FOR IMMEDIATE RELEASE
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Kitchener Utilities sets record straight on hot water heaters

KITCHENER – Concerned customers have made Kitchener Utilities aware that a door-to-door campaign is spreading incorrect information about Kitchener Utilities' water heater rentals and anti-scald valves.

Customers calling into Kitchener Utilities are saying they are being told the venting on their water heater is a safety hazard, and the alternate water heater provider can install a water heater for free.

The company is also removing the anti-scald valve from the water heaters, even though the Ontario Building Code requires the valve be in place on replacement water heaters. Thirdly, the company does not make customers aware that if they are cancelling their hot water heater rental contract with Kitchener Utilities, cancellation fees apply.

"Kitchener Utilities meets all regulations set out by the Technical and Safety Standards Authority (TSSA) for venting water heaters. We also follow the Ontario Building Code regarding water temperature control," said Wally Malcolm, director of utilities. "Our customers' safety is of the utmost importance to us, and we provide quality service to ensure our customers are satisfied and safe."

Malcolm said customers are being told that the black ABS venting on their water heaters is unsafe and can release dangerous carbon monoxide into their homes. ABS venting is safe but must be changed when the heater is upgraded. Anti-scald valves are required on replacement water heater installations.

He explains that venting does not have to be changed until their water heater is at the end of its useful life and requires replacement.

For more information on TSSA Standards, see www.tssa.org

For information on water temperature control in the Ontario Building Code, see Section 7.6.5 at www.e-laws.gov.on.ca/html/regs/english/elaws_regs_060350_e.htm

For more information on rental water heaters, see www.kitchenerutilities.ca/FAQs/rental_water_heaters.asp

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For more information: