



**INFRASTRUCTURE SERVICES DEPARTMENT  
KITCHENER UTILITIES**

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**BY E-MAIL & COURIER**

January 5, 2012

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

Dear Ms. Walli:

**Re: EB-2010-0280 – Residential Customer Service Amendments to GDAR – Submission of the Corporation of the City of Kitchener (“Kitchener”)**

In response to the Ontario Energy Board’s (“Board’s”) Notice of Amendment to a Rule for Residential Customer Service Amendments to the Gas Distribution Access Rule dated October 14, 2011 (“Notice”), Kitchener wishes to advise the Board that it has finalized and posted its “Customer Service Practices for Utility Customers” on its corporate and utility websites as of December 30, 2011. A copy of this document is attached for the Board’s information and may be accessed via the following links:

**Kitchener Utilities Website under “My Account”:**

[http://www.kitchenerutilities.ca/pdf/Customer\\_Service\\_Practices.pdf](http://www.kitchenerutilities.ca/pdf/Customer_Service_Practices.pdf)

**City of Kitchener Corporate Website under “Living in Kitchener”:**

<http://www.kitchener.ca/en/livinginkitchener/KitchenerUtilities.asp>

If there are any questions regarding Kitchener’s Customer Service Practices for Utility Customers, I would be pleased to respond to them promptly.

Sincerely,

James A. Gruenbauer, CMA  
Manager, Regulatory Affairs and Supply

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Cc: B. Jaffray (OEB)  
W. Malcolm (Kitchener)