

Rate Increase for Rental Water Heaters

Kitchener City Council has endorsed Kitchener Utilities to increase all its natural gas rental water heater rates for the first time in eight years by an average of \$2.44 a month, effective January 1, 2009.

Customers have told us the main reason they rent from Kitchener Utilities is for the high level of customer service we provide. With increasing customer service costs, recent technological improvements, regulatory changes and the rising cost of steel, our operating costs have gone up. The rate increase is necessary to maintain the high level of service Kitchener Utilities customers have come to expect.

Our current rental rates range from 23 to 48 percent lower than other providers. Even with this increase, Kitchener Utilities' rental water heaters rates will remain the lowest in Kitchener.

When we surveyed our customers on how they would like a rate change implemented, the majority told us they would prefer less frequent, larger rate increases to more frequent, smaller rate increases. As a result, Kitchener Utilities will implement the rate change in one increase, as opposed to a phased approach.

For more information please call us at **519-741-2626** and press "0". Or visit us on the Web at www.kitchenerutilities.ca

Thank you for your continued business.

Some examples of specific rental rate increases. For a full listing, visit www.kitchenerutilities.ca

MODEL	Current Rental Rate	Rental Rate January 1, 2009	Monthly Rate Increase
40-REG*	\$8.30	\$9.96	\$1.66
50-REG*	\$9.05	\$10.86	\$1.81
50-REG-FV	\$11.00	\$13.20	\$2.20
50-PV* & 50-PV-FV	\$15.40	\$18.48	\$3.08

GST is additional to rates listed above.

*These models are no longer available to rent due to regulatory changes.



Kitchener Utilities
Community-Owned
for over 100 Years

