

# Connections

May/June 2020

Water, Sewer & Rental Services



**Peterborough Utilities Services Inc.**

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**General Inquiries**

705-748-9300

**Account Information and Customer Service**

705-748-6900

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



## COVID-19 pandemic: Water utility status update

At Peterborough Utilities Group (PUG), the health and safety of our staff, our customers and the community is our top priority.

Providing an essential service, maintenance crews are observing new guidelines to protect themselves and the public while working. Please avoid approaching our workers but, if you need to speak to them, maintain a two-metre (six-foot) physical separation.



*PUG donated Personal Protective Equipment (PPE) including masks, protective suits, sanitizer, cleaning supplies, wipes and gloves to Peterborough Regional Health Centre (PRHC).*

Our office is closed to the public and office staff is mostly working from home. For emergencies, or situations such as move-in/move-out requests, we have established a virtual call centre at 1-888-841-3372.

As a company, we want to help ease the financial pressures the pandemic has created. So, for our residential and small commercial customers, we have:

- refunded all electric security deposits (\$1.3M total),
- temporarily eliminated late charges on overdue accounts, and
- temporarily ended disconnects for non-payment and overdue accounts.

The Fund for Utility Service Emergencies (FUSE) provides financial assistance to those who are behind on their utility bills. Funding for FUSE is provided by Peterborough Utilities and through donations from our customers. Find out more at [housingpeterborough.com](http://housingpeterborough.com) or call 705-743-2272

The PUG team is also contributing to community support services that are so urgently needed right now. “I am particularly proud of our staff and board members, who have personally committed \$125,000 to Kawartha Food Share and to the Community Foundation of Greater Peterborough to assist those in need,” said PUG President and CEO John Stephenson. “We are hoping to make another \$125,000 donation over the next few months.”

Please visit [peterboroughutilities.ca](http://peterboroughutilities.ca) and follow us on social media for the latest information.

## Lawn watering restrictions

Each year we ask you to observe lawn watering restrictions in order to ensure there is enough water for everyone.

The following guidelines are in place:

### Peterborough and Woodland Acres From June 1 to August 31

- Even-numbered addresses may water only on even-numbered days between 7 am and 10 pm.
- Odd-numbered addresses may water only on odd-numbered days between 7 am and 10 pm.

### Lakefield From May 15 to September 15

- Even-numbered addresses may water only on even-numbered days from 7–9 am and 6–10 pm.
- Odd-numbered addresses may water only on odd-numbered days from 7–9 am and 6–10 pm.



**Use water wisely!**

Visit [wateruseitwisely.com](http://wateruseitwisely.com) for water-saving tips.



### New website launched

We are pleased to announce the launch of our newly redesigned website. The updated site has been restructured to make it easier to find what you're looking for. New features include up-to-date utility news, easier access to account information and current time-of-use rates. The new site is cleaner and easier to navigate – and we think it looks great, too! Visit [peterboroughutilities.ca](http://peterboroughutilities.ca) and take a look around.



For more information, call our

**Customer Service Department**

705-748-6900



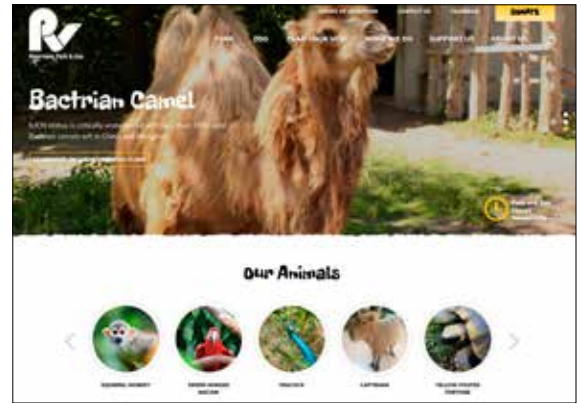
Find out more at [riverviewparkandzoo.ca](http://riverviewparkandzoo.ca)

## Bringing the zoo to you

Although Riverview Park & Zoo remains closed as of press time, the RPZ team is on site every day providing an essential service: the care and feeding of our animals.

While we're not open to visitors, RPZ staff remain committed to education and conservation, so we'll be developing online resources for parents, students and teachers. Watch for online virtual visits to the zoo that include Meet the Keeper sessions and animal feedings. We will explore adaptation, the importance of enrichment and training, the benefits of an on-site animal health centre as well as conservation efforts you can do at home to protect vital animal habitats.

Stay connected with us through our new website and our social media channels where we will be #BringingTheZooToYou.



Visit our new website at [riverviewparkandzoo.ca](http://riverviewparkandzoo.ca) to find animal fact sheets, educational resources, crafts and activities to do at home.



### Fun Run postponed until fall 2020

In order to keep participants and volunteers safe, our annual Fun Run and Walk has been postponed until at least the fall of 2020. Registrations have been put on hold and all early-bird registrants will get full refunds. Check our website or watch social media for an announcement about the new date.

The Fun Run is a vital fundraiser for Riverview Park & Zoo. If you'd like to support this year's goal – the expansion of the cat exhibit – please make a donation on our website. Thank you.



### Obey the signs and stay safe

When stay-at-home restrictions are lifted, we want to remind everyone to obey all warning signs and barriers near hydroelectric dams. Water levels around dams can change very quickly, in summer and winter. During a power outage, water spills directly into the Otonabee River, suddenly creating fast and turbulent water.

Some dams are outfitted with a loud horn indicating that the water is about to be released. If you hear the siren, immediately evacuate the area.

## Free options help you stay on top of your utility bill

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

- **E-billing**  
Get your bills by email, pay your usual way.
- **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](http://lowfoot.com/peterborough) or by calling us at 705-748-6900.

### 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](http://peterboroughutilities.ca) and make sure that we can contact you if needed.



### Stay in touch with Facebook and Twitter

Get up-to-date information including notification of power outages and watermain breaks.

Look for the links on our home page: [peterboroughutilities.ca](http://peterboroughutilities.ca)



**E-billing saves paper, time and resources!**

Get your bill by email; pay your usual way.

Sign up at [peterboroughutilities.ca](http://peterboroughutilities.ca)