

Information

FOR PROPERTY OWNERS

Utility Emergencies: What To Do

Utilities Kingston is available 24 hours a day to respond to utility-service emergencies. What's an emergency? Here are some signs:

- Water leak
- Sewer backup
- Natural Gas smell
- Power outage
- Malfunctioning Traffic Lights

How To Contact Us

For **emergency services** phone us at **546-1181** any time of the day. After regular business hours, you will be able to reach emergency-service support by pressing the 0 key on your touch-tone phone pad (or by holding for an operator).

For **general inquiries** you can reach Utilities Kingston's customer service department by calling **546-0000**. Our customer service centre is open from 8 a.m. to 5 p.m., Monday through Friday.

Are You Planning to Dig?

Call Utilities Kingston at **546-1181** before you dig.

Are you putting in fence posts, planting a tree, excavating for a pool, deck or new addition? Before you dig, think about what services might be buried in the ground. There could be electrical services, gas pipelines, as well as water and sewer connections in both your front and back yard.



ABOUT UTILITIES KINGSTON

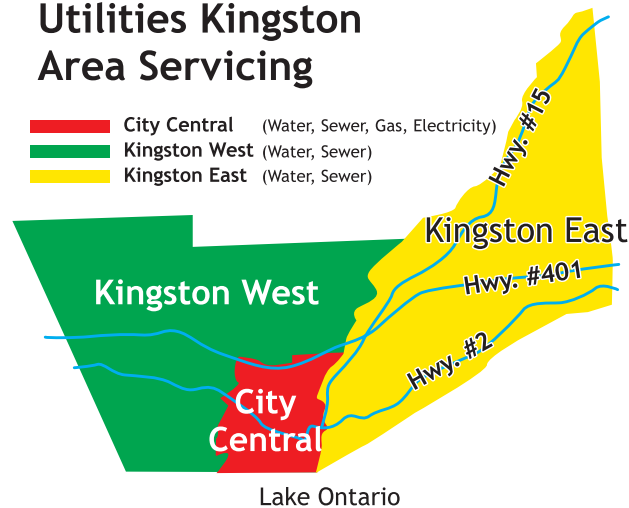
Utilities Kingston is responsible for supplying, distributing and metering electricity and natural gas in the City Central. Utilities Kingston is also responsible for supplying, distributing and metering water and for collecting, pumping and treating sewage for the entire City of Kingston. Furthermore, Utilities Kingston is responsible for operating and maintaining traffic and streetlights for the entire City of Kingston.

If you require **Electric** Service in the West or East areas of the City, please contact Hydro One at **1-888-664-9376** or visit them online at www.hydroone.com.

If you require **Natural Gas** service in the West or East areas of the City, please contact Union Gas at **1-877-774-3111** or visit them online at www.uniongas.com.

Utilities Kingston Area Servicing

- City Central (Water, Sewer, Gas, Electricity)
- Kingston West (Water, Sewer)
- Kingston East (Water, Sewer)



ELECTRIC

Who Do I call if I experience an electrical power outage in my home or business?

Utilities Kingston is available 24 hours a day to respond to utility-service emergencies like a power outage in the City Central. Phone us any time of the day. If you require Electric service in the West or East areas of the City please contact Hydro One.

What causes power outages?

Periodically, scheduled interruptions are required to perform maintenance on our system or to your meter. These infrequent interruptions are intended to be of short duration. If an outage is planned for your area, you will be notified. Unplanned interruptions are usually a direct result of storm damage, vehicle accidents, animals, or other unexpected events.

Our crews respond to restore power as soon as possible. We recommend that all property owners maintain a kit which includes candles, a flashlight, batteries and a battery powered radio. During extended power outages, Utilities Kingston provides updated status reports to all local radio stations.

Does Utilities Kingston repair streetlights that are not working in my neighbourhood?

Yes. Utilities Kingston is responsible for operating and maintaining streetlights for the entire City. Call us at 546-0000. Please give us a description of the location of the streetlight or the number of the pole.

What do I do if I see a traffic light not working in the City?

Please report a malfunctioning traffic light to us at 546-1181 any time of the day. Inform us of the nature of the problem and the location so we can quickly dispatch a crew to repair the light.

GAS

What Should I do if I smell Natural Gas in my home?

Natural gas is odourless. As a safety feature, an odour is added to natural gas—it smells like rotten eggs. If you smell gas or hear the flow of escaping gas (a hissing sound), follow these steps immediately:

- Open the doors and windows to let fresh air into your house. If the smell is strong or is accompanied by a "hissing" noise, get everyone out of your home, leaving the windows and doors open to allow air to enter.
- Don't use your phone or cell phone. Call Utilities Kingston from a neighbour's home or pay phone.
- Do not use matches, lighters, electrical switches, appliances or your telephone.
- Do not re-enter the building, until Utilities Kingston has declared it safe to do so.
- We will investigate leaks as a free service, seven days a week, 24 hours a day.

How safe is natural gas?

