



Holiday Hours

Our offices at Kitchener City Hall will be closed December 27, December 28, and January 3. We will also be closed at noon on December 24 and December 31. We are open during our regular business hours, 8:30 a.m. to 5 p.m., on all other dates.

For natural gas or water service and repair issues, please call our 24-hour Service Department at 519-741-2529.

Visit us on the Web anytime at www.kitchenerutilities.ca for service requests and other helpful information. You can also request account changes at www.kitchenerutilities.ca/my_account Go to www.kitchener.ca for holiday information and service hours at other City of Kitchener facilities.

For Emergencies

For natural gas emergencies, please call 519-741-2541.

From the staff at Kitchener Utilities we wish you and your family the best of the holidays.



New stormwater user rate coming in 2011!

The City of Kitchener is transferring stormwater* management funding from property taxes to a user-fee program, effective Jan. 1, 2011. This new stormwater user fee will appear on your monthly utility bill beginning in February 2011. The average single dwelling homeowner will be charged approximately \$10.50/per month for stormwater management.

All properties including non-residential properties will see the new user fee on their utility bill based on the rate category their property is in. This approach is the most fair and equitable way to fund stormwater management since the properties that use the system more also pay more.

** Stormwater is water that flows across the land and is routed into drainage systems and then on to our natural areas.*

Why is the new rate important?

The new user rate will allow the city to improve its stormwater service levels by:

- Keeping pollutants out of our stormwater system - leading to better protection of our source water.
- Preventing local flooding and pollution from reaching our creeks and streams - preserving their health and vitality.
- Accelerating needed improvements to the local stormwater management system, including Victoria Park Lake.

Where do I get more information?

For more information on the city's new stormwater user rate, please:

- Visit www.kitchener.ca/stormwater
- E-mail revenuecustomerservice@kitchener.ca
- Call 519-741-2450

