



When they knock,

know your options

A Door-to-door Retailer for natural gas, rental water heaters, water quality testing, furnace inspections and more may knock at your door.

The City of Kitchener and Kitchener Utilities do **NOT** engage in door-to-door retailing of any kind.

Here's how to recognize a Kitchener Utilities or City of Kitchener representative:

- Our vehicles will be marked with the City of Kitchener or Kitchener Utilities logo.
- We will always be in our City of Kitchener or Kitchener Utilities uniforms.
- Any communication from us will be on official City of Kitchener or Kitchener Utilities letterhead.

Anyone who is selling services and claiming to be affiliated with Kitchener Utilities or the City of Kitchener should be reported to the Ontario Energy Board at 1-877-632-2727.

Before signing any contract, get the facts and know your rights.

Prices. Take the time to thoroughly review your options and compare prices:

- If you buy your natural gas supply from a Retailer, the supply price is stated in your contract and is usually fixed for a number of years. Other rates could be charged at variable rates.
- If you buy your natural gas supply from Kitchener Utilities, our rates are regulated and set by Kitchener City Council and the supply program is non-profit. Kitchener Utilities' rates reflect the actual costs for purchasing natural gas supply without any markup or discount.
- If you rent your natural gas water heater from Kitchener Utilities, you will benefit from competitively low rental rates, and also receive high quality local service that we are proud to offer.

Understand the entire contract before you agree to it.

No matter what type of contract or agreement you are presented with, know what's what. Read the key terms and conditions of the contract as well as the fine print so that you understand everything you are committing to. Be sure to ask questions if you are unsure or need clarification.



As your local natural gas supplier, Kitchener Utilities is:

- **A non-profit supplier.**
You only pay what we pay for our natural gas supply.
- **Neutral.**
Our energy delivery revenues are not affected by our customers' choices of supplier or retailer.
- **Reliable.**
As a locally-owned utility, we have been providing our customers with natural gas supply at non-profit rates for many years.

Kitchener Utilities. Always here for you.

If you have questions, or would like more information regarding Door-to-door Retailers visit www.kitchenerutilities.ca, email utilities@kitchener.ca or call 519-741-2626.

The final choice – it's yours to make.

If you sign any paper presented by a Retailer, it is almost certainly a contract or is needed to begin a contract. Be sure to ask questions, know your rights as a consumer, and make informed decisions before putting ink to paper.

Keep your bill to yourself.

Your utility bills are personal information and should remain confidential until you decide to sign a contract with a Retailer.

Keep a paper trail.

Keep copies of all your correspondence with utilities, retailers or marketers.

Don't feel pressured to make a decision on your doorstep. If you do choose to sign a contract with a Door-to-door Retailer, here are some things you should know:

- For rental water heaters, cancellation fees will apply from your current provider. Contact your provider prior to signing a new contract to find out more.
- Upon signing a contract, if you later change your mind and do not want to continue with the contract, you are enabled by the Consumer Protection Act to terminate any new agreement within 10 days of signing, without penalty.

