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Revision 1.0

City of Kitchener  
Gas Distribution System

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# CONDITIONS OF SERVICE

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# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## TABLE OF CONTENTS

FOREWARD	3
CUSTOMER SERVICE PRACTICES	4
DEFINITION OF TERMS	5
TYPICAL RESIDENTIAL METER SETS	6
<b>1.0 GAS SUPPLY AND DELIVERY</b>	<b>7</b>
KU Natural Gas Service Area	8
<b>2.0 TYPES OF RATES/CHARGES AND RATE SCHEDULE</b>	<b>9</b>
2.1 Types of Rates/Charges	9
2.2 Type of Delivery Rates	9
<b>3.0 INITIATION OF SERVICE</b>	<b>10</b>
3.1 Main Extensions	10
3.2 New Service Installations	10
3.2.1 Applying for A New Gas Connection	11
3.2.2 Customer Costs Associated with New Service	11
3.2.3 Pressure Delivery Options	13
3.2.4 Site Requirements and Restoration	13
3.3 Alteration or Relocation of Existing Gas Service	14
3.4 Meter and Regulator Locations	15
3.5 Temporary Meter Sets	16
3.6 Multi-Metering	17
3.7 Private – Sub-Metering	17
3.8 Customer Piping	18
3.8.1 Notification and Maintenance	18
3.9 Delivery and Use of Gas	19
3.10 Inspection and New Installation	19
<b>4.0 MAINTENANCE OF SERVICE</b>	<b>20</b>
4.1 Access to Premises	20
4.2 Turning off and Turning On Gas Supply	20
4.3 Meter Exchange and Meter Testing	21
4.3.1 Meter Exchange	21
4.3.2 Meter Testing	21
4.4 Gas Service Abandonment, Disconnection and Unused Services	22
<b>5.0 CUSTOMER ACCOUNTS</b>	<b>23</b>
5.1 Establishing an Account	23
5.1.1 Tenant	23
5.1.2 Owner	24

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



5.2	Meter Reading	24
5.3	Bill Issuance and Payment	25
5.3.1	Equal Payment Plan	26
5.3.2	Disconnection for Non-Payment	26
5.3.2.1	Active <b>Tenants</b>	26
5.3.2.2	<b>Active Owners</b>	26
5.3.3	Arrears Management Programs	27
5.3.4	Correction of Billing Errors	27
5.3.5	Dispute Resolution Process	28
5.4	Customer Data	28
5.4.1	Personal Information	28
5.4.2	Green Button	29
<b>HISTORY OF CHANGES</b>		<b>29</b>

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## CITY OF KITCHENER GAS DISTRIBUTION POLICY

### FOREWARD

Kitchener Utilities owns, maintains and operates the City of Kitchener’s Natural Gas Distribution System. At Kitchener Utilities, we are committed to delivering safe, secure and reliable natural gas to our customers. Our operations prioritize the protection of people, the environment, property and economic stability. Our staff and business partners’ work together to deliver great service to our customers while continually improving our system and complying with applicable legislation.

We are committed to these principles:

#### **Safety and security**

We will take appropriate measures to protect the distribution system and are committed to delivery of safe natural gas service.

#### **Reliability**

We will ensure the safe and reliable delivery of natural gas to our customers through the proper allocation of resources and the effective implementation of operational programs.

#### **Sustainability**

We will actively promote and support conservation efforts and strive to operate our business in a sustainable manner.

#### **Value**

We are committed to offering services to our customers at a fair value.

#### **Communication**

We will communicate openly with the public on natural gas supply and distribution matters.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## CUSTOMER SERVICE PRACTICES

Kitchener Utilities is a division of the City of Kitchener. Community-owned by the taxpayers for more than 120 years; we strive to exceed customer-service levels and expectations. It is our goal to resolve any issues in a professional and timely manner.

Kitchener Utilities provides customers with the following services:

- Emergency response including gas odour and carbon monoxide investigations;
- Inspections mandated by applicable legislation;
- Advice on safe operation of gas appliances;
- Regular maintenance and periodic replacement of gas meters, gas regulators, mains and services;
- Line locates.

This Conditions of Service (COS) document summarizes the requirements under which Kitchener Utilities governs its service. Kitchener Utilities provides them to show commitment to providing its customers with safe and reliable natural gas service.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## DEFINITION OF TERMS

<b>CIAC</b>	Short form for Contributions In Aid of Construction.
<b>British Thermal Unit (BTU)</b>	The amount of heat required to raise the temperature of one pound of water 1 degree Fahrenheit at 60 degrees Fahrenheit.
<b>Built-Up Property</b>	A property that is in a development area (an area where buildings and other structures are already present).
<b>cfh</b>	cubic feet per hour
<b>Cubic Metre</b>	The volume of gas which, at a temperature of 15 degrees Celsius and at an absolute pressure of 101.325 kilopascals (kPa), occupies one cubic metre. One standard metre equals 35.494 standard cubic feet.
<b>Customer</b>	Any person, persons, company or corporation receiving gas through Kitchener Utilities, referred to as “you” and “your” throughout this document.
<b>Feeder Service</b>	Piping that conveys gas from a main throughout the private property to individual Services.
<b>Gas</b>	Natural Gas
<b>Gas Appliance</b>	Any device approved by the appropriate government authority and which uses gas as a fuel or as a raw material.
<b>Infraction</b>	A written notice provided to a customer for non-compliance with applicable regulations, codes (CSA B149, etc) and appliance installation instructions. Infractions include deadlines for the non-compliance to be resolved.
<b>KU</b>	Short form for Kitchener Utilities used in this document.
<b>Main</b>	The pipe that is used to carry natural gas to a service.
<b>Meter</b>	A device owned by Kitchener Utilities and approved by the appropriate governmental authority and installed to measure the volume of gas delivered to the customer.
<b>Point of Delivery</b>	The point(s) or points at the outlet side of the meter(s) at the location(s) where the gas is delivered to you.
<b>Property Line</b>	The line that separates the boundary between one property and the next immediately adjacent whether public or private.
<b>Service</b>	Piping that conveys gas from a main throughout the private property directly to the gas meter.
<b>TSSA</b>	Technical Standards and Safety Authority; Ontario’s public safety regulator.

