

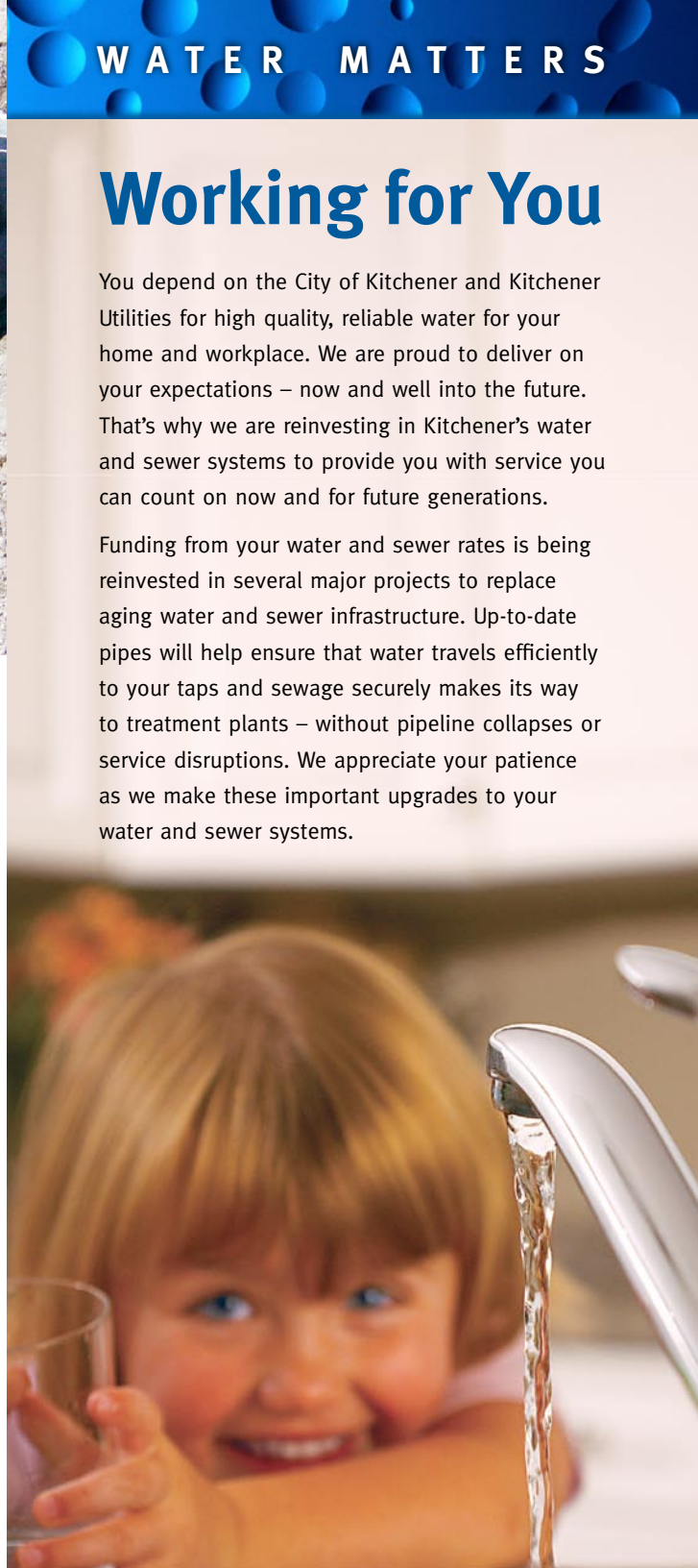
Working for You

You depend on the City of Kitchener and Kitchener Utilities for high quality, reliable water for your home and workplace. We are proud to deliver on your expectations – now and well into the future. That's why we are reinvesting in Kitchener's water and sewer systems to provide you with service you can count on now and for future generations.

Funding from your water and sewer rates is being reinvested in several major projects to replace aging water and sewer infrastructure. Up-to-date pipes will help ensure that water travels efficiently to your taps and sewage securely makes its way to treatment plants – without pipeline collapses or service disruptions. We appreciate your patience as we make these important upgrades to your water and sewer systems.

Short-term Pain...

We are working hard to minimize traffic disruptions, but you may encounter detours or longer travel times throughout this busy construction season. Street access to some businesses can temporarily be more complex as well. We do our best to try to maintain access to businesses throughout construction. With a little pain now, we will all gain in the future from improved water quality and sewer reliability, enhanced fire-fighting capability, and lower maintenance costs over time. We sincerely apologize for any inconvenience to residents and business owners, and we thank you for your continuing patience.



In Your View

Recently, we surveyed Kitchener residents to help understand their opinions and experiences with their water service and Kitchener Utilities. We plan to use the results to help ensure you get the information you need when you need it and to improve your water service. Here are some of the things we learned:

- **78% of respondents** were either satisfied or very satisfied with the provision of water to their homes.
- **66%** were either satisfied or very satisfied with the way in which Kitchener Utilities informs them about issues relating to water.
- **69%** were either satisfied or very satisfied with current water service (including quality and delivery).

Residents of the Victoria Park area of Kitchener reported a marked improvement in their water quality after infrastructure upgrades:

- Almost twice as many residents described their water quality as good or excellent today compared to their water quality in 2003 (before the infrastructure upgrades).

All of the feedback we received will be valuable as we plan future programs and service improvements.

If you were one of the kind people who took the time to speak with us, thank you!

Keeping You Informed

As construction crews are working to update our city's infrastructure, our Web site crew is working to keep you informed. Web sites for the City of Kitchener and Kitchener Utilities are available 24 hours a day to help provide the information you need.

www.kitchener.ca – This site offers details on construction projects, road detours, water disruption notices and provides a wealth of information to help you get the most out of living, working, and playing in the City of Kitchener.

Or call us at 519-741-2373 for additional road closure information.

www.kitchenerutilities.ca – When there are interruptions to water service anywhere in the city of Kitchener, you'll find a water disruption notice here. The site also features up-to-date information about Kitchener Utilities' many programs and services.

Or call us at **519-741-2529** for water disruption information.