Natural gas is one of the world's safest sources of energy. However, it is highly flammable and, like any burning fuels, it can produce carbon monoxide. For your safety and peace of mind, Utilities Kingston provides 24-hour emergency service every day of the year. For information on using gas safely in your home, please visit our website at www.utilitieskingston.com or call us at **546-0000**.

Keep your meter clear

It is important to keep the area around your gas meter free of snow and ice and to clear a path to the meter for easy access. Blocked regulator vents can dangerously over pressure the system, affect appliance operation and interrupt service. Please ensure that snow from shovelling, plowing or snowblowing doesn't get piled up around the meter area and to use a broom to remove snow from the meter.

WATER

What is a City watermain?

Watermains run underneath the roadway and supply freshwater to the private services connected to it.

What is a private service?

Private service refers to the pipe that brings water from the watermain to your building. The maintenance of the private service is the property owner's responsibility.

There is water gushing out on the street, what is happening?

A watermain or waterpipe has probably broken on your street. Please call us immediately at 546-1181.

Should I call my insurance company if my property is flooded?

Yes. Many insurance policies cover cleanup and the cost of repairing or replacing water-damaged property. Your agent can provide full details.

Should I notify Utilities Kingston about my damages?

Utilities Kingston manages water and sewer services on behalf of the City of Kingston. Inquires regarding property damage should be directed to the Corporation of the City of Kingston. Follow the procedures outlined on the back of this brochure for property damage claim inquiries.

Who do I call if I have questions about my drinking water?

Utilities Kingston values the input received from our customers. Comments or questions about the City's drinking water are always welcome. Please call our Water Quality Assurance Operators at 389-0562. View our Quarterly Drinking Water Reports online at www.utilitieskingston.com.

SEWER

What causes a sewer backup?

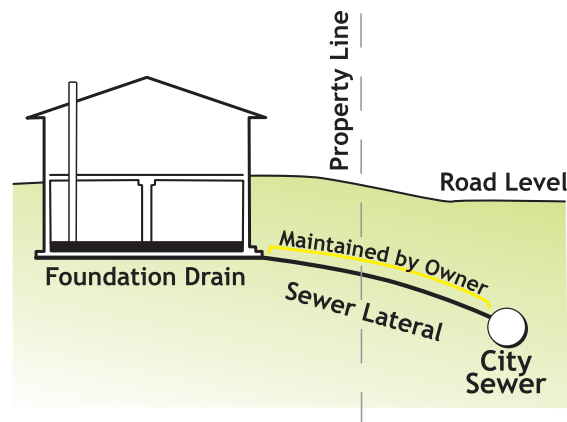
The most common causes of sewer backup are:

- putting items down your drain that should be put into your garbage (e.g. diapers and grease),
- invasive tree roots, and
- sewer pipe problems (sewer lateral and/or City sewer)

The sewer lateral is the responsibility of the owner of the property from the house to the street. The property owner can do many things to prevent his/her line from backing up. Regular maintenance, camera inspection and being careful about the ways you dispose of certain products will help to cause fewer backups. Please visit our website at www.utilitieskingston.com to discover the many ways you can avoid a sewer backup.

What is the sewer lateral?

A sewer lateral or house lateral is the pipeline between the building and the City sewer main, usually located in the street. The sewer lateral is owned and maintained by the property owner including any part, which may extend into the street or public right of way.



What is the City Sewer?

The City sewer runs underneath the road, collecting waste from sewer laterals and transporting it to a sewage treatment plant.

When there is a sewer backup, what should I do?

Call Utilities Kingston at 546-1181 for 24-hour service.

If applicable, we will dispatch a crew to investigate and clear sewer connections. Rates will be charged to the property owner according to the current City of Kingston Rate Review.

To minimize damage, avoid using your plumbing until the problem has been resolved.

The property owner is responsible for maintaining adequate flow to and through the sewer lateral from the property structure to and into the City sewer.

Should I call my insurance company if I have a sewer backup?

Yes. Many insurance policies cover sewage backup cleanup and the cost of repairing or replacing damaged property. Your agent can provide full details. The City urges you to check with your home insurer regarding the availability of sewer backup insurance coverage.

PROPERTY DAMAGE CLAIMS

Persons making a property damage claim against the City of Kingston must submit their claims in writing within 10 days of the loss to:

City of Kingston
Attn: City Clerk
City Hall
216 Ontario Street
Kingston, Ontario, K7L 2Z3

Your written submission must describe the circumstances of the event that resulted in property damage - where, what, when, how and who (including the names of any contractors involved). Also, include your name and the telephone number(s) where you can be reached.

How claims are handled

Upon receipt of your claim, an investigation begins. This includes visiting the claim location, if appropriate, as well as obtaining internal and external documentation, and speaking to employees and/or contractors who may have some knowledge of the situation. Upon completion of the investigation, you will be notified of the results in writing.

Like most Canadian municipalities, the City of Kingston provides compensation only when it is legally liable for the damage sustained. The intent is to provide an equitable policy for the taxpaying public, who ultimately bear the cost of these claims.