

Call before you dig!

A shovel with a pile of dirt on a blue background. The shovel is positioned in the lower-left quadrant, with a mound of dark brown soil to its left. The background is a light blue gradient.

If you're planning to dig, build or excavate on your property, it's important to have your utility lines located first. In fact, under Ontario regulations, it's the law.

Kitchener Utilities provides natural gas locates to your gas meter and water locates to your property line. Water locates from your property line to your home are your (or your contractor's) responsibility.

When you are digging for a fence, pool, or landscaping, informing the local utilities and obtaining the necessary permits are your responsibilities. Call the Building Division at 519-741-2433 for more information about permits.

At Kitchener Utilities, we notify cable, hydro, and telephone utilities when we are installing a new gas line on your property.

If you require your natural gas service to be relocated, or you need new connections for new natural gas appliances, those costs are your responsibility.

For more information call Kitchener Utilities Gas and Water Service at 519-741-2529, select option #2.



Ontario One Call makes it easy

Ontario One Call is a convenient service designed to make notifying the right utilities easy. Just call **1-800-400-2255** or visit **on1call.com** at least one week prior to digging to locate telephone, natural gas, and water lines servicing your property. Sewer locates will be provided for excavations deeper than 1.2 m or 4 ft. It's a free call. And it's a smart move.

Please note, not all utilities belong to Ontario One Call. For Kitchener-Wilmot Hydro, call 519-745-4771 and for Rogers Cable, call 1-800-738-7893. For others, be sure to call your local utility providers.

When you forget to notify the proper utilities, accidents can – and do – happen. When you strike and damage one of the many buried utilities on your property, you're not only liable for the repairs, you're also putting yourself at risk, the environment in danger and essential services in jeopardy.

Call before you dig. And keep your property, your family and your community safe.



Kitchener Utilities provides locates for water for all of Kitchener. Kitchener Utilities also delivers natural gas to Kitchener customers north of the Grand River and, therefore, provides the gas locate in that area. Union Gas delivers natural gas for Kitchener customers south of the Grand River and will provide the gas locate in that area. Please ensure that you have all your utility locates or formal all-clear prior to digging.