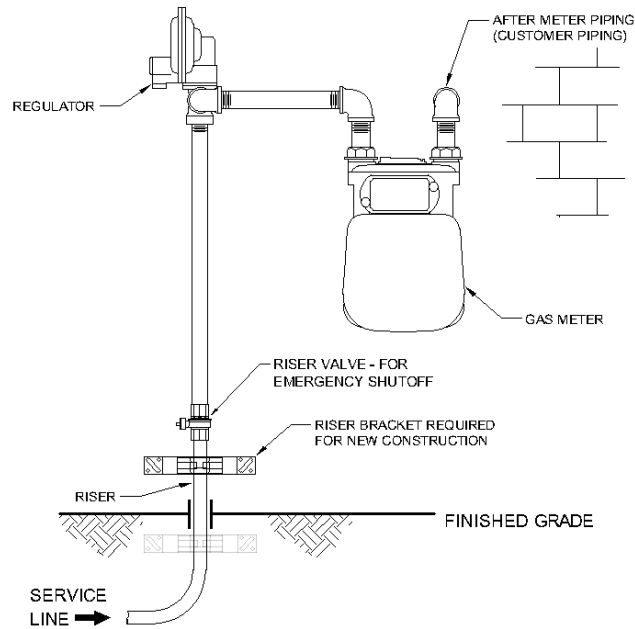
# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System

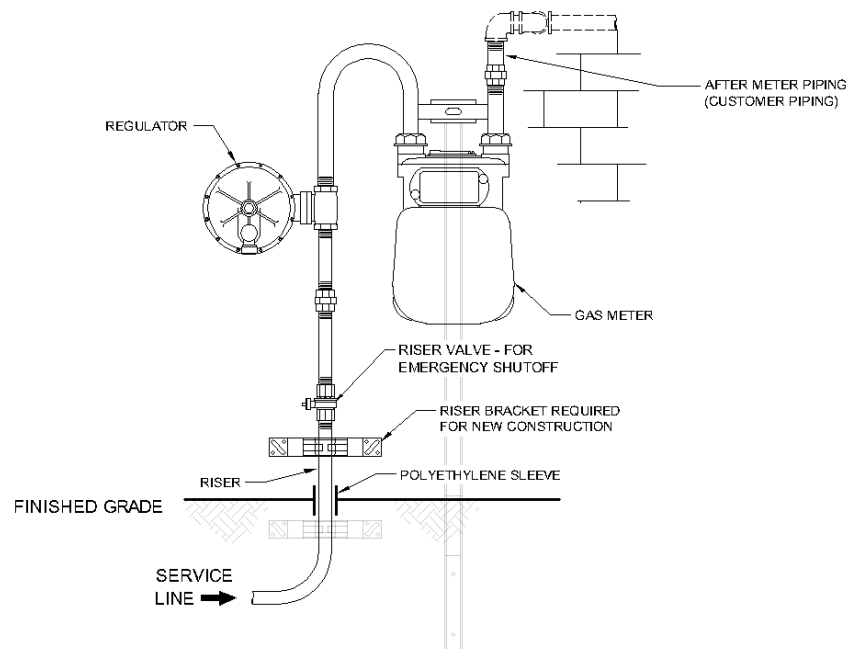


## TYPICAL RESIDENTIAL METER SETS

### STANDARD PIPING



### PRE-FABRICATED METER BARS



# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 1.0 GAS SUPPLY AND DELIVERY

KU supplies (for customers who purchase their gas from KU) and distributes natural gas to customers under the following circumstances:

- There is sufficient supply of gas, and
- There is sufficient capacity within KU's distribution system.

Gas distribution services are available to all Residential, Commercial, Industrial and Institutional customers within KU's service area:

- If there is sufficient pressure and flow to service the customer and
- When determined that the installation of gas piping (mains and services and related gas equipment) to service the customer is economically feasible.

KU's service area includes the City of Kitchener, except for the area south of the Grand River; this area is serviced by Enbridge (see map of KU's service area).

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## KU Natural Gas Service Area



# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 2.0 TYPES OF RATES/CHARGES AND RATE SCHEDULE

### 2.1 Types of Rates/Charges

There are two types of rates:

- Supply rate: the rate charged for the purchase of the natural gas commodity and transportation for bringing the natural gas to Ontario. This rate is only paid by system gas customers; customers who purchase their natural gas from Kitchener Utilities. This rate is not applicable to Direct Purchase customers who purchase their gas from a 3<sup>rd</sup> party or a market vendor. Direct Purchase customers are charged based on their vendor agreement.
- Delivery rates: the fixed and variable rates to cover the costs of gas delivery to customers including meter reading and billing, and capital, maintenance and operating costs of the distribution system. Delivery rates are charged to System Gas and Direct Purchase Customers

### 2.2 Type of Delivery Rates

There are four delivery rate schedules:

- General Service Rate M1: Applicable to residential and non-contract commercial and industrial customers that consume less than 50,000 m<sup>3</sup> per year.
- General Service Rate M2: applicable to residential and non-contract commercial and industrial customers that consume 50,000 m<sup>3</sup> and more per year.
- Firm Industrial and Commercial Contract Rate M4: applicable to a customer who enters into a contract for a minimum term of one year, that specifies a daily contracted demand (CD) between 2,400 m<sup>3</sup> and 140,870 m<sup>3</sup>.
- Interruptible Industrial and Commercial Contract Rate M5: applicable to a customer who enters into a contract for a minimum term of one year that specifies a daily contracted demand (CD) between 2,400 m<sup>3</sup> and 140,870 m<sup>3</sup> and has an alternative source of energy.

Details of Kitchener Utilities' general service rates (M1 and M2) can be found at the link below:

<https://www.kitchenerutilities.ca/en/ratesoffers/Natural-Gas-Rates.asp>

For contract rates (M4 and M5), please email Kitchener Utilities at [direct.purchase@kitchener.ca](mailto:direct.purchase@kitchener.ca) or call us at 519-741-2450 for additional details related to our rates.

