

Connections

January/February 2020

Water, Sewer & Rental Services



Peterborough Utilities Services Inc.

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705-748-6900

peterboroughutilities.ca



Find out more at peterboroughutilities.ca/Park_and_Zoo

Rotarians and RPZ make beautiful music together



Our new musical playground, to be installed in spring 2020, features durable outdoor musical instruments such as drums and a xylophone.

Riverview Park & Zoo (RPZ) has a new attraction, thanks to the generosity of the Rotary Club of Peterborough Kawartha.

RPZ and the Club have teamed up to purchase a new musical feature for the playground. The Freenotes Harmony Outdoor Musical Playground was purchased for \$30,000 and will be installed this spring.

“Thank you to the Rotary Club of Peterborough Kawartha for this generous contribution to the Park & Zoo. It will be enjoyed by people of all ages,” said RPZ manager Jim Moloney.

The installation includes musical instruments such as drums, a xylophone, chimes and more. Children can make music individually or in groups.

The Fun Run is May 30. Save the date!



Participants in the fundraiser run or walk the 1K or 5K routes that wind through the Park and Zoo.

We are excited to announce that the annual RPZ Fun Run is Saturday, May 30, this year.

The Fun Run is a great family-friendly event for runners and walkers, children and adults. Funds raised have allowed completion of vital projects such as equipping the Zoo Animal Healthcare Centre and furnishing the Rotary Education Centre. New and expanding exhibits have been possible because of community participation in this event.

You can also help out by having your business sponsor the run at any level, or you could become one of the many volunteers that are needed to make the event such a success each year.

For more information, call 705-748-9301 x2339 or email riverviewparkandzoo@peterboroughutilities.ca.

Beware of scammers pretending to be from a utility

In response to increased fraudulent activity across Ontario, we want to warn our customers about ongoing scams targeting utility customers.

Common tactics include: impersonating the local utility, sending threatening phone calls, texts, emails or showing up in person at a customer's home or business and requesting personal information. The requests can include pressure for immediate cash payment, threats to disconnect service the same day, and even demands that you purchase prepaid debit cards, gift cards or Bitcoin. Peterborough Utilities does not make this type of payment request nor threaten our customers with immediate disconnection.



Protect yourself from scammers:

- Never make a payment for a charge that isn't listed on your most recent bill from us
- Ignore text messages or emails with suspicious links promising refunds
- Don't call the number provided to you by someone at your door or in an email or text. Instead, call us directly at 705-748-6900 to check the status of your account
- Do not provide any personal information or details about your account

Remember, we will never threaten immediate disconnection for non-payment. If you feel threatened in any way, contact the police.

If you believe you have been a victim of fraud, please contact us at 705-748-6900 as well as the Canadian Anti-Fraud Centre at 1-888-495-8501.



For more information,
call our

**Customer Service
Department**

705-748-6900



Adopt a garden at RPZ

Gardening is a great way to get outdoors and relieve stress. Now you can also show your support for Riverview Park & Zoo (RPZ) while making use of your gardening skills. The Adopt-a-Garden program encourages organizations, groups and individuals to plant and maintain one of the many garden beds on RPZ's grounds.

Adopters will need to supply the plants (with guidance from the horticultural staff), as well as provide maintenance from May 1 to October 31 each year. Volunteers are encouraged to bring their own tools.

Hand-painted flagstones featuring the adopter's name will be placed in each garden.

Adoption is free and the commitment is for one season. Plant purchases are up to you, but we'll work with you to ensure the gardens fit with our horticultural master plan. RPZ's gardening goals include: encouraging pollinators, using native species, public education and, of course, aesthetics.

If you, your group or business would like to adopt a garden, please complete the application on our website.

Don't have time to tend a garden but still want to help? You can make a donation of any size toward our horticultural programs. For donations over \$250, hand-painted flagstones featuring the donor's name will be placed in each garden. Donations of \$5,000 or more will also be recognized on our donor wall.

For more information,
contact us at:

[riverviewparkandzoo@
peterboroughutilities.ca](mailto:riverviewparkandzoo@peterboroughutilities.ca)

705-748-9301 x2339

or visit the website:

[peterboroughutilities.ca/
Park_and_Zoo](http://peterboroughutilities.ca/Park_and_Zoo)



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Take advantage of these free options to help you manage your utility services accounts:

- **E-billing**
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- **Pre-Authorized Payments (PAP)**
Your bills will always be paid on time, avoiding late fees. You'll be notified of the amount coming out before the bill is paid.

To sign up for e-billing or PAP, visit our website and click on "Customer Self-Service Web Portal." Your PIN number is on the last page of your invoice.

- **Weekly Reports**
We will email you weekly reports with detailed breakdowns of your electricity and water usage. Sign up at lowfoot.com/peterborough or by calling us at 705-748-6900.

Water heater rentals

Peterborough Utilities Inc. has been a trusted source for electric water heater rentals for more than 50 years.



Free Installation

Installations by our certified technicians are always free of charge and inspected by the Electrical Safety Authority.

Fast Service

Our local technicians are standing by to install, repair or replace your water heater as needed.

Local Technicians

Our service technicians and customer service representatives are all local and part of this community.

Energy Efficient

Our tanks meet strict standards to ensure dependability. They exceed the energy efficiency requirements set out by Natural Resources Canada.

Competitive Monthly Rates

Peterborough

184/279 litres (40/60 gal)	\$13.37
150 litres (40 US gal plastic) . . .	\$18.02
190 litres (50 US gal plastic) . . .	\$20.51

Lakefield and Norwood

184/279 litres (40/60 gal)	\$16.07
150 litres (40 US gal plastic) . . .	\$19.40
190 litres (50 US gal plastic) . . .	\$20.51

Fill out the form at www.pugrentals.com or give us a call at 705-748-6900.

Rates are subject to adjustment as required.

Update your contact information

Make sure we have up-to-date contact information for you such as your cell phone number and email address. We'll let you know ahead of time if utility disruptions or repairs will be occurring in your neighbourhood. Give us a call at 705-748-6900 or log in to your account at peterboroughutilities.ca and make sure that we can contact you if needed.



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Look for the links on our home page:

peterboroughutilities.ca