

August 19, 2016

Ms. Kirsten Walli
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: EB-2016-0179 - Notice of Proposal to Amend Codes and Rules – Gas Distribution Access Rule Changes Related to Responding to Consumer Complaints - Comments from Union Gas Limited (“Union”)

Union has reviewed the Ontario Energy Board’s (“the Board”) letter dated July 22, 2016 and provides the following comments. In its letter, the Board proposes to add a new section, Section 9 to the Gas Distribution Access Rule (“GDAR”), in addition to other changes regarding responses to consumer complaints forwarded by the Board. Union’s comments on the new Section 9 are set out by section below and include clarifications and minor wording changes.

Section 9.1 – Definition of Complaint

The proposed new Section 9 includes a definition of complaint. Union notes there is an existing definition of complaint in the GDAR at Section 7.3.6. This definition relates to the service quality measure of written complaints. To avoid confusion, Union proposes the following minor wording changes (in bold) to the definition included in Section 7.3.6:

*This measure will ensure that a customer’s **written** complaint is responded to in a timely and effective manner. A **written** complaint is ~~an written~~ expression of grievance or dissatisfaction from a customer about a decision, action taken, or failure to act by the distributor that is received ~~as a written in writing complaint to~~ by the distributor (i.e., by letter or email).*

Section 9.2 – Clarification Re: Directing Consumers to the Board

Union’s current practice is to respond to and try to resolve any questions or concerns raised by small volume consumers first through its call centres and then by engaging its Customer Relations team. In instances where Union is unable to resolve a complaint, the Customer Relations team directs the consumer to the Board. The Board’s contact information is also included on Union’s website within the posted Conditions of Service document. Union believes this practice meets the intent of the GDAR.

Section 9.6 a) –Wording

The wording included in this section appears to refer to gas marketer issues. Union proposes that the following wording be removed:

“where a complaint relates to egregious conduct by a sales person or verification representative, or any other matter that the Designated OEB Staff has....”

And replaced with:

“where a complaint relates to any matter that the Designated OEB Staff has.....”

Section 9.11 – Wording

Union proposes the wording reference to “gas marketer” be replaced with “gas distributor”.

Section 9.12 b) – Timing

The proposed section reads:

b) where an act occurs after 5:00 pm, it shall be deemed to have occurred on the next business day.

This proposed wording is challenging, particularly if the complaint is to be handled in a 2 day window, and is received late in the day.

Although Union’s Customer Relations team is staffed later in the day, to allow adequate opportunity to contact field personnel to resolve any issues, Union proposes the wording be revised to:

*b) where a **complaint is reported after 3 p.m.**, it shall be deemed to have **been reported** on the next business day.*

If you have any questions with respect to this submission please contact me at 519-436-5473.

Thank you.

Yours truly,

[Original Signed by]

Karen Hockin
Manager, Regulatory Initiatives

c.c.: M. Kitchen