## 3.0 INITIATION OF SERVICE

### 3.1 Main Extensions

KU extends its gas main within its service area to serve new customers (applicants) when feasible, considering the following:

- The new main will not impair the service to current users;
- The number of potential new customers (and usage) within the next five years;
- Creation of a secondary feed (redundancy) that also provides natural gas for existing customers (when deemed necessary by KU);
- The cost of extending the gas main;
- All installations have to meet all applicable codes and regulations.

If determined that the cost of the main extension is not economically feasible or due to unfavourable site conditions such as environmental or physical limitations, the applicant will be required to pay a contribution in the aid of construction (CIAC). KU will determine the contribution amount and communicate this to the applicant. Any proposed road crossing will be installed before asphalt and concrete is installed, if feasible. If the crossing cannot be placed before the asphalt or concrete is installed, restoration will be the owner's responsibility. The site should be ready for main installation, within 150mm of final grade and with property bars sufficiently placed to allow for marking the running line of the main, including road crossings.

For all new Multi-residential, Commercial, Industrial and Institutional developments, KU will charge a design/approval fee for the design and outside-agency approvals. For new subdivisions, KU will charge a design fee based on the kilometers of gas main to be designed/installed and approvals fees for any outside agency approvals (if applicable). Refer to the City of Kitchener website for a current listing of user fees.

### 3.2 New Service Installations

This section applies to properties where there is currently no gas service, including properties that will be converting from a different heating source to natural gas.

#### **GAS SERVICING APPLICATION AND TIMELINE REQUIREMENTS**

KU will connect an applicant to the natural gas distribution system, provided that:

- There is a fully completed application for gas;
- The location of the service is within KU's franchise (service) area;
- Adequate distribution facilities are available;

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



- A main extension, if required, can be justified as per 3.1 above;
- The requested flow (supply) is available in accordance with the required supply pressure;
- Payment has been received in full including the CIAC (if applicable), excavation fee and other fees that may apply; see City of Kitchener's current list of user fees.

## 3.2.1 Applying for A New Gas Connection

Licensed heating contractors must apply for the gas service on behalf and with permission of the property owner to ensure code requirements are met. The property owner is required to pay the invoice related to the service and meter installation. Applications cannot be submitted until the owner has taken possession of the property. The heating contractor is required to mark the location of the riser for the meter set prior to KU staff conducting a site inspection to determine the best installation method.

The average time for a gas service installation is eight (8) weeks, depending on workload and provided the application is fully completed and payment is received. Services on a Region of Waterloo road require municipal consent, which may take an additional six (6) months or more, depending on the Region's workload. The Region of Waterloo may not allow gas service installations on Regional roads between Dec. 1 and March 31, as per Region of Waterloo Bylaw #07-029.

During the fall and winter, gas service installation request volumes are typically high, and when needed are prioritized as follows:

- Emergencies,
- No Heat,
- Occupancies & closing dates,
- Construction heat

## 3.2.2 Customer Costs Associated with New Service

As part of the process to connect a new customer to KU's distribution system, KU will complete a construction estimate to assess the costs associated with the installation. KU will perform a feasibility analysis to determine the charges to the applicant for the service installation. Applicants may be required to pay a contribution in aid of construction (CIAC) as the share of the costs to make the installation financially feasible for the utility. Gas service installations with no base gas load (i.e. gas provided only for an emergency generator) will be subject to full-cost recovery.

# CONDITIONS OF SERVICE

## City of Kitchener Gas Distribution System



Standard user fees for the applicable type of gas service will apply to all gas services. Additional user fees will be charged as applicable for the gas service (i.e. design fee, bollards, frost charges) and gas meter set (i.e. gas meter set fee, low clearance gas regulator fee, gas meter set cage). The CIAC will be calculated as the construction cost estimate minus the applicable standard and additional service related user fees and estimated cost-recovery of future gas usage. For single residential homes applying for a new gas service (not relocation, alteration or previous demolition), the CIAC will not exceed \$2,500 for the service itself, this does not include the applicable standard and additional user fees, applicable gas meter set fees, costs that may be required for gas services in excess of 18m in length, or if a main extension is needed.

It is required that the customer request a gas meter within one year of the service installation. If the customer does not have a gas account within one year of the new gas service, the customer will be required to pay the full service installation costs and the gas service will be abandoned by KU at the owner's expense.

Gas services extended from the property line to the meter location will be installed according to KU's policies and procedures. Customers will be charged for these services as follows (see City of Kitchener website for current listing of user fees):

- Standard gas service and meter set fees (required for all new services);
- Aid of construction (CIAC) based on feasibility analysis;
- Additional charges if service extends beyond 18 metres in length;
- Additional charges if service or meter set cannot be installed as originally proposed (for example, applicant paves over service location and now needs to be drilled, inadequate clearances from other utilities requiring additional hand-dig or HydroVac excavation);
- Request a meter or regulator different than KU's minimum standard (for example, a different regulator (referred to as a low clearance regulator) is used when the required clearances to building openings, intake/exhaust/vents or electrical equipment is insufficient);
- Frost charges will apply for applications received between November 15 and February 28 as frost is typically in the ground from mid-December to the end of March;
- Site-not-ready fee will apply when KU arrives on site to install the natural gas service line and the site is not ready to receive a gas service as per Section 3.2.4;
- Design fee for complex or irregular services requiring a design; these will generally include:
  - Commercial, Industrial and Institutional properties;
  - Multi-residential developments; and
  - Services on Regional Roads (a requirement of the Region).
- Meter protection or bollards, if meter set within 4 feet or 1.2 metres of a driven path;
- A cage is required if installing a 5 PSI delivery meter set;
- 5 PSI meter set (if load requirements are not met), a summary of the load requirements to be serviced with 5 PSI delivery is provided in the following section:

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



**Pressure Requirement (psi):** 5

**Load Requirement (cfh):** < 1,000

**Conditions:** 5 psi pressure delivery not available. The load of emergency generators are not included in the load requirements.

**Pressure Requirement (psi):** 5

**Load Requirement (cfh):**  $\geq$  1,000 but less than 3,500

**Conditions:** Total calculated load based on heat source and water heating. All other gas-fired appliances will be considered at 50 per cent of total load. There will be a cost for the meter set. The load of emergency generators are not included in the load requirement.

