

# Connections

March/April 2019

## Water, Sewer & Rental Services



**Peterborough Utilities Services Inc.**  
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P. O. Box 4125  
Station Main  
Peterborough, Ontario  
K9J 6Z5

**General Inquiries**  
705-748-9300

**Account Information and Customer Service**  
705-748-6900

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

## Rotary Education Centre available for meetings, classes

Looking for a place to hold your next meeting? Our new Guest Services building at Riverview Park and Zoo features a bright and well-equipped multi-purpose meeting room with a view like no other!

The Rotary Education Centre is available to be booked for department, group or club meetings, presentations, and training. (Sorry, the room is not available for personal events or parties.)

The folding chairs and tables provided can be configured in a variety of ways and can accommodate up to 50 people (banquet seating). For a class, meeting or training session it is suitable for about 25 to 30 people.

The classroom also features a projector, whiteboard, flip chart, and a small kitchenette. WiFi is available if needed. When the weather is nice, you can make use of a fenced-in patio behind the classroom. The facility is fully accessible and has two accessible washrooms close by. Free parking is available in the main lot.



To inquire about availability, rates or to arrange a tour, please contact the Park and Zoo by email at [riverviewparkandzoo@peterboroughutilities.ca](mailto:riverviewparkandzoo@peterboroughutilities.ca) or call 705-748-9301 ext. 2304.

The Rotary Education Centre was made possible through the generous support of the Peterborough Rotary Club and the estate of long-term Rotarian, Clarence "Pug" Pugsly.

## Annual Zoo Fun Run is on June 1 this year

It's that time of year again where we are starting to look forward to no more snow and warmer weather! Ready to get out and stretch your legs? Save the date to join us for the 10th Annual Fun Run at the Riverview Park and Zoo on Saturday, June 1, 2019.

We had an amazing turnout of both runners and walkers last year and we're hoping that you'll join us for another great Fun Run and Walk this year. The event will once again feature 5 km and 1 km races/walks. The courses will roam through the Zoo past the animals, near the beautiful Otonabee River and through the expansive parkland. This is a fantastic opportunity to get the whole family out for some physical activity while enjoying a local Peterborough attraction!

### Race Times

The 1 km Kids' Run starts at 9:00 am

The 5 km Fun Run/Walk starts at 9:15 am

Visit our website to register.



## Separate utility bills: what you need to do

For regulatory reasons and in preparation for the sale of PDI, we have separated your utility services bills: one bill for electric services, and one for water, sewer and rental services.

### Electric Services

For electric services, your account number, payee (Peterborough Utilities Services Inc.) and billing frequency will stay the same.

### Water, Sewer and Rental Services

For water, sewer and rental services, you have probably been assigned a new account number. If you already had separate utility accounts, your account numbers will remain the same but you will need to assign a new payee (see below).

Billing frequency depends on a number of factors. For more information, check our website.

### To pay your new utility bill:

- To pay through your bank (online, telephone, ATM or teller): You will need to set up your new account number with the new payee 'Peterborough Utilities - Water'.
- To pay by cheque: Use the stub from your bill and make the cheque payable to 'PUG Services Corp.'
- Pre-authorized payments: We will transition these payments to the proper accounts.
- ICI accounts (EFT): Email us at [directpayment@peterboroughutilities.ca](mailto:directpayment@peterboroughutilities.ca) to request the required banking information. Even if your account number for these services has not changed, you will need to update the EFT banking information.

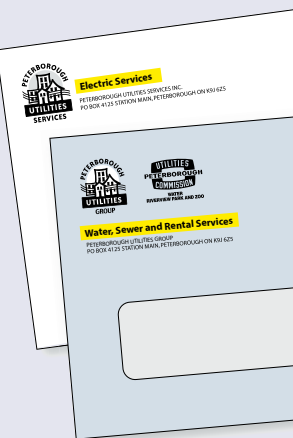
For more information, call us at 705-748-6900 or visit [www.peterboroughutilities.ca](http://www.peterboroughutilities.ca)



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

or call 705-748-9301 ext. 2304

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





For more information,  
call our  
**Customer Service  
Department**  
705-748-6900



## Sign up now and you could win a \$100 gift card

We offer a variety of free options to help you stay on top of your utility services bills.

- **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.



The Peterborough Children's Water Festival (PCWF) will be held this year on May 28, 29 and 30.

Approximately 800 students from Grades 2 to 5 from the City and County of Peterborough will attend each day to participate in various water-themed activities.

The festival helps students develop personal awareness of the importance of water, and fosters respect for the natural environment. With their newfound knowledge, participating students and teachers then become water stewards in their classrooms and community.

### Volunteers needed

The Peterborough Children's Water Festival could not happen without people like you! By volunteering, you are not only helping make a day of fun for children but you are also helping to educate them on how to live more sustainably, which is extremely important for the health and wellbeing of our community.

To find out more, visit [pcwf.net](http://pcwf.net), email [info@pcwf.net](mailto:info@pcwf.net) or call us at 705-745-3238 ext. 204.



## Book the Mobile Water Station for your summer event

We can bring clean, fresh tap water to your summer event!

Our Mobile Drinking Water Station has eight water fountains and eight water bottle refill stations. And it's on wheels, so we can bring the unit right to your event, to supply clean, refreshing municipal tap water to your guests.

Book the water station now for your event this summer to avoid disappointment.

Email us at [ptboh2o@peterboroughutilities.ca](mailto:ptboh2o@peterboroughutilities.ca), call 705-748-9301 ext. 1258, or visit our website for details and rates.



### You could win a \$100 gift card

And now there's even more reason to sign up for e-billing, pre-authorized payments and weekly reports. Enroll before May 31, 2019, and your name will be entered in a draw to win a \$100 gift card from Lansdowne Place.

## 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 for Electric Water Heaters

| Peterborough                   |         |
|--------------------------------|---------|
| 184/279 litres (40/60 gal)     | \$12.92 |
| 150 litres (40 US gal plastic) | \$17.41 |
| 190 litres (50 US gal plastic) | \$19.82 |
| 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) | \$19.40 |

Fill out the form at [www.pugrentals.com](http://www.pugrentals.com) or give us a call at 705-748-6900.

*Rates are subject to adjustment as required.*

### 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 Service 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).