



Get the facts. Then
make an informed
decision!

Kitchener Utilities is:

- **A Non-Profit Supplier.**

You only pay what we pay for our natural gas supply.

- **Neutral.**

Our natural gas delivery revenues are not affected by our customers' choice of supplier.

- **Reliable.**

As a City of Kitchener-owned utility, we've been providing Kitchener residents with natural gas at non-profit supply rates for more than 100 years.

Door-to-door marketers have been promoting the purchase of natural gas supply from them. Here is some information to help you make an informed decision should they come to your door.

What you should know:

1. The natural gas market is competitive, which means you can buy your natural gas supply from whomever you choose. **You don't have to switch suppliers if you don't want to.**
2. Understand the contract. If you don't understand the costs and benefits of the offer, **ask the marketers to explain them until you do.**
3. Kitchener Utilities does not go door-to-door or hire anyone to do so on our behalf. Anyone claiming to be affiliated with Kitchener Utilities who is selling natural gas should be reported to the Ontario Energy Board at 1-877-632-2727.
4. You should only share your Kitchener Utilities account information if you're ready to sign a new contract. Your account number is personal information.
5. Once you sign a contract you have ten days to cancel without penalty. Also, once you have received your new contract you will be contacted by the marketer and asked to "reaffirm." This is your opportunity to accept or decline the contract without penalty. **Once you reaffirm the contract, termination charges may apply to cancel.**
6. Marketers offer and can sell only the gas supply and transportation components of your overall natural gas service. You will continue to be billed for the "natural gas variable delivery" and "daily fixed charge" from Kitchener Utilities, even if you switch natural gas suppliers. **Be sure to ask if the rates being offered are for both gas supply and transportation.**

In Ontario, marketers must be licensed by the Ontario Energy Board (OEB) to offer and sell energy to small-volume customers.

If you have any questions or would like to speak to someone about your natural gas rates, please give Kitchener Utilities a call at **519-741-2626** or visit our Web site at www.kitchenerutilities.ca

If you would like to know more about deregulation, please visit the "For Consumers" section on the Ontario Energy Board Web site at www.oeb.gov.on.ca or call **1-877-632-2727**.

If you would like to compare current natural gas rates being offered in Kitchener, go to www.energystore.com

We're always here for you.



Kitchener Utilities will continue to serve all customers natural gas delivery and emergency service needs no matter who supplies their natural gas.



**Kitchener
Utilities**
Community-Owned
for over 100 Years