**Pressure Requirement (psi):** 5

**Load Requirement (cfh):**  $\geq$  3,500

**Conditions:** Total calculated load based on heat source and water heating. All other gas fired appliances will be considered at 50 per cent of total load. The load of emergency generators are not included in the load requirement.

## 3.2.3 Pressure Delivery Options

Currently, the pressure delivery options KU has available are:

- 1.7 kPa (7-inches water column);
- 34.5 kPa (5 psi; see Section 3.2.2 for additional costs related to this delivery option).

## 3.2.4 Site Requirements and Restoration

KU determines the location of the service lines and the required clearance (see Section 3.4), with the normal point of entry being through the wall nearest to the gas supply. The location of the meters/regulators will be installed approximately 3m from the front corner of the building foundation to ensure the meters are not fenced in and KU has accessibility to the gas meter. Where feasible, the service may be installed to accommodate requests made by an applicant; however, all applicable code requirements are to be met. The costs associated with these additional requirements will be included in a feasibility analysis to determine if additional charges or a CIAC is required.

KU does not assume ownership, responsibility or maintenance of piping beyond the outlet side of the meter set (customer piping).

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



If an applicant requires part of the service or main to be installed on property that is not owned by the customer, land rights (in the form of an easement) from the property owner will be required. Any land rights required for gas servicing are to be obtained by the applicant at their cost.

KU restores property to the approximate condition in which it was found before starting our construction work; however, any concrete or asphalt removed to facilitate the installation of the gas pipe will be the owner's responsibility to restore, with the exception of City sidewalks and roadways. This includes property that is excavated or may be disrupted during laying, constructing, repairing or removing our facilities. Restoration costs for City/Regional sidewalks and roadways are included in the installation costs (and the CIAC, if required).

The location of the gas service and gas meter set must be in an area that is readily accessible to provide unfettered maintenance or emergency access. The gas service should have a minimum 1.0m clearance from other buried infrastructure, utilities and other structures or additional costs may be incurred by the owner for the gas service installation.

The installation of the gas service cannot proceed unless proper access to the proposed meter location from the gas main is provided; for example, scaffolding and bricking activities must be completed and removed from the area before the services are installed. Overhead construction activities within KU's work area for the gas service installation will not be accepted. If crews mobilize to the site and are unable to install the gas service due to obstructions, lack of access, or conflict with other on-site work activities, a site not ready fee may apply.

The ground surface must be within 15 cm (6") of final grade before gas service installation can be completed, to minimize potential construction damage. The applicant must mark the desired meter location on the building, using a flag or stake in the ground, paint, or marker or sticker on the building, this location must meet all applicable code requirements. If the site is not within the required grade, or the meter location is not marked, it will be considered that the site is not ready and crews may leave the site and a site-not-ready fee may apply.

Customers are not permitted to complete their own excavation for the trench in which the service line is to be installed.

Generally, new gas services are installed while the building is still under construction, once the meter and/or regulator has been set, it is the responsibility of the owner to ensure that KU infrastructure is protected during construction activities. Large gas meters, multi-meter manifolds and/or 5 PSI meter sets will require a temporary shelter be constructed and installed by the applicant, to KU's specifications, to protect the equipment and piping during construction activities. If the meter set is damaged by the builder or its sub-contractors, the owner will be responsible for all costs associated with the repair to the meter set.

## 3.3 Alteration or Relocation of Existing Gas Service

Alterations or service relocations to an existing gas service will be handled as follows:

- The cost of work done to relocate an existing service/meter set solely for the convenience of the customer will be charged to the customer.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



- If the customer requires the existing service to be abandoned and a new service installed (for example, demolition of existing building and new building built), the customer will be required to pay the applicable standard disconnection fee as per Section 4.4 and the new gas service fees as per Section 3.2.2, including an CIAC.
- If a customer wishes to build a fence or in some way make the meter set no longer accessible to KU staff or meter readers, the customer will be required to pay the cost of relocating the service.
- The customer costs and requirements listed in Section 3.2.2 above will also apply.
- If we become aware of an installation that no longer meets code requirements as a result of a property owner altering the property, we reserve the right to make changes to the gas service or meter such that it meets current code requirements and a fee will be charged to the property owner associated with this work.
- At the time of the gas service relocation or if a change in the meter set is required, KU will review all options to move the meters out of a basement to make them more accessible.

## 3.4 Meter and Regulator Locations

KU will supply the customer with a meter of a size and type that will adequately measure the gas supplied at the time of installation and meets Measurement Canada standards. The meters and regulators are KU's property. We can inspect, remove or replace these as we deem necessary or in accordance with applicable rules, regulations, ordinances, or codes. These devices should be at a location that is always readily accessible.

The meter set (meter and regulator) will not be installed in locations that don't meet applicable regulatory and KU standards, specifically:

- For meters: (i) on rooftops; (ii) under any balconies, overhangs, etc. that are less than 2.1m (7 ft) high, above final grade; (iii) niches (if requested by the builder, approval will be required from KU); (iv) under combustible stairways; (v) unventilated areas; and (vi) inaccessible areas (for example, fences, decks and landscaping).
- For regulators (less than or equal to 1/8" orifice, typical residential and small commercial, generally with a load less than 500 cfh); (i) within 1.0 metre (three feet) of any building opening, dryer vent, appliance combustion air opening, fresh air intake or source of ignition; (ii) within three metres (10 feet) of a mechanical air intake. The regulator location must meet all applicable code requirements.
- For regulators (greater than 1/8" orifice, large residential, commercial, industrial, generally with a load greater than 500 cfh); (i) within three metres (10 feet) of any building opening, mechanical air intake and fresh air intake, and appliance combustion air intake; (ii) within 1.0 metre (three feet) of any dryer vent and source of ignition. For additional information related to regulator clearances, mechanical contractor to review B149 Code.

Residential gas meters will typically be installed approximately 3m from the front corner of the building foundation to ensure the meters are not fenced in and KU has accessibility to the gas meter. Residential, Commercial, Industrial and Institutional meters will be located near a building, taking into consideration the following:

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



- Safety;
- All applicable code requirements;
- Distribution facilities;
- Customer equipment;
- Noise;
- Structural design;
- Landscaping;
- Accessibility for meter reading and servicing.

