

## Frequently Asked Questions about Replacing Natural Gas Rental Water Heaters

**I had my rental hot water heater replaced when the rate went up due to increasing technology costs. Is the rate going up again?**

Rental rates are increasing, mostly due to increasing customer service and operating costs. The increase is necessary to maintain the high level of service our customers have come to expect. Even with this increase, Kitchener Utilities' natural gas rental water heater rates will remain the lowest in Kitchener.

**Since you're raising my rates and my tank is old, or my model is no longer available, can I get a new rental water heater installed by the City at no cost to me?**

Replacing all the natural gas rental water heaters in Kitchener is not feasible. If the City of Kitchener were to replace the rental water heater of every resident, the program would go bankrupt – or the City would have to increase the rental rates even higher.

**Can I buy my water heater and end my rental agreement with Kitchener Utilities?**

If you are interested in buying out your natural gas rental water heater, please contact us at **519-741-2626** and press "0."

**Even with this increase, Kitchener Utilities' rental water heater rates are still the lowest in Kitchener.**

Thank you for your continued business.

For more information on your rental water heater rate change, visit us on the Web at [www.kitchenerutilities.ca](http://www.kitchenerutilities.ca) or call us at **519-741-2626** and press "0."



# Rate Increase for Rental Water Heaters

Effective January 1, 2009, Kitchener Utilities increased all its natural gas rental water heater rates **for the first time in 8 years.**

**We're maintaining the high level of service you've come to expect from Kitchener Utilities.**

Customers have told us the main reason they rent from Kitchener Utilities is for the high level of customer service we provide. The rate increase is necessary to maintain the high level of service Kitchener Utilities' customers have come to expect.

Since 2002, the costs to run the natural gas rental water heater program have increased by 31%. The last time Kitchener Utilities increased its natural gas rental water heater rates was in 2001. **Currently, 80% of our customers are still paying 2001 rental rates.**

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, instead of a phased approach.

# Kitchener Utilities Water Heater Rental Rates

To determine the amount of your rate increase, see the table to the right.

**Prices do not include 5% applicable GST.**

## Understanding Your Natural Gas Water Heater

**R:** Conventional Tank vents to the outside through a chimney in the home.

**FV:** Flammable Vapour Tank.

**PV:** Power Vented Tanks vent through the side of a home using a blower motor.

**DV:** Direct Vented Tanks vent through the side of a home without using a blower motor.

**COMBO:** Combo Vented Tanks are used with Air Handlers for home heating.

**TANKLESS:** Tankless heat water on demand and are direct vented.

Rental Water Heater Model	Previous Rental Rate	Rental Rate Effective Jan. 1, 2009
40 - R*	\$8.30	\$9.96
50 - R*	\$9.05	\$10.86
60 - R*	\$9.80	\$11.76
40 - R - FV	\$10.80	\$12.96
50 - R - FV	\$11.00	\$13.20
60 - R - FV	\$11.42	\$13.70
75 - R	\$13.65	\$16.38
40 - PVW*	\$15.00	\$18.00
40 - PV*	\$15.00	\$18.00
40 - PV - FV	\$15.00	\$18.00
50 - PV*	\$15.40	\$18.48
50 - PV - FV	\$15.40	\$18.48
60 - PV - FV	\$18.35	\$22.02
60 - PV*	\$17.30	\$20.76
75 - PV*	\$19.50	\$23.40
75 - PV - FV	\$19.50	\$23.40
50 - DV*	\$12.50	\$15.00
50 - DV - FV	\$14.25	\$17.10
50 - PV - DV	\$17.15	\$20.58
50 - PV - DV - H	\$18.75	\$22.50
50 - PVH (Hi-Input)	\$17.15	\$20.58
PR - 34 (High Efficiency)	\$37.50	\$45.00
40 - PVA	\$16.73	\$20.08
50 - PVA	\$17.15	\$20.58
50 - DVA	\$15.40	\$18.48
50 - PVW*	\$15.40	\$18.48
50 - A65	\$14.93	\$17.92
A-Air (Air Handler)	\$14.57	\$17.48
TANKLESS 53 - DVN	\$32.00	\$32.00
TANKLESS 66 - DVN	\$33.50	\$33.50
TANKLESS 74 - DVN	\$35.00	\$35.00

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

**Anti-Scald Valve rentals remain at \$2/month + GST, they are exempt from the rental rate increase.**