

Call before you dig!



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 free and convenient service designed to make notifying the right utilities easy. Just call **1-800-400-2255** or visit **www.on1call.com** before digging.

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 - keep your property, family, and community safe.

City of Kitchener residents:

- Please phone Ontario One Call at **1-800-400-2255** or visit **www.on1call.com** to locate telephone, natural gas, and water lines servicing your property. Sewer locates will only be provided for depths greater than **1.2m or 4ft**.
- For hydro locates call Kitchener-Wilmot Hydro at **519-745-4771**.
- For cable locates call Rogers Cable at **1-800-738-7893**.
- We recommend you call at least 3 weeks before digging for all locate requests.



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 locates 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.

