



April 2, 2012

Ms. Kirsten Walli  
Board Secretary  
Ontario Energy Board  
PO Box 2319  
27<sup>th</sup> Floor  
2300 Yonge Street  
Toronto ON M4P 1E4

Dear Ms. Walli:

**Re: EB-2010-0280 Consultation on Low-Income Gas Customer Service Standards – Response of City of Kingston**

---

Please be advised that Utilities Kingston provides customer service and billing for the natural gas, water and wastewater customers in the former City of Kingston, as well as, the same services for the customers of Kingston Hydro.

As Kingston Hydro is a regulated entity, Utilities Kingston has already adapted its practices to meet the requirements of the Distribution System Code, the Retail Settlement Code and the Standard Supply Service Code.

In virtually all cases, the City of Kingston natural gas customers are also Kingston Hydro electricity customers. To reduce administrative burden the requirements of the regulated Kingston Hydro have been adapted for practices in managing natural gas customers.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Nancy Taylor", is written over a light blue horizontal line.

Corporate Secretary  
[ntaylor@kingstonhydro.com](mailto:ntaylor@kingstonhydro.com)