

**Kitchener
Utilities**

Community-Owned for over 100 Years



Frequently asked questions



We're moving

Kitchener Utilities is moving

when: June 1, 2011

where: Kitchener Operations Facility (KOF)
131 Goodrich Drive, Kitchener, ON N2C 2E8
(closest main intersection is Fairway Rd. & Wilson Ave.)

who: Utilities staff from Kitchener City Hall and
83 Elmsdale Operations Centre

Where do I pay my bill?

- You can only pay your bill at the cashiers' desk at Kitchener City Hall on the first floor:
200 King Street West, Kitchener, ON, N2G 4G7.
- Payment will not be accepted at the KOF.

What does Kitchener Utilities do?

- Delivers natural gas and water to homes and businesses and looks after the infrastructure that helps make this service possible.
- Provides a natural gas rental water heater program with competitive rates and reliable service.
- Services natural gas appliances.
- Provides natural gas appliance financing.
- Offers programs to help you increase your home's energy efficiency and save you money.
- Provides natural gas applications.
- Responds to natural gas emergencies 24/7.
- Water and gas supply construction and maintenance.

How to contact us?

- Website: www.kitchenerutilities.ca
- Rental water heaters and appliance financing:
519-741-2626
- Natural gas emergencies: 519-741-2541
- Billing Inquiries (Kitchener City Hall): 519-741-2450
- Service or other inquiries (operations centre 24/7):
519-741-2529

How much is parking at the KOF building?

- Parking is free to all visitors.

Why is Kitchener Utilities moving?

- To consolidate a number of municipal operations and services which will lead to improved service levels and coordination.



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**For more information on Kitchener Utilities, please
Visit us online at www.kitchenerutilities.ca**