



March 19, 2012

Ontario Energy Board
2300 Young Street, 27th Floor
Toronto, Ontario M4P 134

Attention: Ms. Kristen Walli, Board Secretary

**RE: NOTICE OF AMENDMENT TO A RULE
RESIDENTIAL CUSTOMER SERVICE AMENDMENTS TO THE GAS
DISTRIBUTION ACCESS RULE BOARD FILE NO: EB-21010-0280**

The Ontario Energy Board has issued an amendment to the Gas Distribution Rule (GDAR) pursuant to section 44(1) of the Ontario Energy Board Act, 1998 (The "Act")

In response, Natural Resource Gas Limited is pleased to submit our Customer Residential Service Policy, under the following headings.

SECTION No. 4

- 4.1 Bill Issuance & Payment
- 4.2 Delayed Payment
- 4.3 Equal Billing Plan
- 4.4 Group Billings
- 4.5 Allocation of Payments
- 4.6 Disconnection of service for non-payment
- 4.7 Discontinuance for Causes other than Non-Payment
- 4.8 Security Deposit Policy
- 4.9 Arrears Management Programs
- 4.10 Management of Customer Accounts
- 4.11 Customer Complaint Written Response

Respectfully Submitted,

A handwritten signature in black ink that reads "J. Howley".

Jack Howley
General Manager



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