An inside location for a meter requires the approval of the utilities engineer or designate; however, it is KU's preference that all meters be located outside. Remote meter set locations will be evaluated by the utilities engineer or designate on a site-by-site basis. KU no longer installs meters or piping on the roof of a building.

Customers are responsible for protecting all metering and pressure regulating equipment necessary including downstream piping for the supply of gas and for maintaining accessibility to the equipment, including free of ice and snow. Customers will be held liable for any such loss or damage beyond ordinary wear and tear, and if required, shall pay KU the cost of necessary repairs or replacements.

We are not responsible for damages caused by the freezing of water pipes, water heaters and hot water systems in your premises, unless the damage is a direct result of our negligence. The installation of a gas meter cannot proceed unless proper access to the meter location is provided; for example, scaffolding and bricking activities have to be completed and removed from the area prior to the meters being installed. Before requesting a meter, please ensure that the gas piping, manifold, appliances and thermostat have all been installed; the hydro is working (gas piping is bonded) and the pressure test tag is attached. The customer gas piping must be gas tight; a manometer test will be performed. When installing downstream piping it must align to the KU provided meter template. If crews mobilize to the site and are unable to install the gas meter due to any one of the above requirements not being met, a fee may apply.

Anyone who is not an authorized agent of KU shall not be permitted to connect or disconnect our meters, regulators or gauges, or in any way alter or interfere with our meters, regulators or gauges.

## 3.5 Temporary Meter Sets

For new developments, KU can provide temporary gas meter sets for construction heat. To minimize costs to the customer and KU, KU will attempt to re-utilize the temporary gas meter set as the final meter set once construction is completed (loads and sizing permitting).

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



A meter set rebuild/relocation fee will apply to the removal and/or relocation of the temporary gas meter set, in addition to any materials that cannot be re-utilized in the final meter set location and configuration. If the gas service riser will also be required to be relocated, separate gas service relocation fees will also apply. The owner will be responsible to protect the temporary meter set during construction as per KU requirements. If the temporary meter set is damaged by the builder or its sub-contractors, the owner will be responsible for all costs associated with the repair to the meter set.

## 3.6 Multi-Metering

To obtain a multi-meter, the property owner must obtain the appropriate building permit. All downstream piping must be tagged with a metal engraved tag identifying the units (numerical only) in order to meet code requirements. A drawing must be included with the application indicating the unit labelling, this application is available on the KU website. As part of the application, the owner must confirm the unit labelling has been approved by the City of Kitchener Building Department.

For retrofitting properties, a multi-meter manifold fee will apply, in addition to the applicable fees above.

Illegal units are not eligible for additional meters. Our process is to circulate requests for additional meters to the City's building division for comment on the status of units at the property. Comments may also be requested from other City divisions including the fire department, planning and bylaw enforcement. This process may trigger enforcement action with respect to illegal units or other violations. Application fees will not be refunded in cases where additional meter(s) are refused.

## 3.7 Private – Sub-Metering

Private-Metering is permitted within the KU gas distribution system. KU will require notification of the intent to sub-meter for new or existing systems. KU's requirements and recommendations for Sub-Metering systems are outlined below.

1. KU shall install a main meter, upstream of any sub-metering system which shall be used for KU's billing purposes to the sub-metering system owner. Billing for sub-meters downstream of KU's main meter will be the responsibility of the sub-metering system owner.
2. KU shall be allowed full unobstructed right of access in perpetuity to enter the property for the purpose of assessing its meter set, including installing, inspecting, repairing, removing, renewing, expanding, operating and maintaining it. This extends to all appurtenances, works, attachments and equipment deemed necessary by the Utility.
3. All private sub-meters are to meet all applicable Measurement Canada, Ontario Energy Board (OEB), Technical Standards and Safety Authority (TSSA) and Canadian Standards Association (CSA) requirements. All piping beyond the outlet of KU's main meter is the responsibility of the customer and must meet all applicable TSSA and CSA requirements.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



4. The sub-metering system owner is to place a permanent sign on the wall at the KU main meter location stating "Site Privately Metered". The sign lettering shall be a minimum of 8-inches (20cm) in height. The sub-metering system owner shall also provide a permanent sign with a 24/7 Emergency Contact Number. The emergency contact number is to be reviewed annually for any changes and the sign revised, if necessary.
5. Prior to turning gas onto any unit, the sub-metering system owner shall request a Final Inspection from KU. If there is a change in the unit related to appliances with a new tenant, a new Final Inspection shall be requested. If KU is not notified as new units come on-line or changes are made, KU shall not be held liable.
6. Emergency calls received by KU related to gas odours or carbon monoxide will be responded to by a KU technician who will investigate and attempt to localize the location of the leak. If the technician is unable to gain access or unable to isolate the location of the leak, the gas will be shut-off at the KU main meter – shutting off gas supply to the entire premise. If the technician finds an unacceptable condition to any appliance or work, an infraction will be issued as per the current version of O. Reg 212 and gas may be shut off to the appliance or premise.
7. KU will provide an invoice related to the administration costs for sub-metering. The costs are identified in the current City of Kitchener user fee.
8. A change in rate class will not be applicable, if combining all existing KU meters into one-meter leads to this.

## 3.8 Customer Piping

As an applicant for service, a customer shall, at their own expense, equip the premises with all piping and attachments (including controls and safety devices) from the meter outlet to the appliances or equipment served. It is the customer's responsibility to maintain the piping and equipment beyond the outlet side of the meter. This piping must be installed and maintained in accordance with the current CSA B149.1 gas code.

If KU becomes aware/determines that piping, an appliance or heating equipment are defective, or not in accordance with applicable rules and regulations, ordinances or codes, we will issue an infraction. KU may discontinue gas service at any time that we find defective or unsafe conditions on the piping, the venting, or the appliances or other gas-fired equipment as per O. Reg 212.

### 3.8.1 Notification and Maintenance

If there is a leakage or escape of gas suspected or a CO alarm on a customer's premises, the customer is required to immediately notify KU at the gas emergency line 519-741-2541 or call 911.

