



To: Hot Water Heater Rental Customers

Re: Ontario Regulation 23/04 – Change in the Ontario Building Code (OBC)
“Limitations on the maximum temperature of hot water supplied by fittings
in residential occupancies”

55 John Street N.
Hamilton, ON

Effective September 1, 2004, changes to the Ontario Building Code (OBC) introduced by the Ontario Ministry of Municipal Affairs & Housing requires that newly installed plumbing systems include hot water temperature controls to reduce the potential risk of scalding due to high water temperatures. The OBC has mandated that these controls are required when an existing water heater is replaced. Our contractor will not install a new or replacement hot water heater until these devices have been installed in accordance with the OBC.

While Hamilton Utilities Services strongly supports measures that materially improve consumer safety, we also support the Customer’s right to choose the compliance option which best serves the Customer’s interests. Hamilton Utilities Services is pleased to provide you with information about the options available to you to ensure your residential plumbing system is compliant with this new regulation. It is your responsibility, as the owner of the plumbing system, to select and cover the cost of the option that best serves your needs.

Your options are as follows:

1. Installing thermostatic mixing valves at each hot water faucet and showerhead. If this option is selected, then you should engage a licensed plumber to perform the work.
2. Installing an anti-scald mixing valve at the outlet of the water heater. A licensed plumber should perform this work. Alternatively, your Hamilton Utilities Service representative can install this device on your behalf for \$199.50 (taxes included). The owner of the property is the owner of the mixing valve. All payments for the valve and its installation are between the owner and the plumbing contractor.

If the anti-scald mixing valve option is selected, you may wish to utilize a licensed plumber to install a separate hot water line to your dishwasher and/or clothes washer as these appliances are exempt from this requirement and may require high water temperatures to work effectively.

If you have additional questions regarding the Ontario Building Code change, please call the Ontario Ministry of Municipal Affairs & Housing at (416) 585-6666 or by email at codeinfo@mah.gov.on.ca.