COVID-19 Energy Assistance Program (CEAP)

NEW support for eligible residential customers struggling to pay their energy bills due to COVID-19



If you have difficulty paying your electricity bills, there are financial assistance programs that can help. The COVID-19 Energy Assistance Program (CEAP) is a one-time, on-bill credit available to customers who are experiencing hardship due to COVID-19.

CEAP funding is limited. Applications will be processed in the order they are received.

Apply now to find out if you are eligible: www.lakelandpower.on.ca/covid-19-energy-assistance-program-ceap/

COVID-19 Energy Assistance Program for Small Business (CEAP-SB)

CEAP-SB supports eligible small business customers struggling to pay their energy bills due to COVID-19



CEAP-SB is a one-time, on-bill credit available to eligible small business customers who are experiencing hardship due to COVID-19.

CEAP funding is limited. Applications will be processed in the order they are received.

Apply now to find out if you are eligible: www.lakelandpower.on.ca/ceap-sb/

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