

## Attachment A

### Eligible Low-Income Customer Service Policy Amendments to the Gas Distribution Access Rule

September 6, 2012

**Note: The text of the amendments is set out in italics below, for ease of identification only.**

1. Subsection 1.2.1 of the Gas Distribution Access Rule is amended by modifying the definition of “Customer Service Policy” to read as follows:

“Customer Service Policy” means the document developed by a rate-regulated gas distributor in accordance with *chapter 8* of this Rule that describes the customer service-related standards and practices applicable to its residential customers;

and by adding the following definitions immediately after the definition of “E.B.O. 188 Report”:

*“eligible low-income customer” means a residential customer who:*

- *has a pre-tax household income at or below the most recent pre-tax Low Income Cut-Off, according to Statistics Canada, plus 15%, taking into account family size and community size, as qualified by a Social Service Agency or Government Agency; or*
- *has been qualified for Emergency Financial Assistance;*

*“Emergency Financial Assistance” means any Board-approved emergency financial assistance, or other financial assistance made available by a distributor, to eligible low-income customers;*

and by adding the following definition immediately after the definition of “Service Transaction Request”:

*“Social Service Agency or Government Agency” means:*

- *a social service agency or government agency that partners with a given distributor to assess eligibility for Emergency Financial Assistance; or*
- *a social service agency or government agency that assesses eligibility for other energy financial assistance or low-income financial assistance programs, and partners with a given distributor to qualify customers for eligibility under chapter 8 of this Rule;*

2. Subsection 1.4.6 of the Gas Distribution Access Rule is amended by replacing the word “Section” at the beginning of the first paragraph with “*Chapter*”.
3. Section 1.4 of the Gas Distribution Access Rule is amended by adding the following new paragraph immediately after subsection 1.4.6.

*1.4.7 Subsection 8.1.3 and the amendments to subsection 1.2.1 to include the definition of “eligible low-income customer”, “Emergency Financial Assistance” and “Social Service Agency or Government Agency” shall come into force on January 1, 2013.*

4. Chapter 8 of the Gas Distribution Access Rule is amended by adding the following new paragraph immediately after subsection 8.1.2.

*8.1.3 Where a rate-regulated gas distributor has established customer service-related standards and practices specific to eligible low-income customers, the gas distributor shall describe them in its Customer Service Policy in a manner separate and apart from its customer service-related standards and practices applicable to other residential customers.*

5. Subsection 8.5.1 of the Gas Distribution Access Rule is amended by adding the word “*residential*” following the word “each” in the third line.