Customers must ensure their gas appliances, including the appliance venting systems, are regularly inspected and maintained by a TSSA certified contractor. KU shall have access, at all reasonable times and upon reasonable notice, to all parts of every premise to which we supply gas.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



If injury or damage occurs because of the escape of gas or products of combustion of gas from building piping, venting systems or appliances on the customer's side of the point of delivery, Kitchener Utilities (City of Kitchener) are not liable, unless the injury or damage can be traced to our negligence.

## 3.9 Delivery and Use of Gas

Kitchener Utilities' gas delivery and the customer's receipt and use of gas constitute a contract subject to these provisions, even if a contract has not been formally signed.

The place of delivery of all gas purchased shall be at the outlet of our meter located at or near the point or points of connection with the customer's facilities. At that point, all gas delivered shall become the customer's property.

All gas passing through the meter, whether used or lost through leaks in pipes, joints or otherwise is the customer's responsibility and the customer shall pay for that gas.

Gas sold to customers at excess pressure (greater than 1.7 kPa, seven-inches water column) shall be sold by the cubic metre corrected to a base temperature and pressure.

## 3.10 Inspection and New Installation

An inspection and testing by a licensed heating contractor of the customer's gas piping and equipment shall be made prior to gas being initially introduced to a building.

KU's final inspection of the customer's gas piping and equipment must occur before the premise can be occupied, gas to the premise will not be turned on until this inspection has been completed and meets all code requirements. All equipment must be accessible and operational.

Subsequent government required inspections will generally occur on a 10-year cycle in accordance with Kitchener Utilities' quality assurance inspection program.

If an inspection reveals that there is a non-compliance of the current B149.1 gas code, the customer will be advised in writing. It will be the customer's responsibility to have this condition repaired and/or made safe with the specified time period given on the infraction notice.

In all cases the homeowner or builder must pay an additional service fee at an hourly rate if the site is not ready for the inspection, or if inaccurate information on the gas service application necessitates a repeat visit.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 4.0 MAINTENANCE OF SERVICE

### 4.1 Access to Premises

Our authorized representatives shall have access to a customer's premises at all reasonable times and upon reasonable notice to inspect, read, test, emergency shut-off (access to the premises will also be required for relights), repair, or replace the meter or meters, appliances and equipment used in connection with gas service.

The City of Kitchener has a right to access the gas service and meter set as per the Municipal Act, 2001:

80. (1) A municipality may, at reasonable times, enter on land which it supplies a public utility,

(a) to inspect, repair, alter or disconnect the service pipe or wire, machinery, equipment and other works used to supply the public utility; or

(b) to inspect, install, repair, replace or alter a public utility meter.

### 4.2 Turning off and Turning On Gas Supply

In an emergency, the gas supply to appliances may be turned off in the interest of safety. Only a qualified person holding an appropriate certificate from the regulatory authority having jurisdiction may turn on the supply of gas and relight appliances which have been turned off.

Except in the case of a notification of a hazard, the turning on and off of the gas supply for purposes of installing, servicing, removing or repairing gas appliances may only be done by a person certified to perform this work by the regulatory authority having jurisdiction.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 4.3 Meter Exchange and Meter Testing

### 4.3.1 Meter Exchange

Under Measurement Canada regulations, Kitchener Utilities is required to periodically exchange gas meters for government inspection. To meet this requirement, KU or an approved Contractor will shut off the gas supply to the existing meter, replace it with a new meter, then relight and inspect all connected natural gas equipment. There is no charge related to this service. If an inspection reveals that there is a non-compliance on the customer piping as per the current B149.1 gas code, the customer will be advised in writing through an Infraction document. It is the customer's responsibility to have this condition repaired and or made safe within the specified time period given on the infraction notice. If the repair is not made within the prescribed time period, the gas to the premise(s) will be shut off.

If KU is unable to exchange the meter, KU will initiate contact via door tag, letter or telephone. Please call the number provided to make an appointment. The KU inspector or designated contractor who comes to your property will carry valid company photo identification, which you may request to see before providing access to your home or business.

There may be times where there has been no response to our attempt to contact you. In these cases, the meter will be exchanged and gas supply left off between April 15 and October 30th. A card will be left at your property requesting you to call KU or our approved contractor and book an appointment to unlock the meter and relight and inspect your natural gas appliances. There is no charge related to this service.

### 4.3.2 Meter Testing

KU will remove and test meters when necessary or when required to ensure accordance with legislative requirements. Should a meter fail to register the amount of gas used, consumption shall be estimated by KU and supply and/or delivery charges shall be paid for by the customer in accordance with such estimate.

Should a customer dispute the accuracy of a meter, the test process of the meter must be initiated by the customer through Measurement Canada. This helps to maintain the independence of the dispute process and requires the disputing party, normally the customer, to contact Measurement Canada directly. As part of this application (please refer to Sections 23 and 24 of the Electricity and Gas Inspection Act), the customer can apply to have a government inspection of the meter. Measurement Canada sets out Federal Regulations that Kitchener Utilities must follow with regard to gas measurement. Kitchener Utilities uses a fully accredited contractor with authorization from the federal government to test and seal meters.

If a customer requests a meter accuracy check and the meter is verified to meet the regulated accuracy requirements during the inspection, KU may charge any additional cost for the meter removal and test. This is in addition to the government inspection fee. In the event of an erroneous connection or incorrect use of an apparatus, the error shall be deemed to have existed from the time of connection. In the event it can be, through records, determined when an error occurred, the bill will be retroactive to that time.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 4.4 Gas Service Abandonment, Disconnection and Unused Services

To maintain a safe gas distribution system and regulatory compliance, KU is required to abandon any unused gas services, which includes removal of the gas meter and permanent disconnection (cut-off) of the gas service from the gas main. Gas services cannot be temporarily disconnected and re-instated at a later date, the gas service will be required to be abandoned and a new service installed when/if needed.

Customers completing the re-development of existing properties with existing gas services, completing gas service disconnections due to a renovation or addition, or converting to alternative energy sources will require that a gas service disconnection be completed. To request the gas service to be disconnected, the customer must complete and submit a Gas and Water Disconnect Request Form located at the link below.

