

Attachment A

Final Amendments to the Gas Distribution Access Rule: Residential Customer Service Standards

Note: The text of the proposed amendments is set out in italics below, for ease of identification only.

1. Section 1.2.1 of the Gas Distribution Access Rule is amended by adding the following definition immediately after the definition of “consumer”:

“Customer Service Policy” means the document developed by a rate-regulated gas distributor in accordance with section 8 of this Rule that describes the customer service-related standards and practices applicable to its residential customers;

2. Section 1.4 of the Gas Distribution Access Rule is amended by adding the following immediately after section 1.4.5:

1.4.6 Section 8 of this Rule, together with the amendment to section 1.2.1 to include the definition of “Customer Service Policy”, shall come into force on April 1, 2012.

3. The Gas Distribution Access Rule is amended by adding the following new section immediately after section 7.

8 Customer Service Standards and Practices Applicable to Residential Customers

8.1 General

8.1.1 A rate-regulated gas distributor shall document its customer service-related standards and practices applicable to residential customers in a Customer Service Policy.

8.1.2 A Customer Service Policy shall, at a minimum, include a description of the rate-regulated gas distributor’s standards and practices for each of the following customer service-related areas:

- (a) bill issuance and payment;*
- (b) allocation of payments between gas and non-gas charges;*
- (c) correction of billing errors;*
- (d) equal payment and equal billing plans;*
- (e) disconnection for non-payment;*
- (f) security deposits;*

- (g) arrears management programs; and*
- (h) management of customer accounts.*

8.2 Policy to be Published

- 8.2.1 *A rate-regulated gas distributor shall file a copy of its Customer Service Policy with the Board, make a copy publicly available for viewing at its head office and on its web site, and provide a copy to each person that requests it.*
- 8.2.2 *A rate-regulated gas distributor shall, promptly after the coming into force date of this section, notify its residential customers that it has filed a new or amended Customer Service Policy with the Board and shall provide direction as to where a copy may be viewed and how a copy may be obtained.*

8.3 Compliance

- 8.3.1 *Subject to this Rule and other applicable laws, a rate-regulated gas distributor shall comply with its Customer Service Policy but may waive any provision therein in favour of a customer or potential customer.*
- 8.3.2 *Commencing in 2013, a rate-regulated gas distributor shall provide, in the form and manner required by the Board, annually by April 30 for the prior calendar year, a statement certifying its compliance with its Customer Service Policy.*
- 8.3.3 *A rate-regulated gas distributor shall maintain a compliance monitoring program that enables it to monitor its compliance with its Customer Service Policy and to identify any need for remedial action. A rate-regulated gas distributor shall maintain updated records in a form and manner so as to be able to substantiate its self-certification.*
- 8.3.4 *Each statement certifying a rate-regulated gas distributor's compliance with its Customer Service Policy shall be signed by the gas distributor's Chief Executive Officer, Chief Operating Officer, President or person of equivalent position.*
- 8.3.5 *A rate-regulated gas distributor shall provide its initial self-certification statement to the Board by April 30, 2013.*

8.4 Dispute Resolution

- 8.4.1 *A Customer Service Policy shall describe the rate-regulated gas distributor's process for resolving customer complaints.*

8.4.2 *If a rate-regulated gas distributor cannot resolve a complaint to the satisfaction of the complainant, the rate-regulated gas distributor shall provide to the complainant contact information for the Ontario Energy Board's Consumer Relations Centre.*

8.5 Revisions to a Customer Service Policy

8.5.1 *A rate-regulated gas distributor shall provide advance public notice of any revisions to its Customer Service Policy. Notice shall be, at a minimum, provided to each customer by means of a note on or included with the customer's bill. The notice shall include the timeline for implementation of the revisions to the Customer Service Policy.*

8.5.2 *A rate-regulated gas distributor shall provide the Board with a copy of its revised Customer Service Policy. The revised Customer Service Policy shall be accompanied by a cover letter that indicates the revisions made and their implementation date.*