

March 2, 2009

Ontario Energy Board
P.O. Box 2319, 27th Floor
2300 Yonge Street
Toronto ON M4P 1E4

Re: EB-2008-0413

To Board Chairman via Board Secretary:

We are writing this letter with great dissatisfaction for the position the Board Staff has taken in regards to EB-2008-0413. First we would just like to remind the OEB of two of their own objectives that have been set out on the OEB website.

- To protect the interests of consumers with respect to prices and the reliability and **quality of gas service**;
- **To promote communication** within the gas industry and the education of consumers

From these objectives we believe it is the OEB's responsibility to act on behalf of the Consumer's to help protect their interests when it comes to monopolies in the Electricity and Gas industries in the province of Ontario.

We find it hard to believe that the Board Staff are taking the position they have in regards to the franchise renewal between Natural Resource Gas Ltd. (NRG) and The Town of Aylmer. After the many complaints the OEB has received in regards to NRG's deposit policies, conduct of business and customer service issues, one would think that when it came to renewing the franchise agreement, that this would be the time to address these problems and cure them once and for all. However, it is quite apparent that the OEB has once again turned its back on the customer complaints. With the position the Board Staff has taken on this once again it is hanging all of NRG's unhappy customer's out in limbo to fend for themselves. With no choice but to buy gas from NRG in our area, we are left with very little choices and have turned time and time again to the Ontario Energy Board with our complaints and have always been told that our complaints have been duly noted, along with all the others they have received and they are looking into them. However, NRG is still getting away with the same things they have been doing since 2005. Nothing has been done to correct the problems and once again it seems as the Board Staff have turned a blind eye to the numerous complaints received about NRG. Maybe it is time to take our complaints about the Ontario Energy Board to another level as well to see if we can't get some resolution to the lip service we have received when it comes to our dealings with NRG.

With NRG's franchise agreement being up for renewal we thought this would be the time when we finally would get the long awaited and deserved answers we, consumers have waited and waited for. We thought it would be the time when the OEB would be able to step in and do something about all the problems there have been with NRG in this area. However, we feel that the "Board Staff" must be very misinformed on what the complaint history of NRG in our area is. We hope that when it comes to making a decision and order in regards to EB-2008-0413, the Board will take deep consideration of what the customer's have been asking for from NRG since 2005, and also hold NRG accountable for the actions they have taken. This is the only way to ensure that the current problems will not be problems of the future as well. Or, the Board Staff is welcome to spend a year in this area and experience the same issues we have dealt with since 2005 first hand.

Sincerely,

The Coalition for fair business practices by NRG.