

BY E-MAIL

October 5, 2018

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

Dear Ms. Walli:

Re: EB-2017-0183 - Report of the Ontario Energy Board: Review of Customer Service Rules for Utilities: Submissions by the City of Kitchener ("Kitchener")

In response to the Ontario Energy Board's ("Board's") letter dated September 6, 2018, Kitchener respectfully provides the comments on the Report of the Ontario Energy Board: Review of Customer Service Rules for Utilities Phase One in response to the proposals posed by the Board, with our appreciation for the opportunity to do so.

Even though Kitchener is a non-OEB rate-regulated gas distributor, Kitchener has participated in Customer Service Rules applications since 2010. Kitchener will continue, "to voluntarily comply with aspects of the proposed amendments to the extent it can, given its resources and far smaller scale and scope of operations relative to the rate-regulated distributors".

We attach our comments to this response.

Kitchener thanks the Board for this opportunity to provide our comments on the Customer Service Rules for rate-regulated gas distributors and hope they are helpful.

Sincerely,



Greg St. Louis, P. Eng.
Director, Utilities

attachment

Cc: L. Baillargeon (Kitchener)
J. Chatterjee (Kitchener)