

Connections

Nov/Dec 2019

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



Find out more at peterboroughutilities.ca/Park_and_Zoo

or call

705-748-9301 ext. 2304

Gift-giving ideas that support our Zoo animals



Adopt-An-Animal Program

What can you get for that hard-to-buy-for person on your holiday list? How about a meerkat? Or a sloth?

Make a donation through our Adopt-an-Animal program in someone's name and we will send them:

- an individualized adoption certificate;
- a fact sheet about the animal you have selected; and
- a photo of the animal.

The money goes toward helping our animals receive the specialized care, food, healthcare and even training they need to live healthy, happy lives at Riverview Park & Zoo.

Depending on the animal and its needs, you can adopt a zoo animal for \$100 to \$300. Species on our "adoption" list include: tortoises, meerkats, lemurs, reindeer, river otters and squirrel monkeys.

Get more information on our website or call 705-748-9301 ext. 2304.

Purchase a Toy for a Zoo Animal

Staff at Riverview Park & Zoo strive every day to enhance our animals' environments. When you visit, you may notice a barrel, toys, or other objects in the animal habitats. Some objects encourage foraging behaviors while others are strictly for play. Enrichment is as important as good nutrition and medical care to the welfare of animals in our care.

You can help us do more to enrich the lives of our animals by purchasing a gift for them this holiday season. Visit our Enrichment Giving Tree at the RPZ Gift Shop on Wednesdays throughout November and December from 10 am to 3 pm.

Some gift suggestions:

- Mirrors are endlessly fascinating to small mammals like squirrel monkeys
- Boomer balls, plastic or wooden spools, large brushes for Bactrian camels
- Kongs and puzzle balls for our river otters

You can also request that your favourite animal receives a specific enrichment item just for them.

Cash donations are also always welcome and can be made at Guest Services or, coming soon, on our website.



Adopting a meerkat (above left) or squirrel monkey (right) helps support all our animals.



Support the Riverview Park & Zoo with the purchase of a new park bench. The benches make a great gift or lasting tribute to a loved one. The cost, including a custom-engraved plaque, is \$2,000.



Our otter, Bolt, is shown here playing with a kong. With your help, we can provide even more toys to our animals to enrich their lives and improve their health. Visit the Enrichment Giving Tree at the RPZ Gift Shop and choose a toy for your favourite animal.





For more information,
call our

**Customer Service
Department**

705-748-6900



caza.ca

**Find out more about
water testing and standards**

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



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RPZ recognized for exceptional animal care

We are proud to share that Riverview Park & Zoo (RPZ) has been accredited once again by Canada's Accredited Zoos and Aquariums (CAZA).

CAZA accreditation provides official recognition for meeting best-practice standards. Accreditation plays a critical role in supporting conservation, biodiversity, research and science. The accreditation process also ensures facilities are committed to: high standards of veterinary care, professional ethics, appropriate facilities and staffing, conservation, education, safety and security, community engagement and exceptional management of their animal collection. Find out more at www.caza.ca.

Congratulations to our dedicated and hard-working staff for achieving this recognition of their exceptional standard of care and their commitment to conservation.



Pictured (left to right): Councillor Don Vassiliadis, Peterborough Utilities Commission; Mike Kirkpatrick, RPZ Advisory Committee Chair; John Stephenson, President & CEO, Peterborough Utilities Group; Jim Moloney, RPZ Manager & Curator.

Lead in Canada's drinking water

Recently, it has been reported that lead has been found in drinking water in Canada. Peterborough Utilities would like to reassure our customers about the safety and quality of our drinking water. Each year, we test thousands of water samples to ensure that Peterborough's drinking water is safe and appetizing. In 2018, all samples were below federal guidelines for lead.

Peterborough Utilities has been proactive regarding this issue. Thirty years ago, we replaced all the lead services within the distribution system up to the property line. You should be aware, however, that some homes built before 1989, that have not had services replaced, could have lead in their drinking water because of internal plumbing. We will provide free testing to anyone who suspects they may have lead services or fixtures within their home.

If you are concerned or have questions, please contact Patricia Skopelianos at 705-748-9301 x1258 or email pskopelianos@peterboroughutilities.ca.

Water Heater Rentals

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

We offer:

- Free installation
- Fast and free service
- Local technicians
- Energy-efficient tanks
- Competitive monthly rates



An important advantage to renting from Peterborough Utilities is that we provide fast and free service should your tank require repair or maintenance. Our service technicians and customer service representatives are all local and part of this community.

To find out more, visit www.pugrentals.com or give us a call at 705-748-6900.

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 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 or 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