



## Rain Barrels – 2010 FAQ's

**Q. How many rain barrels are available this year?**

A: There are 1,000 rain barrels available this year, first come first serve, no rainchecks, one per Utilities Kingston address/ billing account.

**Q: I have a UK account but it is only for Electricity, can I still purchase a Rain Barrel?**

A: Yes. Kingston Hydro customers reside within Utilities Kingston's municipal water and wastewater distribution territory, so even if a landlord pays the water bill, rain barrel use by Kingston Hydro customers can help reduce local water consumption.

**Q: Can I order one for a friend or family member, even though their account is not in my name?**

A: No, you must be an account holder to order a rain barrel.

**Q: I have one billing account, but can I order two rain barrels?**

A: No, one rain barrel per address is allowed to ensure everyone has the opportunity to obtain one.

**Q: If I do not have a UK account can I still purchase one and pick it up?**

A: This program is only available to Utilities Kingston account holders who are users of municipal water services in Kingston. If you are not a Utilities Kingston account holder, or if you are not on City of Kingston municipal water service, you are not eligible for this program. Rain barrels are available at numerous retail outlets separate from this program for those that would like one.

**Q: I own more than one home, can I have a rain barrel for each address?**

A: Yes, you can order one rain barrel per Utilities Kingston account.

**Q: I own more than one home, can I have a rain barrel for each address - however, I want them both delivered to one address. Is this possible? What if I'd like the barrel placed on my porch instead of the curbside to prevent theft, or there is no driveway/laneway or yard to place the rain barrel?**

A: Please indicate if there are any special delivery requirements at the time of ordering your rain barrel.

**Q: Is there tax on the \$35.00 charge? What is the delivery cost?**

A: The \$35 charge includes GST, PST, and delivery.

**Q: What is the size?**

A: Barrels are 3 ft. high and 2 ft. in diameter. The rain barrels hold 210 L or 55 gallons of water.

**Q: What colour is the rain barrel? What is it made of?**

A: Rain Barrels are available in beige and green, but colour choice cannot be guaranteed. Barrels are made of durable plastic.

**Q: I bought one last year, can I purchase another this year?**

A: Yes

**Q. Can I exchange the rain barrel I purchased last year for one this year?**

A: No.

**Q: Is the rain barrel screened and child proof?**

A: Yes, the top is made of a built in child and pest proof plastic screen.

**Q: Can I leave it out during winter?**

A: Yes, turn it upside down so water does not accumulate and freeze.

**Q: I have an commercial account with Utilities Kingston, can I purchase a rain barrel?**

A: Yes

**Q: When will my rain barrel be delivered?**

A: Deliveries will start week of May 24th and continue until barrels are all delivered.

**Q. I don't want/like my rain barrel and would like to return it.**

A. Customers may return rain barrels during regular working hours 8:00 – 4:30 to 85 Lappan's Lane – Utilities Kingston's Service Entrance. Drop offs must be returned to Utilities Kingston Service Advisor staff. Drop offs without UK staff contact will result in rain barrel charges. U A receipt will be provided to the customer to ensure charge cancellation. Utilities Kingston will not pick up unwanted Rain Barrels.