

When they knock, know your options

This summer, a Door-to-door Retailer for natural gas, rental water heaters, furnace inspections and more may knock at your door. You should be aware that The City of Kitchener and Kitchener Utilities do NOT engage in door-to-door retailing of any kind.

Don't feel pressure to make decisions at the door. If you do switch to a new rental water heater provider, you should know:

- Cancellation fees will apply from your current rental water heater provider.
- You are protected by the Consumer Protection Act to terminate any new agreement within 10 days of signing, without penalty.

Kitchener Utilities is community-owned and operated. We're dedicated to providing our residents with local reliable service at competitive rates.



For more information regarding Door-to-door Retailers visit www.kitchenerutilities.ca, email utilities@kitchener.ca or call 519-741-2626.