

STOCKWOODS

Barristers

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March 19, 2010

Delivered

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319 - 2300 Yonge Street
27th Floor, Suite 2700
Toronto, Ontario M4P 1E4

Dear Ms. Walli:

Re: EB-2010-0024: Natural Resource Gas Limited (“NRG”) Application for Exemptions from Certain Sections of the Gas Distribution Access Rule

Further to our letter of February 19, 2010, we submit this comment letter on behalf of the corporation of the Town of Aylmer, as intervener in the above-noted matter.

As one of the municipalities in which NRG supplies gas pursuant to a Franchise Agreement, the Town has a direct interest in any issues regarding the quality of natural gas supply and the applicable conditions of service to customers.

In proceedings before this Board in EB-2008-0413, the Town raised related concerns regarding NRG’s policies and practices with respect to customer complaints, and filed evidence to show that the volume and significance of such complaints at that time, particularly regarding customer deposits but also other issues, was unacceptably high.

In its Decision and Order dated May 5, 2009, the Board took note of the Town’s concerns at pp. 6-10, and that “NRG offered little response to the allegations that the utility’s quality of service fell below minimum standards” at that time.

However, at that hearing NRG undertook to improve customer service. Since that hearing, NRG has implemented welcome changes in senior management. Its service response and quality has improved, at least in so far as the Town is able to assess the issue: that is, in terms or responsiveness to calls regarding location of facilities, and in terms of the volume and severity of customer complaints that have come to the Town’s attention. Given the importance of these services to the Town and its stakeholders, the Town appreciates these efforts on the part of NRG.

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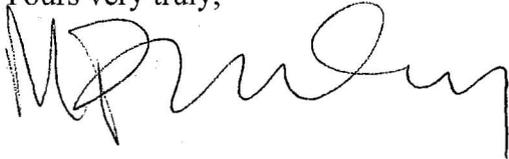
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The Town is aware that not all customer issues have been resolved, and that IGPC in particular will be able to address its own continuing concerns in that regard in its intervention in this proceeding. In addition, the Town believes it is important, ultimately, that NRG's efforts and remaining responsibilities in regard to customer service issues be measurable in concrete terms. The Town believes it is in NRG's own interests to be able to measure, and communicate the progress it appears to be making in that regard.

In that light, it is unfortunate that NRG is seeking a further indulgence of the Board with respect to implementation of appropriate systems. However, in the circumstances, the Town is comfortable leaving the issue in the discretion of the Board, and takes no position on the relief sought herein.

We trust this is satisfactory. On behalf of the Town and the community it represents, we thank the Board for its consideration of these submissions.

Yours very truly,

A handwritten signature in black ink, appearing to read "M. Philip Tunley". The signature is fluid and cursive, with a large initial "M" and a long, sweeping tail.

M. Philip Tunley
MPT/scb

Encl.

c. Jack Howley
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