



**Lakefront
Utilities
Inc.**

207 Division Street, P.O. Box 577, Cobourg, ON K9A 4L3 • www.lakefrontutilities.com • Tel: 905-372-2193

November 18th, 2025

Sent by: RESS

Ontario Energy Board
2300 Yonge Street, 27th Floor
PO Box 2319
Toronto, ON M4P 1E4

Re:

**EB-2025-0025 - 2026 Incentive Rate Mechanism ('IRM') Application
Lakefront Utilities Inc. – Supplementary Response to November 6th, 2025,
OEB Staff Questions**

In response to the supplementary discussion held on November 17, 2025 with Ontario Energy Board (OEB) staff, Lakefront Utilities Inc. (LUI) has undertaken a further review of the Commodity Analysis Workform. A revised version of the Workform is submitted concurrently with this letter. The purpose of this correspondence is to provide the OEB with a clearer explanation of the 1.2% variance in Account 1588.

LUI confirms that the derived Account 1588 variance—calculated as 1.2% of Account 4705—reflects a discrete, identifiable event rather than a systemic issue within our settlement or billing processes. The incremental 0.2% above the 1% materiality threshold is directly attributable to the correction of a meter reading parameter error associated with a large customer. This issue spanned multiple years, and the resulting bill cancellation and rebill materially affected the underlying billing statistics for the affected period.

This was a one-time correction and is not expected to recur.

With strengthened monthly billing controls now in place and a significant reduction in legacy billing adjustments, LUI notes that any remaining difference may reasonably relate to Unaccounted-for Energy (UFE). LUI intends to further examine this as part of the comprehensive review to be undertaken in the 2027 Cost of Service application.

Finally, LUI confirms that it will be submitting the necessary RRR adjustments to support the 2023–2024 DVA Continuity Schedule revisions, consistent with the discussions held with OEB staff.



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If you have any questions or require additional information, please do not hesitate to contact us. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink, consisting of the letters 'D' and 'W' in a cursive style.

Danielle Wakelin
Manager, Regulatory Affairs & Customer Relations
Lakefront Utilities Inc.