



**INFRASTRUCTURE SERVICES DEPARTMENT
KITCHENER UTILITIES**

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BY E-MAIL & COURIER

April 16, 2012

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

Dear Ms. Walli:

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

Further to my letter of March 26, 2012 (with respect to Kitchener’s review of the updated customer service standards of Union Gas and Enbridge Gas), I am advising the Board that Kitchener has posted a revision to its “Customer Service Practices for Utility Customers” (“Practices”) on its corporate and utility websites as of April 4, 2012. The revision relates to ensuring the privacy of customer account information as set out in subsection j) of the revised Practices. A copy of this revised 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

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 revised 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)