



Our service department offers 24-hour phone lines. Please call **519-741-2529** (select option #2) for natural gas and water service and repairs. For natural gas emergencies, please call **519-741-2541**. If you prefer to visit us in person, stop by the 9<sup>th</sup> Floor at City Hall during our business hours – 8:30a.m. to 5p.m., Monday to Friday – to find out more about our programs.

At Kitchener Utilities, we are available when you need us. Call us at **519-741-2450** for billing inquiries or **519-741-2626** for program information. For answers to your questions 24 hours a day, visit us on the Web at [www.kitchenerutilities.ca](http://www.kitchenerutilities.ca).

## How to Contact Us

# Kitchener Utilities:

# At Your Service for Over a Century



# Who We Are

For over 100 years, Kitchener Utilities has been proudly serving your community as your natural gas and water utility. As one of just two community-owned natural gas utilities in Ontario, we're proud of our long heritage in Kitchener. We develop our plans with the needs and well-being of our residents and businesses in mind, and we deliver high-quality services and excellent value to our customers.



## What We Do

- We deliver natural gas and water to homes and businesses and look after the infrastructure that helps make this service possible.
- We provide a natural gas rental water heater program with the lowest rates in Kitchener\*, with reliable local service.
- We service natural gas appliances.
- We provide natural gas appliance financing.
- We offer many other programs to help you increase your home's energy efficiency and save you money.

Go to [www.kitchenerutilities.ca](http://www.kitchenerutilities.ca) for more information about all of our programs and services, or call us at **519-741-2626**

\*Compared to other providers, based on rates as of June 1, 2006. For current rates, go to [www.kitchenerutilities.ca](http://www.kitchenerutilities.ca).