



NATURAL RESOURCE GAS LIMITED
Supporting Your Natural Gas Lifestyle

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March 20, 2012

Ms. Kristen Walli
Board Secretary
Ontario Energy Board
2300 Young Street, 27th Floor
Toronto, Ontario M4P 134

Dear Ms. Walli:

**RE: Consultation on Low-Income Gas Customer Service Standards
Ontario Energy Board File No EB-2010-0280**

In reference to the letter received, March 1, 2012 The Ontario Energy Board requested consultation on Low-Income Gas Service Customer Standards.

Natural Resource Gas Limited is pleased to submit our comments in response to Low-Income gas customer service standards.

Overview

NRG is in general agreement with previous submissions from both Enbridge and Union Gas with taking a less prescriptive approach to the Customer Service Standards for Low- Income Customers.

NRG's residential customer policy to be submitted by April 1, 2012 provides for the most cost effective solution to best serve the needs of all residential customers.

Attachment A: Natural Resource Gas Limited proposed Customer Service Policies and Practices for eligible Low-Income natural gas customers.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'J. Howley', is placed above the printed name.

Jack Howley
General Manager



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