

# Connections

March/April 2020

Water, Sewer & Rental Services



**Peterborough Utilities Services Inc.**

1867 Ashburnham Dr.  
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Station Main  
Peterborough, Ontario  
K9J 6Z5

**General Inquiries**

705-748-9300

**Account Information and Customer Service**

705-748-6900

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



Find out more at [peterboroughutilities.ca/Park\\_and\\_Zoo](http://peterboroughutilities.ca/Park_and_Zoo)

## Give mom a very special gift this Mother's Day

### RPZ's Adopt-An-Animal Program

Make a donation through Riverview Park & Zoo's Adopt-an-Animal program in your mother's name and we will send her an individualized adoption certificate; a fact sheet about the animal you have selected; and a photo of the animal.



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.

Adoption fees help our animals receive the specialized care, food, healthcare and training they need to live healthy, happy lives at Riverview Park & Zoo.

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

## Volunteers, sponsors needed for RPZ's Fun Run



The annual Riverview Park & Zoo (RPZ) Fun Run will be held 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](mailto:riverviewparkandzoo@peterboroughutilities.ca).



*Proceeds from this year's Fun Run go toward the cat exhibit expansion and enhancement project.*



### Keep clear of dams and rivers

The coming of Spring means that our waterways – dams, rivers and creeks – will be running swiftly. The current caused by fast-running water makes the waterways very dangerous. Please keep your children and pets away from these life-threatening hazards.

## Call before you dig (it's the law)

If you plan on putting in fence posts, planting trees, or adding a deck this Spring – call for a free "locate" first. Underground services need to be marked before you begin your project so you don't accidentally hit them when digging in your yard.

You only need to make one call to locate all your underground services: electric, water, sewer, gas, telephone and cable.

To request a locate, call Ontario One Call or visit [www.on1call.com](http://www.on1call.com). Make your request a couple of weeks in advance of the planned work and a technician will visit your location to mark the underground services for you, for free.



**Call before you dig.**

**For "locates" call 1-800-400-2255**

**or visit [www.on1call.com](http://www.on1call.com)**



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 call 705-748-9301 x2339 or email [riverviewparkandzoo@peterboroughutilities.ca](mailto:riverviewparkandzoo@peterboroughutilities.ca).

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.

## 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.

## Sign up now to rent mobile water station this summer



Now you can get refreshing high-quality Peterborough tap water on the go!

Fill up your water bottle at the PTBO H2O mobile drinking water station at community events throughout the City this summer.

The drinking water station serves as a fun and practical way to educate people about one of our most valuable resources – drinking water. And each 1,400 litre wagon load replaces 2,800 disposable plastic water bottles. Great-tasting water and great for the environment!



For more information or to book the trailer for your event, visit [peterboroughutilities.ca/water](http://peterboroughutilities.ca/water).

## Water utility reports available

### Water Utility Annual Report

Provincial legislation requires that we prepare a Drinking Water System Annual Report on the operation of our system and the quality of our water.

These reports are available on our website and from our Customer Service department.

### Drinking Water Quality Management Standard (DWQMS)

PUG Services Corp. has fully implemented the Drinking Water Quality Management Standard (DWQMS), which complements the regulatory requirement to assure the highest drinking water quality for our customers. Since 2002, our staff has been instrumental in developing the made-in-Ontario DWQMS.

Copies of our Drinking Water Quality Policy, Operational Plan and the DWQMS are available at [www.peterboroughutilities.ca/water](http://www.peterboroughutilities.ca/water).



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

Get your bill by email; pay your usual way.

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

### 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)