<https://form.kitchener.ca/INS/KU/Supplemental-Gas-and-Water-Service-Disconnect>

If the gas service disconnection is part of a demolition, a Demolition Permit will be required from the City of Kitchener Building Division, which can be contacted at 519-741-2443. The Demolition Permit will require that all utilities complete and sign-off on a demolition tracking sheet to document that all services have been disconnected. As part of the demolition tracking process, KU will also require that the Gas and Water Disconnection Request Form at the link above is submitted.

Gas service disconnections/abandonments are subject to a standard disconnection fee, dependent on the gas service type. Gas service disconnections for customer changing energy sources (i.e. no longer using gas) will only be charged a fee for the gas meter removal, however should the customer elect for future gas servicing the standard disconnection fees and new gas service fees per Section 3.2.2 would be applied. Refer to the City of Kitchener website for a current listing of user fees.

If there is a request to remove a gas meter, a sixty-minute service fee will apply.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 5.0 CUSTOMER ACCOUNTS

### 5.1 Establishing an Account

Whether a new customer or moving from an existing Kitchener Utilities account, the customer should notify Kitchener Utilities before taking occupancy of a new home or prior to the effective date of a lease agreement. The process to apply is different for tenants and owners. Please be sure to follow the process based on tenancy or ownership.

#### 5.1.1 Tenant

To open a tenant account you may fill out our online form. You will need full names of all tenants, all tenants must be present for signing off and an image of a piece of ID for each tenant prior to starting the application. If you are not able to do this, call 519-741-2450 or visit Kitchener City Hall for next steps on how to setup your account. If you have had a previous account with KU, we may have a contract on file and may be able to access your account information over the phone; contact us at the number noted above.

A security deposit is required to open a new account. The deposit may be waived if you choose to opt-in to and are approved for our preauthorized payment plan. KU reserves the right to charge the deposit to the account if the pre-authorized plan is revoked due to unacceptable payment history. Also, the deposit may be waived if a credit reference letter from another utility company within Ontario can be provided to confirm good payment history within the last twelve consecutive months.

Security deposits may be required from any tenant who does not maintain good payment history for the required time period; however, deposits are generally billed on the first bill. Payments of deposits can be made in the form of cash, cheque, debit, bank line, phone line or pre-authorized payment.

The deposit will be added to the customer's first bill if the amount remains unpaid at the time of the application. All normal billing rules apply to tenant deposits added to a customer account.

The security deposit amount for residential tenants is identified in the fees and charges schedule approved by council annually. For commercial tenants, the security deposits will vary depending on building type and size. Please contact revenue customer service at the above number for more information on commercial deposits.

An administration fee will apply for the set-up of new accounts or if transferring an account within Kitchener. Please refer to the current City of Kitchener fees and charges schedule for the administration fee amount.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 5.1.2 Owner

To open an account and arrange for natural gas service to your home or business, complete the online application form. If you are not able to do this, call 519-741-2450 or visit Kitchener City Hall.

Information you will need to apply include:

- Full names of those on title;
- Legal possession date;
- Lawyer's name and phone number;
- Existing Kitchener Utilities account (if move from another property within Kitchener);
- Personal contact information.

An administration fee will apply for new accounts or if transferring an account within Kitchener. Please refer to the current City of Kitchener fees and charges schedule for the administration fee amount.

## 5.2 Meter Reading

Kitchener Utilities reads gas meters on a monthly schedule. If KU's representative is unable to read a meter on the day it has been scheduled for monthly reading, an estimated read will be generated at the time of billing. At the time when an actual read is obtained, the actual read will be compared with the previous estimate(s) and the amount billed will be adjusted as applicable. On rare occasions, if the meter register has stopped or has been damaged, KU may have to estimate consumption for the affected time period.

The customer is to ensure that the meter is accessible for reading at all times; this includes enclosing within a fence, refraining from placing plants, permanent structures and other objects within 60 centimetres (24 inches) around the gas meter, which may be accidentally damaged by meter readers or technicians trying to access the meter. KU representatives will attempt to use the shortest access route from a path or driveway to access the KU meter. During winter weather, where the KU representative is not aware of what may lie beneath the snow, KU cannot guarantee that plants and other objects may not be walked upon.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## 5.3 Bill Issuance and Payment

A utility bill will be produced around the same time each month and may include one of the following charges in combination (as applicable): gas, water, sewer, rental water heater and stormwater. For gas, there is a gas fixed delivery charge that is applied to the monthly utility bill regardless of the volume of gas consumed.

Utility bills are due when issued, although there is an allowance period of 17 days after the date of issue before late charges are applicable. The City of Kitchener also has an option for e-billing, for which a customer may register. A late payment charge of two per cent is applied for payments made after the late payment date indicated on the bill.

For new accounts, the first bill should be received within three to six weeks after the effective date of the new service and will include any charges or deposit amounts related to opening a new account.

Payment is first applied to the oldest bills. If you have a tenant account with a deposit, the payment is applied to the deposit first and then to the oldest bills.

### **PAYMENT OPTIONS INCLUDE:**

1. Pre-authorized payment
2. Internet or telephone banking
3. Pay with credit card
4. By mail addressed to:  
The Corporation of the City of Kitchener  
Finance and Corporate Services, Revenue Division  
PO Box 1113  
Kitchener ON N2G 4R6
5. Payment box located at 200 King St. W.:  
Young Street entrance of Kitchener City Hall  
City Hall Rotunda
6. In person at city hall – main floor  
(cash, cheque or debit)
7. Through a banking machine or at a bank teller at most Canadian chartered banks. When using this payment option, please ensure that your bank provides this service and allow at least five business days for your bank to process the transaction and forward it to the city.

Cheques are payable to: City of Kitchener

## 5.3.1 Equal Payment Plan

KU customers have the option of subscribing to an equal payment plan and may sign up for this plan at any time during the year. In order to have consumption history on which to base the plan amount, it is advisable to have 12 months of gas consumption on new properties before requesting an equal payment plan. Monthly equal billing plans are reviewed semi-annually and adjusted as required. Accounts are reconciled on the 12th month of the plan.

