



Connections

Nov/Dec 2008

Peterborough Utilities Services Inc.

1867 Ashburnham Dr.
P. O. Box 4125
Station Main
Peterborough, Ontario
K9J 6Z5

General Inquiries

(705) 748-9300

Account Information and Customer Service

(705) 748-6900

www.peterboroughutilities.ca



Season's Greetings!

Smart Meters are coming in new year

We've been talking about it for over a year now, and the time has finally come – electricity Smart Meters are being installed throughout Peterborough for the next six months beginning in January 2009.

The meters are part of an Ontario-wide program designed to help consumers track their energy consumption and save money on their energy bills.

Our installer will knock on your door prior to changing your meter to let you know that your power will be off for a short time. If you are not at home, the meter will be changed and an information package will be left for you.

No changes will occur to your billing in the short term. When Time-of-Use rates are close to being introduced, you will be notified and a second information package will be provided.

Until the system is completely up and running, we will continue to manually read your meter. Once the system is fully in place, readings will be done remotely.

For more information regarding the Smart Meter program, please visit www.smartmetersontario.ca.

Water meters also being installed

We are also moving forward with water metering for all City of Peterborough residents. Beginning last May, all new residences received water meters. In 2009 and 2010, we will be adding water meters to existing residences. Water meters provide an equitable means of billing all customers while encouraging water conservation. The water meters will be read remotely, in conjunction with our electrical Smart Meter program.



Smart meters will be installed in customer's homes starting in January 2009.

Winter water tips

Peterborough Utilities' water department works hard for you all year. Breaks in the water mains occur most often in the winter, and our repair team is kept busy maintaining your city's water infrastructure. We also ensure that fire hydrants are kept clear of snow, in case they are needed in an emergency.

Here are some things you can do to help us, and ensure that your own plumbing is protected from Jack Frost:

- Turn off your outside taps and drain them, or shut them off inside the building wall.
- Be aware that plumbing located within or directly against exterior walls or unheated enclosures may be prone to freezing and possible



breakage in the winter. Keep a close eye out for any water leaks around your home.

- If you see outside running water from an unexplained source, it may be a break in a water main. Give us a call at 748-9300 and we will check it out.
- When clearing snow, do not pile it where it will obstruct a fire hydrant. If you see a fire hydrant that is covered in snow, please contact the Water Department at 748-9301, ext. 1295.



Need more time to pay your bill?



For more information,
call our
**Customer Service
Department**
748-6900

Our new Customer Self-Serve Portal makes it easier for you to access information and make changes to your account online, whenever you want, and without speaking with a PUC representative.

For instance, now you can make payment arrangements online. From time to time, you may find that you need a little extra time to pay your utility bill. In that case, you can make a “payment arrangement” that will keep your account in good standing and prevent a hand-delivered notice from us.

To make a payment arrangement

Visit our website at www.peterboroughutilities.ca and click on the Customer Service tab at the top of the page. From that pull-down menu, select “Customer Self-Service Login” and enter your PIN number, which is located on your invoice under “Bill Messages.”

To make payment arrangements for an outstanding amount, choose “Payment Options” and then “Payment Arrangement Plan.” You can then use the drop-down menus to make your payment arrangement. Please note that your bill is required to be paid within 21 days of the due date of your bill.

The new self-service portal is fast, easy and discreet. You can also use it to schedule connects and disconnects, review your account information, get information on your past consumption and much more.



Use our new self-serve website to make payment arrangements.

Water rate increase

The PUC has applied for a 3.5 per cent water rate increase to offset the increasing cost of water chemicals and meter installations. If approved, the average customer’s monthly bill would increase approximately \$1.05. The Commission has also applied to raise the fare of the train at the Riverview Park and Zoo to \$2 from \$1. This would bring in approximately \$47,000 more in revenue but would still not cover the cost of running and maintaining the train. The train is the only service at the Riverview Park and Zoo for which there is a fee to the public. The new rates would come into effect on Jan. 1, 2009.

Sewer surcharge

A sewer surcharge, proportional to water charges, is collected by us on behalf of the City of Peterborough. **The sewer surcharge will also increase by 3.5%.** For clarification regarding the sewer surcharge, please call Peterborough City Hall at (705) 742-7771.

Someone in your neighbourhood could use a housewarming gift.

Any power blackout can make life more difficult, even if it lasts only a short while. Imagine a family living without electricity for weeks. That’s the reality some of our neighbours face when they cannot pay their utility bills. Your neighbour. A co-worker. A senior living alone. Utility services can be disconnected when people fall behind in their payments and simply cannot get caught up.

Fortunately, there is a way you can help: by giving to the Fund for Utility Service Emergencies (FUSE), administered by the Housing Resource Centre, a program of the Community Counselling and Resource Centre. One hundred per cent of your donation to FUSE goes directly to help local people who are temporarily unable to pay their utility bill and are facing disconnection.

I would like to help. Please add the following amount to my utility bill each month:

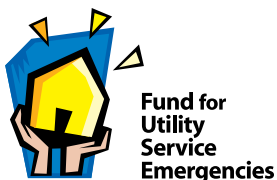
- \$1 per bill \$3 per bill \$5 per bill \$10 per bill \$20 per bill

Name:

Account Number:

Telephone:

Thank you for your support.
You will receive a tax receipt
for annual contributions over \$10.



You can help.

Include this form with
your next payment,
fax it to (705) 748-6761
or call (705) 748-6900.

For a one-time donation,
send a cheque payable to
the ‘Housing Resource
Centre’ indicating you’d
like your donation to go
to FUSE.