

We think a lot about water heaters so you don't have to

Information for Enercare's residential water heater customers



Healthy Benefits:



Value

- ✓ Low rental rates
- ✓ Repairs at no extra cost to you*



Expertise & quality service

- ✓ Safe and reliable tanks from reputable manufacturers
- ✓ Same day service†



Support

- ✓ Over 700 highly-skilled, licensed technicians trained on all makes and models
- ✓ 24/7 support centre ready to take your call
- ✓ **We've gone mobile. Download our app to your iOS or Android phone**
 - Convenient way to view your current account details
 - Save time by scheduling service visits and get alerts when your technician is on the way

2021 Enercare residential rental water heater rates

Tank Model	Monthly Rate (plus HST)
Electric 30/40	\$14.82
Electric 60	\$16.93
CV30	\$17.64
CV40	\$19.85
CV50	\$21.17
CV60	\$24.27
PV40	\$29.25
PV50	\$31.45
PV50 Hi	\$34.53
PV60	\$34.21
PV75	\$36.42
DV40/50	\$32.71
PDV40/50	\$36.36
Polaris PR34	\$58.92
CombiCore 75	\$54.55
Envirosense 5076	\$46.62
Envirosense 50100	\$54.66
Tankless RL75	\$47.27
Tankless RUC80	\$45.25

Unlisted tanks will be subject to a maximum increase of 2.6% over the 2020 rates. Call us at 1-844-ENERCARE for more information about the rental rate applicable to your tank.

Important operational information about your rental water heater:

- Always ensure the area surrounding the water heater is free of flammable and combustible materials
- Ensure sufficient air supply for proper combustion & ventilation
- Inspect the area around the water heater on a regular basis for any sign of water leakage. If you notice a leak, please call us for service and ensure that your floor drain is working. You are responsible to maintain sufficient drainage in the area where the water heater is located and ensure your drain is open and unrestricted. Enercare will not be responsible for damage caused if these conditions are not met.
- Never wrap your Enercare (natural gas) water heater with an insulating blanket
- Never try to re-light the pilot on your rental water heater. Call Enercare for service
- For your safety, if you smell gas, immediately open windows, don't touch electrical switches, extinguish any open flame and IMMEDIATELY CALL YOUR NATURAL GAS UTILITY AT 1-866-763-5427 AND/OR DIAL 911
- Call Enercare for service if you see any sign of carbon/soot or rust on the bottom, sides or top of the water heater
- If you own the home or premises in which the rental (natural gas) water heater is located, but do not reside there, please ensure that this notice is brought to the attention of the residents of the home.

Service can be scheduled 24-hours a day by calling us at 1-844-ENERCARE

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*Some limitations apply. See rental agreement terms and conditions for details. †Available to Enercare Home and Commercial Services Limited Partnership ("Enercare") rental water heater customers whose equipment is not operational (i.e. - no hot water). On average, Enercare attends to water heater non-operational calls 90% of the time the same day. © Enercare, Because We Enercare, Enercare Smarter Home and the designs are registered trademarks of Enercare Inc., used under license.