## 5.3.2 Disconnection for Non-Payment

It is the expectation of KU that customers pay their bills on time. In the event that does not happen, the following will occur:

### 5.3.2.1 *Active Tenants*

1. Natural gas customer accounts with a past due amount greater than the parameters set by the revenue division will be reviewed by a collections officer.
2. Natural gas customers will receive a termination notice in writing when the collections officer's assessment warrants this action. From November 1 to March 31 on tenant-occupied properties, property owners will receive written notification of the pending service disconnection.
3. The customer will receive eight (8) calendar days' notice before termination of a service for non-payment.
4. Prior to disconnection, a representative of KU and/or City of Kitchener revenue division will make a reasonable effort to establish direct contact with the customer.
5. If suitable payment arrangements have been made with collections, further collection activity for that customer's billing period will be suppressed.
6. Prior to actual termination, the customer's account is reviewed and approved for termination by a collections officer.
7. KU reserves the right to disconnect services as an alternative collection method.
8. Tenants with a service disconnected for a period greater than one year may be forwarded to a third-party collection agency.

### 5.3.2.2 *Active Owners*

1. Natural gas customers' accounts with a past-due balance greater than the parameters set by the revenue division will be reviewed by a collections officer.
2. Customers will receive a collections notice in writing when the collections officer's assessment warrants this action.
3. The customer will receive eight (8) calendar days' notice before transferring the debt to the property tax account.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



4. If suitable arrangements for payment have been made with collections, all further collection activity for that customer's billing period will be suppressed.
5. Prior to actual transfer to taxes, the customer's account is reviewed and approved for transfer to taxes by a collections officer.
6. KU reserves the right to disconnect services as an alternative collection method.
7. The collections officer will send a letter of advisement to the mortgage company of the transfer of utility arrears to taxes when property taxes are paid by the mortgage company.
8. If a property owner is in arrears on both gas and water utilities and taxes for a period of two years, the collection process for utility arrears will follow the same process as active tenants.
9. In situations where property taxes are only being paid and not the utilities, the collection process for utility arrears will follow the same process as active tenants.

Detailed steps outlining the collection process can be found in the City of Kitchener's collections policies.

## 5.3.3 Arrears Management Programs

The City of Kitchener will work with its customers to make reasonable payment arrangements for payment of outstanding arrears. For individuals who meet provincial low-income criteria, information relating to receiving emergency financial assistance from the Region of Waterloo's social services programs will be made available upon request.

"Eligible low-income" means a residential customer who:

- Has a pre-tax household income at or below the most recent pre-tax low-income cut-off, according to Statistics Canada, plus 15 per cent, taking into account family size and community size, as qualified by a social service or government agency, or
- Has been qualified for emergency financial assistance.

## 5.3.4 Correction of Billing Errors

Where billing errors have resulted in under-billing, the customer may be charged with the amount erroneously not billed for a period not exceeding:

- a. One year, in the case of a customer who was not responsible for the error and could not have known there was an error, and
- b. Six years in all other cases (for example, tampering or fraud).

Where billing errors have resulted in over-billing, the customer may be credited with the amount erroneously paid for a period not to exceed six years.

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



When a customer is responsible for the under-billing error, the utility may require payment of the full amount on the next bill or on a separate bill.

## 5.3.5 Dispute Resolution Process

The following outlines KU's administrative procedure for resolving complaints by customers regarding utility billing and bill payments provided by the City of Kitchener.

1. If a complaint is not resolved after contact with a revenue customer service representative (CSR), the customer may contact the supervisor of customer service and collections,
2. In the event that the dispute is not resolved in Step 1 above, the customer may contact the manager of utility billing and customer service.

In the event that the dispute is not resolved in step 1 and 2 above, the customer may contact the director of revenue.

## 5.4 Customer Data

### 5.4.1 Personal Information

KU's is committed to maintain high standards of confidentiality with respect to the personal information in its possession. Personal information is collected directly from the customers and is used to establish and confirm identity and to set up accounts for the purchase and delivery of natural gas. Personal information will not be used or shared without the customer's consent.

The personal information collected may be used by the Corporation of the City of Kitchener for the administration of this program and also for enforcement purposes including without limitation enforcement pursuant to the Fire Protection Act, 1997, the Building Code Act, 1992, the Planning Act, and regulations and by-laws under those Acts. Information is collected pursuant to section 11 of the Municipal Act, 2001 and in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act.

The City of Kitchener Privacy Policy can be found on the link below:

<https://www.kitchener.ca/en/privacy-policy.aspx>

# CONDITIONS OF SERVICE

City of Kitchener Gas Distribution System



## Green Button

Green Button is a digital initiative aimed at providing energy consumers with easy access to their own energy consumption data. It allows customers to download their energy usage information in a standardized format. The Green Button program was developed to promote energy conservation and empower consumers to make informed decisions about their energy usage. By providing easy access to their energy consumption data, customers can analyze their usage patterns, identify areas where they can reduce energy consumption, and potentially save on their energy bills. In Ontario, Green Button is a requirement for most electric and natural gas utilities including KU.

Green Button functionalities is available to all KU customers through the e-billing portal. Customers must register and login the e-billing portal in order to access Green Button. There are two options to access the data through Green Button;

- Download My Data (DMD): a manual on-demand method to download consumption and billing data for a certain period of time in the standard format.
- Connect My Data (CMD): is an automatic and continuous data-sharing method that allows third-party energy management apps or platforms to access and use customer's energy data with their consent.

Third party apps must be registered with KU to establish a secure data transfer channel and authentication process. KU does not audit or evaluate third party apps and makes no guarantee to the quality or security of their data practices. KU accepts no responsibility once the data is transferred to a third-party app through CMD or downloaded through DMD.

More information on Green Button can be found on the link below.

<https://www.oeb.ca/consumer-information-and-protection/green-button>

## HISTORY OF CHANGES

The history of changes tracks all pertinent changes to this document.

**Revision:** Initial **Date:** August 22, 2018 **Description:** Original **By:** Kitchener Utilities

**Revision:** 0.1 **Date:** November 18, 2022 **Description:** Re-creation of original document **By:** Kitchener Utilities

**Revision:** 1.0 **Date:** March 28, 2024 **Description:** Revised and updated **By:** Kitchener Utilities