

Kitchener comments on Attachment E – Proposed amendments to Gas Distribution Access Rule (EB-2017-0183) January 18, 2019

CUSTOMER SERVICE RULES

9.2 Security Deposits

Kitchener is reviewing a proposed new policy that would eliminate the need for any security deposits. This new policy would eliminate the need for Kitchener to implement any of the rules listed in this section.

Kitchener is interested in understanding how the billing cycle factor referred to in 9.2.13 is derived.

9.3 Bill Issuance and Payment

9.3.1

Kitchener's billing system includes the "issue date", which is the date the bill is processed. We are unable to include the "print date". Bill processing is completed overnight and the bill is "printed" during the following day.

9.3.3

Kitchener indicates a due date on the bill, which is 17 days from issue date. In addition, Kitchener allows a grace period, which complies with the OEB recommendations.

9.3.6 - 9.3.8

These sections would become redundant with the proposed new policy.

9.3.9

Kitchener's billing system is unable to accommodate such a request.

9.4 Equal Monthly Billing Plan

9.4.1 (c)

Kitchener provides consumers information on the equal monthly billing plan on its website, consumer's preferred method of communication.

9.4.1 (f).(vii)

Kitchener's Council approved policy requires that under this situation, the amount is due on settle up bill. In extreme situations, we can extend the due date; however, we cannot incorporate the additional amount owing into the EPP plan.

Kitchener comments on Attachment E – Proposed amendments to Gas Distribution Access Rule (EB-2017-0183) January 18, 2019

9.5 Arrears Payment Agreements

The proposed new policy will change the way Kitchener manages the arrears payment agreements. It is too early in the process for Kitchener to comment on the proposed changes to the policy.

9.8 Disconnection and Reconnection and 9.9 Winter Disconnection and Reconnection

The proposed new policy may eliminate Kitchener's need to disconnect and reconnect services.

10 Consumer Complaint Response Process

Kitchener has a documented dispute resolution process that is available on the Kitchener Utilities website.