



Your natural gas meter needs to be exchanged.

As part of Kitchener Utilities commitment to providing safe, reliable distribution of natural gas, we conduct ongoing exchanges and inspections of our natural gas meters.

We are required under the federal Electricity and Gas Inspection Act to complete a meter exchange at your property. The gas meter located is outside of your property and measures the flow of gas into your location. Kitchener Utilities has hired a qualified contractor, **Lakeside Gas Services** to complete the required work. There is no charge for this gas meter exchange.

We have been granted a limited time in which to complete these exchanges. Therefore within **10 days** of receipt of this letter **Lakeside Gas Services** will plan to change your Meter. If no one is home when they arrive, Lakeside will change the meter, temporarily leaving the gas supply off. A card will be left with a number for you to call get to get your service restored

Please call Lakeside Gas Services at 519-579-6205 Monday through Friday between the hours of 9:00 AM and 5:00PM by July 29, 2011 to arrange an appointment.

We will need to shut off the supply of natural gas to your site for a short period of time while the work is completed. Once your meter has been replaced we will require access into your property to ensure the safe and proper operation of your equipment. By law (CAN/CSA –B149.1-00 Natural Gas Installation Code), and as a matter of safety, we must perform this inspection of your equipment before returning gas service to you. Gas appliances are designed - and are to be maintained - to handle interruptions of the gas supply, rarely are there problems associated with the relights, Note that Kitchener Utilities or their agents are not responsible for any costs associated with malfunctioning appliances.

I apologize for any inconvenience this may cause. If you have any questions or concerns, please feel free to call Lakeside Gas Services at the number above. Thank you in advance for your co-operation.

Yours truly,

Barry Nash
Manager of Customer Relations